



REQUEST FOR PROPOSALS

**HEALTHCHOICES REINVESTMENT PLAN
BUCKS COUNTY SPECIALTY OUTPATIENT PROGRAM
INTELLECTUAL DISABILITIES/AUTISM**

Date Issued:

April 19, 2021

Date Due:

June 11, 2021

1.0 Introduction

The Bucks County Department of Behavioral Health and Developmental Programs (BH/DP) and Magellan Behavioral Health of Pennsylvania (Magellan of PA) are soliciting proposals for a specialty outpatient program to focus on individuals with an Intellectual Disability/Autism (ID/A) diagnosis with complete adherence to PA Code 55§ 5200, and licensed by the Department of Human Services in Pennsylvania for Medical Assistance (MA)-eligible individuals, aged 6 and over, but with a *primary focus on HealthChoices adults*. Candidates for this program are MA/HealthChoices eligible individuals residing in Bucks County, having a diagnosis of Intellectual Disability and/or Autism (ID/A), as well as a behavioral health diagnosis.

2.0 Background

Bucks County recognizes that individuals benefit from the ability to live and recover when connected to their community and natural supports. During 2018, Bucks County was home to approximately 1,842 individuals with an ID/A diagnosis. During 2018, approximately 636 HealthChoices members with a diagnosis of ID/A and a mental health diagnosis accessed the Bucks County network of mental health providers for treatment. Additionally, although 1,342 of the individuals with a diagnosis of ID/A live in central or lower Bucks, 422 traveled to upper Bucks or Montgomery County in order to obtain necessary care (Collins, 2019). Furthermore, feedback collected during 2019 indicated that individuals with ID/A accessing Mental Health Outpatient Services frequently waited months to see a psychiatrist and were often unable to find psychiatry or therapy services including the expertise needed (Gaffin, 2019). The circumstances surrounding the COVID-19 pandemic during 2020 have further complicated how individuals with ID/A are able to access care.

In light of this information, the goal is to develop a specialty Mental Health Outpatient Program to accommodate eligible central and lower Bucks County residents, which is expected to increase access and quality for a minimum of 200 individuals with ID/A yearly. This program should be located in lower Bucks County and all proposal submissions should describe how this service will address the needs of individuals as identified prior to COVID-19, as well as how those needs or services might change during, and/or following COVID-19 restrictions. It is expected that the organization chosen to provide this service would utilize a range of Quality Improvement methods to produce valuable programming, to align with the Office of Developmental Program's [EveryDay Lives](#) initiative and to collaborate with BH/DP and Magellan of PA where appropriate. As such, it is expected that the identified provider would track outcomes focused on whole health including, but not limited to, participation in employment and/or volunteering, relationships and socialization, symptom reduction, reduced use of acute inpatient and community crisis services, and improved quality of life and consumer satisfaction. It is recommended that providers use validated tools to track outcomes. In addition, it is expected that the provider chosen will use an interdisciplinary approach including a Complex Condition Nurse Navigator. The Complex Condition Nurse Navigator model contributes a coordinated care approach focused on improving the physical and behavioral health of those diagnosed with an Intellectual Disability and/or Autism, as well as mental health and physical health conditions. Inclusion of this collaborative care model will provide increased support for individuals. It is anticipated that members will experience greater success in achieving physical and behavioral health goals and a reduction in utilization of emergency or acute services for support.

Additionally, BH/DP and Magellan of PA expect that wait times for psychiatric medication management will be reduced, care coordination within the context of this service will greatly enhance health outcomes, and that individuals with ID/A, their families and supports, will report increased access to quality clinical therapies.

3.0 Proposal and Scope of Work:

Magellan Behavioral Health of Pennsylvania, on behalf of Bucks County, is accepting proposals from agencies to establish a specialty Mental Health Outpatient program for HealthChoices Medical Assistance (MA)-eligible individuals with an ID/A and Behavioral Health diagnosis during the period April 19, 2021 through close of business on June 11, 2021. A qualified agency is one that:

- Is a Pennsylvania Medicaid Provider in good standing;
- Is currently a fully licensed Outpatient provider, OR a current non-licensed provider who is interested in state licensure, OR multiple entities with coordinated qualifications, able to establish a partnership to accomplish this service;
 - For any entities wishing to pursue a submission in partnership with another organization, the proposal must be one, cohesive document, addressing all aspects of the RFP and detailing how the entities intend to combine resources and efforts both fiscally and clinically. One entity must be identified as primarily responsible for achievement of the project with secondary partners committing to specific roles defined by, at minimum, but not limited to, elements such as Business Associate Agreements, Letters of Intent etc.
- Will be located within the lower region of the County and should be integrated within the community;
- Encourages and supports the opportunity for individuals to participate in community-based programming;
- Demonstrates proficiency in the ability to deliver Co-Occurring Disorder (Mental Health/Substance Use) Outpatient services when indicated;
- Demonstrates creativity in offering a rich assortment of Mental Health group therapy and intensive outpatient therapy for individuals with ID/A;
- Provides a staffing plan that indicates consideration of appropriate staff proficiency and training in working with individuals with ID/A of all ages with a primary focus on HealthChoices adults;
- Identifies how needs arising from COVID-19 will be managed while still providing a full array of outpatient services;
- Displays a plan to utilize evidence-based practices in treatment;
- Demonstrates a creative and thoughtful plan for financial viability while taking into account Medicare credentialing expectations, rates and third-party liability billing requirements;
 - <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/EnrollmentApplications>
- Demonstrates knowledge of the co-occurring needs of individuals who are dually diagnosed ID/A;

- Establishes familiarity with integrating the Everyday Lives principles;
- Commits to full participation with County/Magellan required implementation meetings (monthly for a minimum of the first year and then quarterly when determined appropriate, including the period between award of the contract and beginning of facility operation);
- Demonstrates proficiency in the collection of data, identification of outcomes and use of both in quality improvement processes;
- Outlines a thoughtful timeline for full implementation of this service by 12/31/2022;
- Offers creative solutions to barriers in access to psychiatry and medication management
- Considers inclusion of supplementary lines of service such as telepsychiatry, telehealth, Mobile Mental Health treatment and/or peer support;
- Where present, polypharmacy is reduced as appropriate;
- Commits to participation in all program evaluation requirements (i.e. chart audits, outcomes/data reporting, incident reporting, etc.); and
- Develops creative ideas for recognition and celebration of behavioral health recovery.

3.2 Targeted Population:

MA eligible/HealthChoices individuals aged 6 and older, with diagnoses of both ID/A and mental health, *with a primary focus on HealthChoices eligible adults*. It should also be noted that since the primary focus of this service is on adults, it is expected that the majority of this same population would be Medicare primary. The intent is to provide an inclusive experience for individuals with ID/A. The service location should be integrated, and treatment should fully support access of individuals to the greater community. The focus should be on an increased network capacity of 200 members with a diagnosis of ID/A. There should be dedicated staff for the ID/A population.

3.3 Program Specifications/Requirements:

- Provision of a service to be located within the lower region of the County, licensed by the Department of Human Services in Pennsylvania and operated as per regulatory requirements outlined in 55 PA Code § 5200.
<http://www.pacodeandbulletin.gov/Display/pabull?file=/secure/pabulletin/data/vol49/49-41/1510.html>
- Provision of a full array of outpatient services with identification of specific plans to address needs arising from COVID-19.
- Provision of behavioral health professionals who will assess behavioral health symptoms present in individuals with ID/A of all ages, with a primary focus on adults aged 18 and older.
- Implementation of specialized psychiatric evaluation and medication management for individuals with ID/A within a timely manner.
- Provision of individual, group and family therapy services to be offered to individuals with ID/A.
- Integration of evidence-based and promising practices in the treatment of individuals with ID/A, for example, Applied Behavior Analysis, Eye Movement Desensitization and

Reprocessing (EMDR), Art Therapy, Music Therapy, Illness Management and Recovery (IMR), Peer Recovery Support Services (Dolena, 2019)

- Utilization of an Interdisciplinary Team approach, including but not limited to a Prescriber, Nurse Navigator (see Attachment 1 –Nurse Navigator Service Description –), Therapist, Support Coordinator, ID/A service provider and family member.
- Inclusion of, where appropriate, and coordination with, an individual’s supports during the assessment, planning and treatment processes.
- Given the higher rate of physical health co-morbidity for this population, utilization of an integrated health approach ensuring that individuals receive fully coordinated care.
- Participation in any Bucks County ID/A Work Group pertaining to improving quality of dual diagnosis treatment for individuals with ID/A and mental health diagnoses.
- Utilization of data to produce quality programming and outcomes

3.4 Expected Program Outcomes

It is expected that the following areas will be addressed utilizing validated tools where possible:

- Member Outcomes:
 - Participation in vocational opportunities
 - Participation in life-long learning activities
 - Increased health and safety knowledge
 - Improved whole health outcomes
 - Higher satisfaction with relationships and socialization
 - Increased quality of life
 - Symptom reduction and improved behavioral outcomes
- Program Level Outcomes:
 - Reduced utilization of Acute Inpatient Hospitalizations
 - Reduced utilization of community crisis services
 - Reduced wait times for psychiatric medication management and increased coordination around medication prescribing
 - Increased care coordination and health outcomes
 - Increased access to quality clinical therapies

While the outcomes noted above include the minimum expectations for this service, it is anticipated that the agency awarded this contract will utilize qualitative improvement processes to ensure a positive service participant experience, improved health outcomes and reduced cost of care to the community.

4.0 Length of Project Period:

The Mental Health Outpatient program plan is a one (1) year award during which time staff will be hired and oriented, and the program will achieve licensure as well as Medicare and Medical Assistance enrollment, credentialing and contracting with Magellan of PA, BH/DP (and other payers as required for program sustainability). Licensure, MA enrollment, credentialing and contracting with Magellan of PA and BHDP should take place as quickly as possible. It is anticipated that this program will begin billing Magellan of PA and/or Bucks County BH/DP for services as soon as possible. Reinvestment funds are

available through the Managed Care Unit of BH/DP in the first year only, to assist with facility development and operating costs, depending on articulation of operational efficiencies within proposals. Specific dollars and allocations for the above categories will be discussed post-award. The program must be financially sustainable and at full mutually agreed upon capacity by year 2.

5.0 Application and Submission Information:

To receive funding consideration, eligible agencies must provide a *narrative proposal* that describes the following items:

1. Brief overview of the agency, and mission serving this target population; **5 pts**
2. Describe the agency’s vision, creativity and philosophy and how that will ensure successful provision of Behavioral Health Outpatient Services for individuals with ID/A. Also, describe experience in start-up and implementation of a similar program. Please detail how the agency will support this program start-up; **10 pts**
3. Describe the agency’s demonstrated competence in providing behavioral health outpatient services i.e. billing procedures, services to be provided, etc. and the plan to meet the needs of this population, which will include the hiring of trained staff; **15 pts**
4. Describe the agency’s plan to address provision of services while considering needs arising from COVID-19; **15 pts**
5. Describe clinical plan of services as well as how the agency plans to maintain staff expertise in evidence-based practices as outlined in the “Program Specifications/Requirements” section of this RFP - RESPOND TO EACH POINT; **25 pts**
6. Describe how the agency plans to utilize the interdisciplinary team model described under “Program Specifications/Requirements” section of this RFP; **10 pts**
7. Identify the proposed staffing pattern and organizational chart (including how it fits into the parent company’s organization chart, as applicable), including staff proficiency and minimum requirements in provision of services to the identified population; this may include job descriptions of proposed staff and resumes/CVs of staff anticipated to lead the implementation team (including COD and CQI staff if identified), etc.; **10 pts**
8. Outline implementation timeline including target dates for significant milestones (such as service description approval by OMSHAS, hiring for staff, credentialing and admission of individuals); **5 points**
9. Describe how the agency will collect and measure the specific program outcomes as outlined in the “Expected Program Outcomes” section (Section 3.4) in addition to agency-identified outcomes. Outline the agency’s Continuous Quality Improvement (CQI) process in outcome analysis, identification of strengths and areas of improvement as well as implementation of appropriate interventions for improvement. Include how CQI oversight and program outcome evaluation will intersect; **15 pts**
10. Describe the agency’s experience with the use of electronic medical records and electronic billing or demonstrated plan to implement such; **5 pts**
11. Provide any other information that the agency would like considered as an applicant; **0 pts**

Total possible points – 115 points

6.0 Budget Justification

Based on the narrative proposal, submit a financial proposal utilizing the attachments provided. Please be sure to complete the attachment in full including each tab. Indicate and justify the expected 15-minute unit rate consistent with the regulatory standards for Mental Health Outpatient services billable services for Magellan as well as base funded individuals.

Proposals should be typed using 12-point font and paginated. There is no page limit to the responses. Any supporting documents (letters of agreement, support letters) can be identified as Appendices.

**Proposals must be electronically submitted to our office by close of business, June 11, 2021.
Send proposals via email to IDAOUptRFP@magellanhealth.com**

Provider interviews may take place in August either in person or virtually. Provider interviews will remain confidential. It may be requested that additional providers interview at a later date.

The Bucks County Department of Behavioral Health/Developmental Programs and Magellan Behavioral Health of Pennsylvania reserve the right to move forward without identifying a provider as a result of this proposal process.

Please direct any questions that you may have regarding this initiative to Leah Chapman, LPC, NCC by email at IDAOUptRFP@magellanhealth.com.