**MACOMB COUNTY COMMUNITY MENTAL HEALTH SERVICES**

**REQUEST FOR INFORMATION:**

**CENTRALIZED ACCESS AND CRISIS CALL CENTER**

**OVERVIEW:**

Macomb County Community Mental Health Services (MCCMHS) announces a Request for Information (RFI) from qualified vendors/providers to provide Centralized Access and/or Crisis Call Center to individuals presenting with Developmental Disabilities, Adults with Mental Illness, Substance Use Disorders, and/or Children with Serious Emotional Disturbance in Macomb County. The selected provider(s) must have the organizational capacity to provide Centralized Access and Crisis Call Center services. The selected provider (s) shall have a minimum of two (2) years’ experience in working with individuals with developmental disabilities or children with serious emotional disturbance. The bidder may bid on one or both of the services outlined below. Vendor/provider must be able to begin services and accept on or after January 1, 2020.

**INDIVIDUAL SERVED REQUIREMENTS/DESCRIPTION:**

The Individual Served must be Medicaid eligible and meet the Michigan Mental Health Codes’ requirements for services. The vendor/provider shall describe competency and history of call center and screening services with any or all of the populations outlined in this RFI. Bidder proposals should specify the population type the program is intending to serve as follows:

* Individuals with Developmental Disabilities
* Adults with Mental Illness
* Children with Serious Emotional Disturbance
* People with Substance Use Disorders

**CENTRALIZED ACCESS**

For the purpose of this RFI, these services will provide telephonic referral, access, eligibility, enrollment verification and crisis for Macomb County Community Mental Health. Calls must be answered by a live voice 24 hours a day, 7 days a week and 365 days a year. For the purpose of this RFI the bidder will be fully staffed with both Bachelor’s and Master’s level customer service staff for screening and crisis services.

**RESPONSIBILITIES**:

* The Bidder shall evidence how all calls will be answered each call with a live voice available 24 hours a day, 7 days a week, 365 days a year.
* The Bidder shall provide translation services on a 24 hour basis to all non-English speaking callers who require assistance.
* The Bidder shall serve as the central front door and screening for MCCMHS.
	+ Determining eligibility and providing appropriate Notices to people deemed ineligible along with referrals to other community supports
	+ Administering the LOCUS with appropriately trained staff to determine eligibility and service benefit level for adults with mental illness
	+ Scheduling the face-to-face Intake meeting within the MCCMH network of providers
	+ Entering applicable data into MCCMH’s database (FOCUS)
* The Bidder shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations.
* The Bidder shall demonstrate knowledge of Person-Centered Planning processes and principles.

**CRISIS CALL CENTER**

For the purpose of this RFI, these services will provide telephonic crisis services. Calls will be answered by a live voice 24 hours a day, 7 days a week and 365 days a year. For the purpose of this RFI the bidder will be fully staffed with Master’s level customer service staff for and crisis services.

**RESPONSIBILITIES**:

* The Bidder shall evidence how all calls will be answered each call with a live voice available 24 hours a day, 7 days a week, 365 days a year.
* The Bidder shall provide translation services on a 24 hour basis to all non-English speaking callers who require assistance.
* The Bidder shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations.
* The Bidder shall demonstrate knowledge of:
	+ Person-Centered Planning processes and principles
	+ Suicide prevention
	+ Recovery oriented system of care
	+ Trauma informed crisis management
* The Bidder shall utilize creative and innovative means to meet the needs of each individual served and shall understand the flexible array of mental health services available to individuals served.
* Ability to track all incoming phone calls, record and monitor phone calls for supervision, training and quality assurance
* Capacity and protocols to support warm transfers and post-crisis follow-up to other services or levels of care

**GENERAL ADMINISTRATIVE FUNCTIONS:**

* The Bidder shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
* The Bidder shall comply with all Federal and Michigan Laws, regulations, and the Michigan Administrative Code, the Michigan Mental Health Code, and the MDHHS contractual obligations.
* The Bidder shall assure that all policies and procedures comply with requirements of MCCMHS and the MDHHS and Macomb County.
* The Bidder shall be responsible to be knowledgeable of eligibility for services and resources to individual served as referrals for such services resources are necessary.
* The Bidder shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations

**FISCAL MANAGEMENT RESPONSIBILITIES TO MCCMHS:**

* The Bidder shall employ competent, qualified staff to ensure the delivery of quality services and accurate clinical service record recording.
* The Bidder shall ensure all financial statements and practices conform to Generally Accepted Accounting Principles.
* The Bidder shall have a system in place of internal controls to safeguard the assets of the organization. These controls shall be evaluated a minimum of once every two (2) years by a licensed, qualified Certified Public Accountant. Internal controls must be in accordance with Generally Accepted Accounting Principles established in the United States of America.
* The Bidder shall purchase and maintain liability insurance to protect the interests and obligations being delegated by MCCMHS. The limits of such coverage are outlined in the contract boilerplate language.
* The Bidder shall have a solid financial foundation and have demonstrated sound fiscal practices for several years.

**INFORMATION SUPPORTS RESPONSIBILITIES TO MCCMHS:**

The Bidder(s) shall have an existing system or will have a system in place by January 1, 2020 to fulfill the following functions:

* Processing and tracking service delivery data and individual served demographic data including all required components of BH-Teds.
* The Bidder shall have policies and procedures in place, including a service delivery and organizational environment that protects individual served data from unauthorized review.
* The Bidder shall utilize and participate in the MCCMHS FOCUS data system for claims submission (please note that FOCUS is a PCE based system).

**QUALITY MANAGEMENT RESPONSIBILITIES TO MCCMHS**:

* The Bidder shall assure that staff employed by the provider receives initial and ongoing education in person-centered planning, behavior management, crisis management, language proficiency, cultural competency, grievances and appeals, and recipient rights.
* The Bidder (s) shall have the capacity to meet the reporting requirements of MCCMHS as outlined in the MCCMHS contract with the MDHHS.

**MCCMH SERVICES OBLIGATIONS TO THE PROVIDER:**

* MCCMHS will designate a contract manager and financial staff who both act as the primary points of contact to support the contract with MCCMHS.

**RECIPIENT RIGHTS RESPONSIBILITIES:**

* The Bidder shall comply with all Recipient Rights provisions as described in the Michigan Mental Health Code, the MDHHS Administrative Rules, MCCMHS’ contract with MDHHS and policies of MCCMHS.
* The Bidder shall take steps to ensure individual served will be protected from rights violations while receiving mental health services.
* The Bidder shall assign a Recipient Rights Coordinator to ensure that staff are trained in Recipient Rights and that individual served are/or families are informed of rights guaranteed by the Michigan Mental Health Code. All training for recipient rights must be provided by the MCCMHS’ Office of Recipient Rights. Initial training and bi-annual training for recipient rights **must** be completed face-to-face.

**REPORTING REQUIREMENTS:**

The successful bidder must be able to meet MDHHS’ and MCCMHS’ reporting requirements within established guidelines, must be HIPAA (Health Insurance Portability & Accountability Act of 1996) compliant, and must be able to submit electronic service claims data to MCCMHS in the required format. General reporting requirements include, but are not limited to, the following:

* Individual served Quality Indicators and Individual served Satisfaction Measures as required by MDHHS and MCCMHS
* Individual served demographic data as required by MDHHS and MCCMHS
* Individual served encounter/claims data
* Performance indicator data for each quarter
* Independent reviews and/or audits
* Annual Quality Report and Annual Compliance Report in compliance with the contract

**CONTENT OF PROPOSAL:**

1. Bidders Qualifications and Experience: Overview of the vendor organization, the location of the office from which the work on this project is to be performed, the number and nature of the staff to be employed for the provision of services, and the type of technology systems the organization has in place. The bidder should describe any qualifications and/or experience and/or demonstrated competency specifically related to RFI service type and population type. The bidder must also submit the following information:
* MCCMHS’ Provider Profile Application
* Annual audited financial statement for the past two years, if any
* Provider’s credit history and credit report
* Criminal background check of the vendor’s principal staff
* Reference to any litigation involving the vendor during the past five years
* Reference to any “substantiated” Recipient Rights violations by the provider or principal staff over the past five years.
* Provide a copy of their Corporate Compliance Plan as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
* Provider Disclosure Statement
* Offshore Attestation
1. Description of Scope of Work: The proposal should describe a work plan indicating the Bidder’s approach that will accomplish the specific tasks outlined in the RFI. The bidder should describe the philosophy that will be utilized, along with the interest and capacity to meet the requirements outlined in this RFI. The bidder’s approach must include an explanation of the system that will be utilized to perform the requested services.
2. 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 MCCMHS.
3. Conflict of Interest: The Bidder (s) should identify any potential conflict of interest that exists in regard to the service provider’s ability to respond to this Request for Proposal. This includes a description of their relationship to MCCMHS or any of its agents/agencies, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the service outlined in the proposal.
4. The Bidder (s) Assurance: The selected Provider(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.

**Financing/Compensation:**

1. Proposer shall provide cost per call and specify what constitutes a billable call. Other information as necessary to explain pricing structure.

2. Provide detail of how you arrived at this figure. Be sure to include breakdowns by position and hours, as well as detail of anticipated reimbursable expenses.

**PROPOSAL EVALUATION:**

Submitted proposals will be evaluated in the following areas by the MCCMHS’ Procurement Review Committee:

* Experience, Expertise, Staff Training & Development
* Service Provision
* Contract Compliance/Accreditation
* Finance/Staff Cost
* Thoroughness of Proposal

In addition, the MCCMHS’ Procurement Review Committee will also review:

* The number and scope of conditions, if any, attached to the bid
* Whether the bidder is presently in default to MCCMHS for any reason
* The number and scope of recipient rights complaints and/or corporate compliance issues associated with the bidder and/or the bidder’s parent organization

*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.*