

The background features a large, light blue circular watermark logo for Macomb County Community Mental Health. The logo contains a stylized human figure with arms raised, surrounded by the text "MACOMB COUNTY COMMUNITY MENTAL HEALTH".

Request for Proposal

Crisis Residential Services

Issued Date: October 15, 2024

***Response Due Date: November 12, 2024,
by 12:00PM***

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

REQUEST FOR PROPOSALS

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I. OVERVIEW

Macomb County Community Mental Health (MCCMH) announces a Request for Proposal (RFP) for qualified Bidders to provide Crisis Residential Unit Services (CRU) to serve adults and children in Macomb County. Bidders are asked to clearly delineate which population, adults, children or both, they are bidding on services for.

A. Deadline

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

B. 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 an opportunity to correct defects in its proposal.

C. Incurring Costs

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

D. 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.

E. Acceptance of Proposal Content

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

F. 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.

G. Contract Award Date

The Bidder(s) 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.

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II. SCOPE OF SERVICES

A. Overview

MCCMH is seeking partnership with a Bidder(s) who can provide CRU services for adults and children with all qualifying diagnosis in Macomb County. CRU services are intended to provide a short-term alternative to inpatient psychiatric hospitalization for individuals experiencing an acute psychiatric crisis when clinically indicated or, as a diversion to inpatient hospital treatment for individuals who can be appropriately served in a less intensive setting.

The goal of CRU services is to facilitate reduction in the intensity of those factors that lead to CRU admission through a person-centered/family driven, youth-guided, and recovery/resiliency-oriented approach.

CRU services are also designed for a subset of individuals who meet the American Society of Addiction Medicine (ASAM) Criteria for Level 3.7 Medically Monitored Intensive Inpatient Services admission criteria or are at risk of admission, but who can be appropriately served in settings less intensive than a hospital. This service is also designed for individuals who are intoxicated and at risk of admission to an acute setting or another level of care but can be appropriately served in this less intensive setting. The goal of CRU Services, in this regard, is to facilitate reduction in the intensity of those factors that lead to CRU admission through a person-centered and recovery-oriented approach.

Crisis interventions are unscheduled activities conducted for the purpose of resolving a crisis situation requiring immediate attention. “Crisis,” means a situation in which an individual is experiencing the signs and symptoms of a serious behavioral health disorder. The criteria for admission shall align with the Michigan Mental Health Code 330.1401, “Persons Requiring Treatment.” Services must be designed to resolve the immediate crisis and improve the functioning level of the person served to allow them to return to less intensive community inclusion as soon as possible. Requirements of the CRU program include:

- i. Psychiatric supervision;
- ii. Therapeutic support services;
- iii. Medication management/stabilization and education;
- iv. Behavioral services;
- v. Milieu therapy; and
- vi. Nursing/medical services (on-site nursing services are required for those who are in the detoxification process, and who require medications to manage the current crisis).

Child CRU Services may not be provided to children with serious emotional disturbances (SED) in a Child Caring Institution (CCI) unless it is licensed as a “children’s therapeutic group home” as defined in Section 722.111 Sec. 1(f) under Act No. 116 of the Public Acts of 1973, as amended. The program must include on-site nursing services (RN or LPN under appropriate supervision). On-site nursing must be

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provided at least one (1) hour per day, per resident, seven (7) days per week, with 24-hour availability on call. Adult CRU Services must include on-site nursing services (RN or LPN under appropriate supervision). For settings of six (6) beds or fewer, on-site nursing must be provided at least one (1) hour per day, per resident, seven (7) days per week, with twenty-four (24) hour availability on call. For seven (7) to 16 bed facilities, on-site nursing must be provided eight (8) hours per day, seven (7) days per week, with 24-hour availability on call.

Clinical services must be supervised by a psychiatrist. A psychiatrist does not need to be present during service delivery, however, it must be available by phone at all times. The psychiatrist must provide psychiatric evaluations or assessments at the CRU. A psychiatric evaluation completed by a treating psychiatrist that resulted in the admission to the program fulfills this requirement if the program psychiatrist has consulted with the physician as part of the treatment process and the consultation has been appropriately documented in the MCCMH Electronic Medical Record (EMR). All CRU services must be supervised on-site eight (8) hours per day, Monday through Friday (and on call at all other times), by a mental health professional possessing at least a master's degree in human services and one (1) year of experience providing services to individuals with serious mental illness, or a bachelor's degree in human services and at least two (2) years of experience providing services to beneficiaries with serious mental illness.

CRU services may be provided to adults or children who are assessed by, and admitted through, the authority of the local Prepaid Inpatient Health Plan (PIHP). Successful Bidders would work together with MCCMH's Managed Care Operations (MCO) Division to review cases, complete authorizations, complete Continued Stay Reviews (CSR), and any other necessary utilization management needs. The persons served must meet psychiatric inpatient admission criteria but have symptoms and risk levels that permit them to be treated in such alternative settings. Services are designed for individuals with mental illness or with mental illness and another co-occurring disorder, such as substance use disorders or developmental disabilities. For individuals with a co-occurring disorder, the primary reason for service must be mental illness.

Services may be provided for a period of up to 14 calendar days per CRU episode. Services may be extended and should be regularly monitored, if justified by clinical need. If the length of stay exceeds 14 days, the CRU must develop a subsequent Plan of Service with the individual, based on comprehensive assessments.

Services must be delivered according to an individual plan based on an assessment of immediate need. The plan must be developed within 48 hours of admission to the CRU and signed by the individual served (if possible), the parent or guardian, the psychiatrist, and any other professionals involved in treatment planning, as determined by the needs of the person served. The individual's plans must contain the following:

- i. Clearly stated goals and measurable objectives, derived from the assessment of immediate need, stated in terms of specific observable changes in behavior, skills, attitudes, or circumstances, structured to resolve the crisis.

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- ii. Identification of the activities designed to assist the individual to attain their goals and objectives.
- iii. Discharge plans, the need for aftercare/follow-up services, and the role of, and identification of, the case manager.
- iv. For children's CRU services, the plan must also address the child's needs in context with the family's needs. Educational services must also be considered, and the plan must be developed in consultation with the child's school district staff.

If the person served has an assigned case manager, the case manager must be involved in the treatment as soon as possible and must also be involved in follow-up services. If the person served does not have a case manager prior to initiation of the CRU service, and the crisis episode exceeds 14 days, a case manager must be assigned and involved in treatment and follow-up care (the case manager may be assigned prior to the 14 days, according to need). The CRU would be responsible for alerting MCCMH to the need for assignment to a case management agency.

To assist in developing your bid, MCCMH is providing the following data. In Fiscal Year (FY) 2023, 240 (unduplicated) individuals received requests for CRU services and 3,621 (unduplicated) requests for Inpatient Psychiatric Services, with an average of 20 per month and 302 per month.

III. BIDDER REQUIREMENTS/EXPECTATIONS

- A. The Bidder will be expected to utilize the MCCMH EMR known as FOCUS for claims submission and documentation uploads, data entry as required by MCCMH.
- B. The Bidder will be expected to support individuals served in service arrangements as required to successfully reach the individuals goals and objectives.
- C. The Bidder shall be able to demonstrate competency and knowledge of the Michigan mental health system. Macomb County specific knowledge is preferred.
- D. The Bidder will be expected to work with the MCCMH MCO division to support the system with level of care determinations, authorizations, and utilization management needs.
- E. The Bidder will be expected to implement flexible staffing patterns to best meet the needs of the individuals served.
- F. The Bidder will be expected to employ staff who are knowledgeable of behavioral plans and have the ability to handle behavior problems with a challenging population and complies with the Michigan Department of Health and Human Services (MDHHS) staffing requirements as outlined in the Medicaid Manual Section 18: Behavioral Health Treatment Services/ Applied Behavioral Analysis [MedicaidProviderManual.pdf \(state.mi.us\)](#), pages 489-497.

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- G. 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) SFY 2024 Behavioral Health Code Charts and Provider Qualifications).
- H. The selected Bidder(s) 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.
- I. The Bidder must provide their proposed rate(s) for services outlined in this RFP. 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.
- J. The Bidder shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- K. The Bidder will be expected 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.

- A. Title Page
Please identify the RFP subject, name of your organization, address, and lead contact individual at your organization along with their contact information.
- B. Table of Contents
Include a clear identification of the material by section and page number.
- C. Description of Bidder's Experience
Provide an overall description of your agency experience including:
 - 1) History of experience and ability to provide the proposed services.
 - 2) Targeted populations served.
 - 3) Experience contracting with a Prepaid Inpatient Health Plan (PIHP) and/or Community Mental Health system.

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D. Compliance Audit

The Bidder should include a copy of the most recent Contract Compliance Audit from a PIHP/CMH with your proposal.

E. Letter of Reference

The Bidder must provide at least one (1) letter of reference from a Medicaid payer, demonstrating contracting is in good standing.

F. Description of Scope of Work

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 the services outlined in this RFP.

- i. Bidders must provide evidence of having a license, in good standing, with the Department of Health and Human Services (MDHHS) through the Department of Licensing and Regulatory Affairs (LARA).
- ii. Bidders must provide evidence of their agency independently owning or leasing a property in which the LARA license identifies.
- iii. Bidders must provide evidence of a minimum of two (2) years' experience in operating a CRU.
- iv. Bidders must provide a detailed narrative explaining the agency's process for screening and subsequently accepting or denying referrals.
- v. Bidders must provide the criteria for admission to the CRU and how this internal process aligns with Michigan Mental Health Code 330.1401.
- vi. Bidders must indicate whether there are any populations, diagnoses, and/or any other limiting factors when considering a referral as well as a detailed explanation as to why these limitations exist.
- vii. Bidders submitting bids that include a program that offers services for substance use disorders must clearly state this in the proposal, must include the residential substance use disorder license, and the accreditation from one (1) of the organizations identified in the Substance Abuse Services subsection of the Behavioral Health and Intellectual and Developmental Disability Supports and Services Chapter of the Michigan Medicaid Provider Manual (MPM).
- viii. Bidders must include a description of all the services that will be provided at the CRU.
- ix. Bidders must provide evidence of their familiarity with Individual Plans of Service (IPOS) and how IPOS' are utilized within their current operations.
- x. Bidders must explain their processes for the development of an IPOS based on an assessment of immediate need, the timeframe in which the plan must be developed, and the specific contents required within the plan.
- xi. Bidders must describe, in detail, their processes for ensuring continuity and coordination of care with an individual's current treatment team and other outside provider agencies serving the individual.

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- xii. Bidders must explain their process for coordination of care for individuals who may not have an existing treatment team or case manager, including any internal metrics, requirements, or timeframes.
 - xiii. Bidders must include a staffing matrix, outlining how many staff will be on each shift, what those staff's credentials will be, and any staffing ratios (staff to person served) that will be enforced. In this section, please also speak about your agency's ability to accept referrals for higher needs individuals, including but not limited to one-to-one (1:1) staff for medically necessary enhanced staffing.
 - xiv. Bidders must include expectations for an individual's average length of stay, any requirements and/or exceptions MDHHS has for extended lengths of stay, and the discharge process to ensure a smooth transition into the community.
 - xv. Bidders must provide any internal metrics and/or assessments for their agency that evidence current average length of stay for persons served, recidivism data for individuals being admitted to hospitals from their CRU, recidivism data for individuals re-entering their CRU and any other data the Bidder feels would evidence successful providing CRU services
 - xvi. Bidders will be expected to monitor and, when requested by MCCMH, report on the following: refusal rates and rationale, number of admission; specific and average lengths of stay; coordination of care with other behavioral health services, individual therapy, nursing services, and psychiatric services; provision of CRU services within an identified timeframe; elopement/AWOL rates; hospitalization rate from CRU; and recidivism rates, both within the CRU and to the hospital within 30, 60, and 90 days from admission. Please provide a detailed plan for how this will be achieved.
 - xvii. Bidders must provide evidence on their procedure to provide a disposition of acceptance or rejection of a referral within 30 minutes of receipt of all information necessary to complete a disposition from MCO.
 - xviii. Bidders must demonstrate compliance (or plan for achieving compliance) with MCCMH's MCO Policies (available at www.mccmh.net).
- G. Evidence of Funding
Bidders must evidence contracts with a variety of funding streams such as commercial insurances and Medicare.
- H. Evidence of Payers
The Bidder must evidence current contract with another Medicaid Payor such as a Pre-Paid Inpatient Health Plan (PIHP) and/or Community Mental Health (CMH) system with a history of contracting with such payer/s for at least two (2) years and evidence the contract is in good standing. The Bidder must provide at least one (1) letter of support from a Medicaid payer.
- I. Skill Level
The Bidder should demonstrate a history of working with complex cases including challenging behaviors, medical complexity, etc.

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J. Qualified Staff

The Bidders must provide the job descriptions and resumes of staff as evidence compliance with the Medicaid Provider Manual (MPM) provider qualifications.

K. Organization's Qualifications and Experience

The Bidder must provide an overview of the Bidder's organization, the number and nature of the staff to be employed and credentialed to provide the services, and number and nature of the staff to serve in leadership roles in the organization.

L. Program Implementation

The Bidder must indicate the agency's ability to begin services and a timeline for a plan for full implementation.

M. Accreditation

The Bidder shall evidence the agency is accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO), the Council on Accreditation of Rehabilitation Facilities (CARF), or the Council on Accreditation (COA). If there are multiple service locations, location specific accreditation will be required for each.

N. 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.

O. Additional Information

The Bidder shall indicate any additional information the agency would want to be considered that demonstrates the Bidders qualifications to provide the proposed services.

P. Annual Financials

The Bidder must provide financial statements for the past two (2) years, prepared by a licensed accounting firm to include the audit opinion letter, review letter, or compilation letter as applicable.

Q. Organizational Information

The Bidder must provide an organizational chart, resumes, and current criminal background checks for the organization's principal staff.

R. Litigation

The Bidder must provide reference to any litigation involving the organization during the past five (5) years.

S. Recipient Rights

The Bidder must provide reference to any substantiated recipient rights violations by the organization's principal staff over the past five (5) years.

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T. Medicaid Verification Audit

The Bidder shall be able to demonstrate knowledge of and experience with Medicaid rules, regulations, and covered services. Bidder must provide a Medicaid claims verification audit report (*Please ensure all PHI is redacted*).

U. Debarment and Suspension

The Bidder must acknowledge that they agree to comply with Federal regulation 42 CRF Part 180 and certifies they, 1. are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency, 2. have not been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property, 3. are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state or local) with commission of any of the offenses enumerated above, and 4. Have not had one or more public transactions (federal, state or local) terminated for cause or default.

V. Disclosure

The Bidder must acknowledge any relationship between the Bidder's principal officers and Board members and any members of MCCMH (to include employees, Board members, and principal directors). Disclosure must also be made regarding the Bidder's relationship, if any, with any member of the Macomb County Board of Commissioners or any Macomb County Department Head.

W. Contract Negotiations

Negotiations may be undertaken with those potential contractors whose proposals prove them to be qualified, responsible, and capable of performing the work. The contract that may be entered into will be that which is most advantageous to MCCMH. MCCMH reserves the right to consider proposals or modifications thereof received at any time before the award is made, if such action is determined to be in the best interest of MCCMH.

X. Oral Presentation

Bidders who submit a proposal may be required to make an oral presentation of their proposal.

V. PROPOSAL EVALUATION

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

A. The Bidder's experience and performance in the provision of related services including personnel.

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- B. The Bidder's history of compliance with rules and regulations including the Office of Recipient Rights.
- C. Finance.
- D. 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.