***Request for Proposal***

***Mobile Crisis Services***

***June 17, 2024***

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| **Macomb county community mental health**  ***Guided by the values, strengths, and informed choices of the people we serve, Macomb County Community Mental Health provides an array of quality services which promote community participation, self-sufficiency, and independence*** |

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**I. OVERVIEW**

Macomb County Community Mental Health (MCCMH) announces a Request for Proposal (RFP) for Mobile Crisis Services from qualified Bidders to serve persons in Macomb County. MCCMH is seeking partnership with a Bidder who can provide crisis behavioral health services to adults and/or children. MCCMH is seeking partnership with a Bidder who is skilled in serving both adults and children and can provide Mobile Crisis and Pre-Screening Services within Macomb County for all ages. It is the intention of MCCMH to contract with a Bidder for 24-hour adult mobile crisis services and after hours (overnight/weekends/holidays) for children’s mobile crisis services.

1. Deadline

The deadline for submission of this proposal is **12:00PM on** **July 22, 2024.** Proposals received after this date and time will not be considered.

1. Rejection of Proposals

MCCMH reserves the right to reject any and all proposals received as a result of the RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of MCCMH. This RFP is made for information and planning purposes only. MCCMH does not intend to award the contract solely on the basis of any response made to this request, or otherwise pay for the information solicited or obtained. MCCMH may request clarification from any applicant under active consideration and may give any applicant opportunity to correct defects in its proposal.

1. Incurring Costs

MCCMH is not liable for any cost incurred by contractors prior to issuance of a contract.

1. Disclosure of Pre-Proposal Contents Freedom of Information Act

Be advised that all information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.

1. Acceptance of Proposal Content

The contents of the proposals of the successful bidder may become contractual obligations if a contract continues. Failure of the successful bidder to accept these obligations may result in cancellation of the contract.

1. Right to Re-Bid

MCCMH reserves the right to rebid all or some components of this Request for Proposal (RFP) in the event of significant changes to Medicaid Policy or other future federal, state, or locally applicable laws, regulations or policies.

1. Contract Award Date

The Bidder selected through this process will be awarded a contract through September 30, 2025, with an option for renewal at MCCMH’s discretion, dependent on performance, funding and system need.

**II. SCOPE OF SERVICES**

MCCMH is seeking partnership with a Vendor who can provide Mobile Crisis and Pre-Screening Services to adults and children in Macomb County. It is the intention of MCCMH to contract with a Vendor for adult mobile crisis services and, as needed, add children’s mobile crisis services to the Vendor’s contract to support increased needs in our community.

Mobile Crisis Services provides short-term crisis services in the least restrictive environment for individuals who are reporting to be in crisis and to help avert the need for a psychiatric hospitalization. Immediate support is provided in the home or community setting. The Mobile Crisis team provides short-term services to safely manage a crisis situation by de-escalating the crisis and helping the individual return to his or her regular life as quickly as possible. After the crisis is resolved, the individual will continue with his or her original provider, or, if new to services, will be connected with the appropriate behavioral health services.

The Mobile Crisis services should be provided in a team format with at least two (2) staff per team performing the care. It is required for at least one (1) staff member per team to be licensed at the master’s level and able to make a determination on level of care need, provide a diagnosis and perform a hospital pre-screen if clinically necessary. The treatment team should also include another staff such as a Peer Support Specialist, Parent Support Partner, Youth Peer Support, etc. The teams must be able to meet the needs of diverse populations. Mobile crisis services are expected to arrive within one (1) hour from the time of dispatch, with the overall response time not to exceed three hours. Services must be available 24 hours per day, seven (7) days per week. The team must provide warm handoffs and coordination with other services as needed. Mobile Crisis services, include, at minimum assessment, crisis de-escalation, service planning, crisis and safety plan development, brief therapy/interventions, and referrals.

To provide the Children’s mobile services, Bidder’ will be required to follow the Michigan Department of Health and Human Services (MDHHS) standards for the Intensive Crisis Stabilization Services (ICSS) as outlined in the Medicaid Manual. Mobile crisis providers do not have to be enrolled with MDHHS but should meet the requirements for the team and program model.

**III. BIDDER REQUIREMENTS/EXPECTATIONS**

1. The Bidder is expected to utilize the MCCMH electronic medical record known as FOCUS for claims submission.
2. The Bidder will be expected to support individuals served in service arrangements as required to successfully reach the individuals goals and objectives.
3. The Bidder will be expected to work with the MCCMH Managed Care division to support the system with level of care determination, authorization, and utilization management needs.
4. The Bidder will be expected to be knowledgeable and have expertise in billing CPT codes specific to the services outlined in this RFP (See State website for applicable CPT codes [Reporting Requirements (michigan.gov)](https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/reporting) SFY 2024 Behavioral Health Code Charts and Provider Qualifications). CPT code H2011 HT will be utilized for this program.
5. The Bidder shall be able to demonstrate competency and knowledge of the Michigan mental health system. Macomb County specific knowledge is preferred.
6. The selected Bidder will be required to assume responsibility for all services offered in their proposal. The Bidder must agree not to discriminate against employees or applicants for employment on the basis of race, religion, color, national origin, or handicap.
7. The selected Bidder shall acknowledge their ability to comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
8. The selected Bidder shall acknowledge their ability to comply with all Federal and Michigan Laws, regulations and the Michigan Administrative Code, the Michigan Mental Health Code, 42 CFR and the Michigan Department of Health and Human Services (MDHHS) Contractual obligations.

**IV. CONTENT OF PROPOSAL**

The proposal should describe a work plan outlining how the Bidder will provide the services outlined in the RFP. The bidder should describe the philosophy that will be utilized, along with the interest and capacity to meet the needs of our system of care. The bidder should describe any qualifications and/or experience and/or demonstrated competency specifically related to services outlined in this RFP. Please follow the format below to address each item.

1. Title Page

Please identify the RFP subject, name of your organization, address, and lead contact individual at your organization along with their contact information.

1. Table of Contents

Include a clear identification of the material by section and page number.

1. Evidence of Funding

Bidders must evidence contracts with a variety of funding streams, including commercial insurance, Medicare, fee-for-service Medicaid, including the waiver program(s).

1. Evidence of Payer Experience

Provide a description of at least two (2) years of experience contracting with a Medicaid Payor such as a Pre-Paid Inpatient Health Plan (PIHP) and/or Community Mental Health (CMH) system, including the types of services provided and populations served. Bidder must provide at least one (1) letter of reference from a Medicaid payer, demonstrating contracting is in good standing.

1. Accreditation

The Bidder shall possess, at a minimum, accreditation by a nationally recognized accreditation organization specific to behavioral health services for adults and children. The Bidder must attach the most current accreditation report in submission. (Include as attachment at the end of proposal).

1. Crisis Service History

Describe the Bidder’s history of successfully providing crisis services as outlined in this RFP to individuals diagnosed with severe mental illness, persons who have a diagnosis of Intellectual Developmental Delay (IDD) and persons who may be dually diagnosed with a substance use disorder.

1. Qualified Staff

The bidder must outline their plan to meet the staffing requirements of the Mobile Crisis services as described in the previous section. The Bidder should indicate the type and number of staff for both adult and children’s teams.

1. Required Services

Describe your plan to ensure the following services are offered, indicating tools to be used and evidenced based practices for each, as applicable:

* 1. Assessment
  2. Crisis de-escalation
  3. Planning
  4. Crisis and safety plan development
  5. Brief therapy/Interventions
  6. Referrals

1. Hours of Operation

Describe the hours of operations, how teams will be deployed 24 hours per day/seven (7) days per week, anticipated response time, and contingencies to ensure appropriate coverage.

1. Program Implementation

Indicate the agency’s ability to begin services and a timeline for a plan for full implementation.

1. Medicaid Experience

The Bidder shall be able to demonstrate knowledge of and experience with Medicaid rules, regulations, and covered services by providing the results of a Medicaid Verification Audit from the past two (2) years.

1. Identification of Anticipated Problems

The proposal should identify and describe any anticipated or potential problems, the approach to resolving these problems and any special assistance that will be requested from MCCMH.

1. Costing of Primary Provider Services

The Bidder must provide their proposed rate for services outlined in this RFP and are welcome to include other services which would support the program such as but not limited to Evidence Based services. The Bidder should include either all or a sampling of approved Medicaid Billable codes (CPT codes) that they are able to provide to support persons in Macomb County. MCCMH and the selected Bidder will work in partnership to develop rates once the Bidder has been approved for contracting by the MCCMH Board.

1. Organizational Information

The Bidder must provide an annual audited financial statement for the past two (2) years. The Bidder must provide and current criminal background check for the organization’s principal staff. The Bidder must provide reference to any litigation involving the organization during the past five (5) years. The Bidder must provide reference to any substantiated recipient rights violations by the organization’s principal staff over the past five (5) years.

1. Additional Information

Indicate any additional information you to be considered that demonstrates the Bidder’s qualifications to provide the proposed services.

**V. PROPOSAL EVALUATION**

Submitted proposals will be evaluated in the following areas by the Procurement Review Committee.

1. The Bidder’s experience and performance in the provision of related services including personnel.
2. The Bidder’s history of compliance with rules and regulations including the Office of Recipient Rights.
3. Finance and cost.
4. Quality/thoroughness of Proposal (see instruction sheet for all required documents).

*N.B. Please be advised that ALL information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.*