

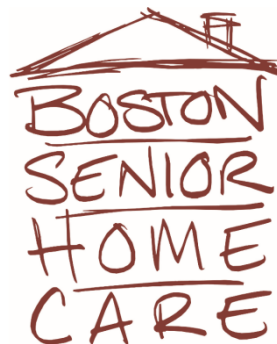
The Boston Consortium Bidder's Conference

May 15, 2019

2-4 pm

At

Boston Senior Home Care



Agenda

1. Welcome and Introductions
2. General Overview of RFP Process
3. Required Documents
4. Policies and Procedures- What you need to know
5. Timeline
6. Important Reminders
7. Q & A
8. Closing Remarks

Welcome & Introduction

- ▶ Boston Senior Home Care - Joanne McMahan, Tammy Burgess
- ▶ Central Boston Elder Services - Sylvia Exantus, Aixa Marcial
- ▶ Ethos - Margery Gann, Paul Rinaldi

General Overview of RFR Process

- ▶ The three Boston ASAPs (Boston Consortium) conducting a competitive bid for all client purchased services
- ▶ The bid -*Request for Proposal (RFP)*- does not include:
 - ▶ Home delivered meals, or
 - ▶ Homemaking/Personal Care services
- ▶ Personal Care/Homemaking is procured by EOEa through NOI Process www.800ageinfo.com
- ▶ No guarantee that bidders who apply for Personal Care/Homemaking through NOI will be considered for or receive a contract

General Overview -continued

The bid:

- ▶ Open to new vendors
- ▶ Existing vendors with contracts must re-apply
- ▶ Bidders can apply to one, two or all three ASAPs

Bid submission deadline: June 27, 2019 at 12PM

General Overview -continued

- ▶ RFP and all documents are posted on Ethos' website at www.ethocare.org. They will not be mailed
- ▶ All bidder questions related to bid *must* be communicated via e-mail to Tammy Burgess at Tburgess@bshcinfo.org
 - Bidders *should not* communicate directly with ASAP staff
 - Answers will be posted on Ethos' website

RFP Documents

To apply, you must submit:

- ▶ RFP Checklist
- ▶ Cover letter signed by agency's authorized signatory
- ▶ Completed Administrative overview
- ▶ Company summary
- ▶ Organizational chart
- ▶ Attachment C Geographic service area
- ▶ Attachment D Service rates

RFP Documents -continued

- ▶ Service specific requirements for each service you are applying for
- ▶ Quality Improvement Plan
- ▶ Client Not at Home policy
- ▶ Financial submission requirements
- ▶ Required certifications:
 - ▶ Office of Inspector General Exclusion addendum
 - ▶ Computer Software Minimum Requirements Certification
 - ▶ Supplier Diversity Office Certification, if applicable

RFP Checklist

- ▶ Checklist is part of the application package (this is your table of contents)
- ▶ Documents should be submitted in the order listed on the checklist
- ▶ Insert the page number next to each item
- ▶ Please note “N/A” as appropriate.

Cover Letter-Sample

Dear Mr. Rinaldi:

Attached is our organization's proposal for the provision of services to the clients of **(place a check next to each ASAP you are proposing to contract with):**

- ☐ Boston Senior Home Care (Lincoln Plaza, 89 South Street, Suite 501, Boston, MA, 02111)
- ☐ Central Boston Elder Services (2315 Washington Street, Boston, MA 02119)
- ☐ Ethos (555 Amory Street, Jamaica Plain, MA 02130).

To clarify any aspect of **[insert the name of your organization]** response, you may contact the following individual:

Name

Title

Telephone

Email

Sincerely yours,

Signature Authorized Representative

[Name and Title]

Completed Administrative Overview

- ▶ Answer each question thoroughly
- ▶ Provide as much detail as possible

New Services*

- ▶ Evidence Based Education Programs
- ▶ Goal Engagement Program
- ▶ Orientation & Mobility
- ▶ Peer Support (Certified Older Adult Peer Specialist)

**No Service Specific Requirements have been created as yet*

Service Name Changes

- ▶ Complex Care Training and Oversight (*formerly Skilled Nursing*)
- ▶ Home Safety/Independence Evaluations (*formerly Occupational Therapy*)
- ▶ Transitional Assistance (Adding *Housing search support*)

Company Summary

- ▶ Maximum response -5 pages
- ▶ Company's mission statement, brief history and characteristics etc.
- ▶ Company's resources and experience in serving frail elders, low-income and disabled individuals
- ▶ Highlight what your company can offer older Bostonians
- ▶ Outline your agency's additional trainings and strengths in the following areas:
 - ▶ LGBTQ
 - ▶ Brain injuries- TBI/ABI
 - ▶ Specific language and cultural competences

Attachment B Demographic Information- Reference only

- ▶ Displays elder population by race and ethnicity using 2010 Census data
- ▶ Use this information as a basis to customize your proposal response

Attachment C -Geographic Service Area

- ▶ Service areas are listed for each ASAP
- ▶ Complete as thoroughly as possible
- ▶ If you cannot serve an area, do not check it

Attachment D -Service Rates

- ▶ List your projected rates for each service
- ▶ If awarded a contract, final rate negotiations will be with each ASAP
- ▶ Clearly indicate rate per unit of service (e.g. hour, day, etc.)
- ▶ Note certain rates are set by the State (see page 2 of Attachment D) so cannot be negotiated

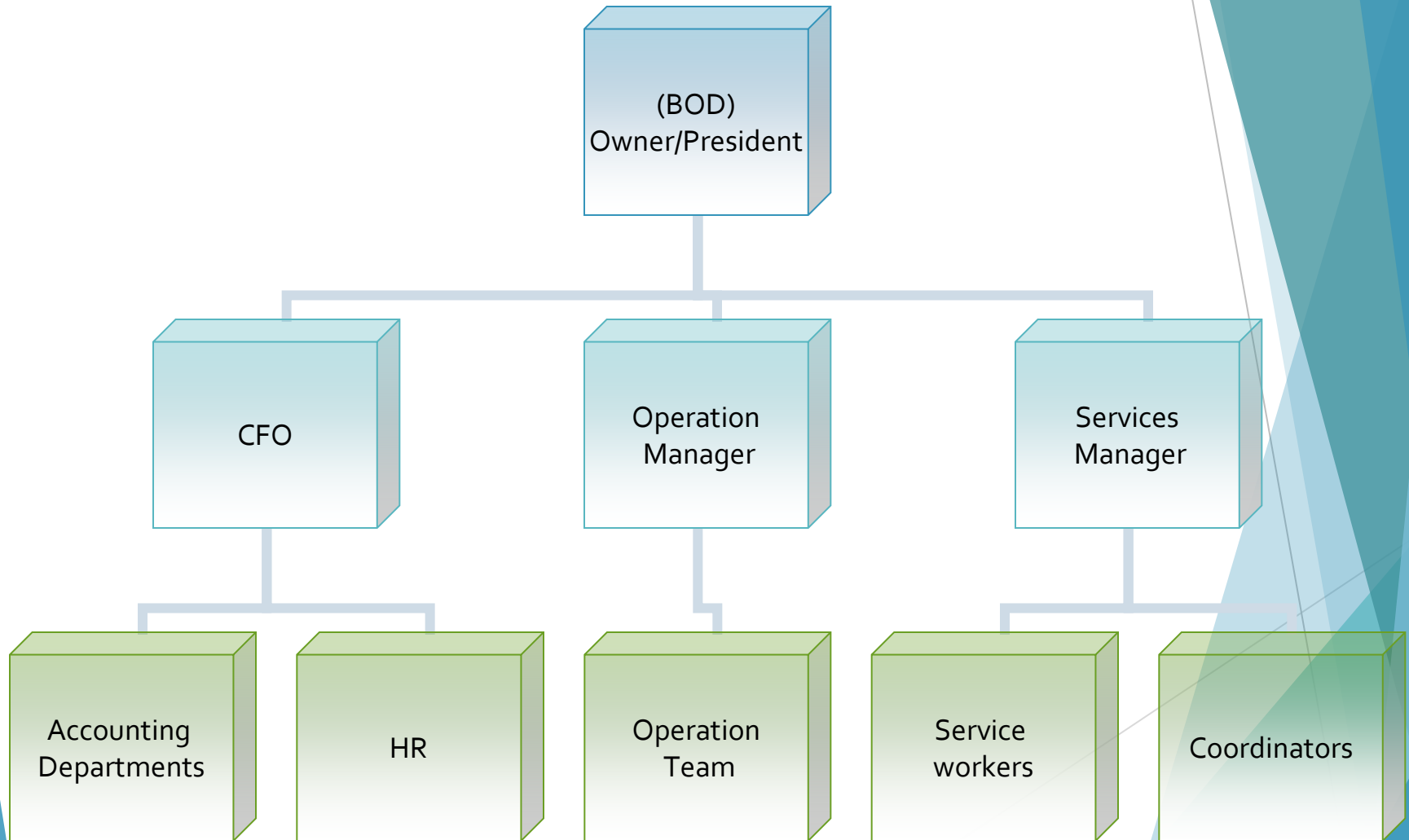
Service Specific Attachments

- ▶ Standard EOE A documents
- ▶ Complete these thoroughly; responses should match those in the Administrative Overview

Service Specific Attachments cont.

- ▶ Please note the following services do not have Service Specific Attachments:
 - ▶ Evidence Based Educational Programs
 - ▶ Goal Engagement Programs
 - ▶ Orientation and Mobility (formally Vision Rehabilitation)
 - ▶ Peer Support (Certified Older Adult Peer Specialist)
 - ▶ Complex Training and Oversight (formally Skilled Nursing)
 - ▶ Home Safety/Independence Evaluations (formally Occupational Therapy)
 - ▶ Transitional Assistance (adding housing search support)
 - ▶ Financial Consultation Services.
- ▶ If you are interested in applying for one of these services, please describe in detail how you will comply with the definition as outlined in Attachment A

Sample Organizational Chart



Quality Improvement Plan

- ▶ Each bidder agency must have processes and systems in place to evaluate and improve the quality of their services
- ▶ Describe how your company:
 - ▶ Evaluates and monitors the quality of services provided
 - ▶ Uses monitoring and evaluation data to improve service quality
 - ▶ Trains its employees on quality

Client Not at Home Policy

- ▶ Each bidder agency must have a policy in place for how to respond when a consumer is not at home*
- ▶ Include a copy of your policy with your application

*Note: Please refer to [Provider Network QA Manual RFR 2010](#) section 4.4 for information that must be included in this policy

Financial Submission Requirements

- ▶ The Boston consortium requires that all potential providers organizations have the financial resources to successfully match our authorization and payment schedule.
- ▶ Providers with an operating budget over \$500,000 must provide a copy of their most recent (within the past 12 months) audited financial statements.
- ▶ Providers with operating budgets between \$250,001 to \$499,999 must provide either financial statements either audited or reviewed by a CPA
- ▶ Providers with operating budgets less than \$250,000 should provide their most recent fiscal year-end balance sheet, an operating statement for the same period and bank statements for the last three months of the fiscal year.
- ▶ We need to ascertain that all providers have the ability to meet 3 months of payroll expenses. If you have additional documents to support this, please include them with this proposal.

Required Certifications

- ▶ **OIG General Exclusion Addendum** -prohibits you from hiring certain individuals
 - ▶ Required to do initial and monthly **OIG checks**
 - ▶ By signing form, you are confirming that you meet the requirements and can show evidence of such
- ▶ **Supplier Diversity Office Certification-Women and Minority Owned businesses only**

Required Certifications

- ▶ Providers **must** have encryption software
 - ▶ A member of the Boston Consortium will be reaching out to your agency in July, 2019 for confirmation that your agency can send an encrypted email
 - ▶ Encryption, “disguises” sensitive information (PHI) from being read by others who can intercept an email
 - ▶ PHI is any information, including demographic information, about health status, health care services, or payment for health care services, that can be linked to a specific individual.
- ▶ Providers **must** have a business domain for their e-mail address (ex. @bshcinfo.org)

Required Certifications

- ▶ Computer requirements
 - ▶ You must meet minimum hardware and software requirements for billing and communication
 - ▶ Your signature confirms you can meet these requirements

Electronic Visit Verification (EVV)

- ▶ Electronic Visit Verification (EVV) is a federal requirement for Medicaid-funded personal care and home health services. The Executive Office of Health and Human Services (EOHHS) administers the Massachusetts Medicaid program known as MassHealth and is seeking to provide an EVV system that complies with federal Medicaid requirements, minimizes any burden on users, and does not disrupt the provision of services.
- ▶ Section 12006 of the 21st Century Cures Act requires that all 50 States implement EVV in Medicaid programs for personal care services by January 1, 2020, and for home health care services by January 1, 2023, for in-home visits.

Electronic Visit Verification (EVV)

- ▶ For traditional service provider agencies, EOHHS is employing an approach to compliance with EVV requirements that offers choice. Traditional service provider agencies can either:
- ▶ Use the MyTimesheet EVV application that is being designed, developed, and implemented by the state's contractor, Optum

OR

- ▶ Use an EVV system of their own that meets Data Aggregator requirements
- ▶ <https://www.mass.gov/info-details/electronic-visit-verification-evv#general-information->

Policies and Procedures- What You Need to Know

- ▶ RFP contains a chart with all policy and procedure requirements, and explains what will be reviewed at on site monitoring visits by ASAP staff (e.g., Fraud, Waste and Abuse)
- ▶ Bidders must be able to demonstrate they're following required policies and procedures and all staff have been trained on all P&Ps
- ▶ Documentation must be provided during on site monitoring visit that training has occurred

Timeline

Request for Proposals for FY 2019- FY2022

Date	Activity
May 1, 2019	Advertisement in Boston Globe, and Bay State Banner, letters to interested parties, RFP posted on ASAP websites
May 15, 2019	Bidders Conference
June 27, 2019 by 12pm	Proposals due at Ethos
Month of August	Proposals reviewed and scored, and vendors selected
September 3, 2019	Contracts Awarded
October 1, 2019	New contracts begin

Important Reminders About the Bid!

- ▶ Proposal hard copies **must** be received by **June 27, 2019 at 12PM** -applications received after this date will not be considered
- ▶ Questions can be submitted through 6/20 by 12 noon - tburgess@bshcinfo.org
- ▶ Hand-written application proposals **will not** be accepted
- ▶ Proposals sent by email **will not** be accepted
- ▶ Submit one original proposal, signed by your agency's authorized signatory, along with two copies, and a copy on a USB flash drive.
- ▶ Proposals can be hand delivered or mailed. Mailed proposals **must** arrive prior to the deadline

Questions

