



## DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

June 14, 2021

### Office of Contract Management and Procurement

Queen Davis, Acting Director

201 W. Preston Street, Room 416 B

Baltimore, MD 21201

[Queen.Davis@maryland.gov](mailto:Queen.Davis@maryland.gov), 410-767-5335

VIA EMAIL TRANSMISSION

### **Addendum 2**

**Issued: June 14, 2021**

REQUEST FOR PROPOSALS

FINANCIAL MANAGEMENT AND COUNSELING SERVICES

(FMCS) OPASS 21-19022

eMMA# BPM024445

All persons who are known by the Issuing Office to have received the above-referenced RFP are hereby advised of the following revisions:

**\*Note: underlined text has been added and strikethrough text has been removed\***

### **Subsection 2.1.1**

The following paragraph in this subsection shall now read:

The Maryland Department of Health's (MDH) Developmental Disabilities Administration (DDA) and the Office of Long-Term Services and Support (OLTSS) are issuing this Request for Proposals (RFP) to provide the establishment and implementation of a statewide contract for Financial Management and Counseling Services to include billing and claims, Electronic Visit Verification (EVV) per the federal Centers for Medicare Services and Medicaid (CMS) requirements for Personal Support Services, consulting and training for individuals self-directing their services. Counseling Services will only be provided under the Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs only. Counseling Services will not be provided under the DDA's programs including Family Supports, Community Supports, and Community Pathways Waivers. The most complete general information about the programs that will have Self Directed Services (SDS) options and therefore require Financial Management Services and Counseling Services can be located here:

<http://dda.health.maryland.gov/Pages/community%20pathways.aspx>  
<https://mmcp.health.maryland.gov/longtermcare/Pages/Community-First-Choice.aspx>

### **Subsection 2.2.1**

The following paragraphs in this subsection shall now read:

The Developmental Disabilities Administration and the Office of Long-Term Services and Support, divisions of the Maryland Department of Health, are issuing this solicitation to obtain multiple Contractors to provide both the Financial Management and Counseling Services (FMCS) required for Self-Directed Services. Counseling Services will only be provided under the Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs only. Counseling Services will not be provided under the DDA's programs including Family Supports, Community Supports, and Community Pathways Waivers. The Contractors will be designated as an Organized Health Care Delivery System (OHCDS). As an OHCDS, the Contractors may subcontract with Medicaid and Non-Medicaid Providers to support program Participants to receive services approved in their Person-Centered Plan (PCP)/Plan of Service (POS) and budget in the manner which best suits their needs.

Participants will be able to hire, fire, and supervise their chosen Provider(s) as the sole employer. DDA and OLTSS case managers will share information regarding FMCS providers available. Participants will select their chosen Provider which will be noted in the LTSSMaryland by the case worker. Provider services will be subject to federal and State tax employment withholdings as domestic workers working for household employers as well as quality assurance measures to protect the Individual's health, safety, welfare and prevent fraud; therefore, the Department is seeking the services of multiple (minimum of two and a maximum of 10 awards) Contractors that can fulfill two (2) simultaneous and synergistic activities to include the following:

a. Financial Management Services: The Contractor shall provide the following Financial Management Services (FMS): (1) managing employment taxes and insurance; (2) managing payroll processing; (3) tracking and reporting of Individual/Participant budget balances and expenditures; (4) processing of invoices for goods and services; and (5) for the Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs only, the preauthorization of services on the POS.

b. Counseling Services: Counseling Services will only be provided under the Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs only. The Contractor shall provide the following Counseling Services: (1) aiding prospective and enrolled Participants to develop a personalized budget based on his or her PCP/POS; (2) offering assistance with recruiting, hiring, managing, and dismissing employees, and (3) training Individuals, their designated representative, authorized representatives, and direct service workers. ~~Note: For DDA Programs, Counseling Services include a review of all personalized budgets prior to submission within the PCP. Counseling Services related to assistance with recruiting, hiring, managing, and dismissing employees; and training Individuals, their designated representative, authorized representatives, and direct service workers are only applicable to DDA programs only if a person opts out of having a Support Broker indicated in~~

~~their Person-Centered Plan (PCP); the counseling services do not supplant or replace the Support Broker service in the DDA programs.~~

### **Subsection 2.2.3**

The following paragraphs in this subsection shall now read:

The Contractor shall provide Financial Management and Counseling Services to include payroll services on an as needed basis. The DDA and OLTSS estimates, but do not guarantee, that financial management and payroll services may be needed for approximately 1,500 ~~1,655~~ Participants or guardian/legal representatives participating in SDS. The DDA and LTSS anticipate the estimate to grow by 10% annually. FMS assists the Participant or guardian/legal representative to:

- a. Manage and direct the disbursement of funds contained in the Participant-directed budget;
- b. Facilitate the employment of staff by the Participant or authorized representative, by performing as the Participant's agent such employer responsibilities as verifying Provider qualifications, processing payroll, withholding Federal, State, and local tax, making tax payments to appropriate tax authorities; and
- c. Perform fiscal accounting and make expenditure reports to the Participant or authorized representative and State authorities.

### **Subsection 2.3.1**

The following paragraphs in this subsection shall now read:

The Contractor will verify Provider qualifications, execute and hold Provider agreements, and keep records available for inspection by the Department. When a Participant, authorized representative, or Guardian /Legal Representative chooses to participate in SDS, the Contractor shall assist the Participants with counseling (under the CFC and CPAS programs only) and financial management services. The Contractor shall develop and implement separate Financial Management Services and Counseling Services Divisions to carry out the tasks in this RFP. The Contractor must perform all FMS tasks directly and shall not delegate any of the FMS tasks to a reporting agent or other third-party. The Contractor may subcontract Counseling Services and other logistical services to other entities upon approval from the Contract Monitors. Other entities not initially identified in the Contractor's Technical Proposal upon approval will also need to be approved by the Contract Monitor.

The Contractor shall provide the following for Financial Management Services as well as Counseling Services:

- a. Provide materials to the Individual/Participant (or Representative) employers in an alternate format as requested. The Contractor must contract with a telephone interpreter service and provide in-person sign language interpreter services upon request by the Individual/Participant or their representative, with advanced notice in compliance with Section 1557 of the Patient Protection and the Affordable Care Act;

b. Provide written notice to Individual/Participant (or representative) employers receiving services of changes related to member rights, advance directives, grievances, reconsideration or State fair hearings at least twenty (20) business days in advance of the intended effective date;

c. Maintain internet email capability. The Contractor must provide access to its internet e mail address to Individual/Participant (or Representative) employers and must respond to inquiries within one (1) Business Day; and

d. Review all informational materials intended for distribution throughout the Contract and implementation period and obtain the Contract Monitors approval at least thirty (30) Business Days prior to the use of the materials.

**Subsection 2.3.2.1.b.**

The following paragraphs in this subsection shall now read:

26) Provide Participants with Participant/representative employer orientation and initial and remedial training related to FMS processes, forms, and requirements in accordance with the philosophy of the self-direction on an on-going basis and/or as needed.

31) Train Participants in use of FMS monthly expenditure reports and other tools used for managing and monitoring payments to workers, and in identifying and training new workers.

33) Assist Participants in the management of Medicaid ~~public funds, (i.e. Medicaid, State, Social Security)~~ public funds, (i.e. Medicaid, State, Social Security) to include receiving, disbursing and tracking the allocated self-directed services ~~public funds~~ in accordance with federal and State requirements. The Department may at any time, and at its discretion, audit the utilization reports inclusive of claims and expenditure information.

**Subsection 2.3.2.1.c.2)**

The following paragraph in this subsection shall be deleted:

~~2) Assisting Participants who choose to SD their services with a Counseling and Financial Management Services provided by the Coordinator of Community Services (CCS).~~

**Subsection 2.3.2.1.g.3.a)**

The following paragraph in this subsection shall now read:

a) A brochure containing information about the Contractor's Financial Management and Counseling Services (applicable for CFC and CPAS programs only).

**Subsection 2.3.2.2 Counseling Services - Applicable to CFC and CPAS Programs Only**

The following paragraphs in this subsection shall now read:

a. The Contractor shall develop an Incoming Employer Implementation Plan (IEIP) within twenty (20) Business Days from the Go-Live Date to be approved by the Contract Monitor. The

IEIP is for collecting information on, and following-up with, Individuals/Participants (or their representatives) who are enrolled in the ~~DDA Waivers~~, CFC or CPAS program, those enrolled in Medicaid but not in one of the programs, and those who are not yet enrolled in Medicaid but who have expressed an interest in Self-Directed Services. For CPAS and CFC Applicants and Participants who self-direct, the Contractor shall review and preauthorize their CPAS or CFC Plan of Service (POS) within fifteen (15) Business Days of submission. ~~For DDA applicants and participants, the Contractor shall review all personalized budgets within five (5) Business Days of submission. For DDA applicants and participants, the Contractor shall review all personalized budgets within five (5) Business Days of submission.~~

b. The IEIP must be submitted by the contractor to the ~~DDA and~~ OLTSS Contract Monitor for approval within twenty (20) Business Days from the Go-Live Date. The Contractor shall implement all decisions and revisions made by the Contract Monitor within five (5) Business Days.

#### **Subsection 2.3.2.2.d.2)**

The following paragraphs in this subsection shall now read:

2) The Contractor will provide instructions and training to a prospective Individual/Participant on what he or she needs to do to set up services and ensure payment for approved services and supports, beginning with the development of an individualized PCP/POS (with the Counseling Division).

3) Results of each training session shall be electronically stored by the Contractor on their data system per 2.3.6. The Contractor shall provide data for ~~DDA/OLTSS~~ system upon request.

#### **Subsection 2.3.3.i.4**

The following paragraph in this subsection shall now read:

4) Under the CFC and CPAS programs, ~~d~~Develop, implement, and maintain a competency-based online examination for Individuals/Participants or designee and employees to cover the information presented in the online training courses. The online examination should automatically provide the Individuals/Participants or designee and employees with a score and allow them to print a completion certificate.

#### **Subsection 2.3.5.c**

The following paragraph in this subsection shall now read:

c. The Contractor must develop and implement, prior to the Go Live date, written policies, procedures and internal controls to report incidents as per the program's incident reporting policy, monitor participants and representatives' performance as common law employers, identify remediation and additional training needed. Additionally and for the CFC and CPAS programs only, recommend termination from the self-direction services option for participants/representatives as needed.

**Subsection 2.3.6.a.7)**

The following paragraph in this subsection shall now read:

7) POS Timeliness Report: Specify the Applicant/Participant, name of the Applicant/Participant, program type, date of POS submission, date POS decision was rendered. Note: this report applies only to OLTSS CFC and CPAS programs.

**Subsection 2.3.6.f**

The following paragraph in this subsection shall now read:

f. The Contractor shall participate in ongoing quality management and evaluation activities of Participants and Participants' workers including a readiness review for individuals who choose Self-Directed Services ~~in DDA's Community Pathways Waiver~~.

**Subsection 2.3.6.l.1)**

The following paragraph in this subsection shall now read:

1) The Contractor shall develop a preliminary Quality Assurance Monitoring Plan that covers both the individuals who choose Self-Directed Services in DDA's Family Supports, Community Supports, and Community Pathways Waiver and Participants who choose Self-Directed Services in LTSS's Community First Choice (CFC) and Community Personal Assistance Services (CPAS) programs.

**Subsection 2.3.6.m.1)**

The following paragraph in this subsection shall now read:

1) Demonstrated that the Contractor has met or otherwise contacted each enrolled Individual/Participant pursuing Self-Directed Services in their respective programs, identified itself as the new Contractor and explained that it will become the Program individual's/Participant's new fiscal management entity (including Financial Management Services and Counseling Services (for CFC and CPAS programs only)).

**Subsection 3.10.1.C**

The following paragraph in this subsection shall now read:

C. At least one (1) year experience within the past five (5) years providing Counseling Services to the people it serves. ~~Offerors with this experience will be evaluated more highly than those without this experience.~~

**Financial Form "Attachment B" OPASS 21-19022 ATTACHMENT B- FINANCIAL PROPOSAL FORM.xlsx**

This contract line item shall now read:

2.3.4 Counseling Services (all inclusive per individual/participant for CPAS & CFC only).