

State of Vermont
Department of Disabilities, Aging and Independent Living

Request for Proposals (RFP)

***MyCare* Provider Development**



<p>Purpose: The Department of Disabilities, Aging and Independent Living (DAIL) is seeking proposals from community providers and other interested stakeholders or organizations interested in receiving funds to develop the capacity to serve as a <i>MyCare</i> Provider. Funds are available to develop operational capacity, expertise and infrastructure to operate as a “Prepaid Inpatient Health Plan” in compliance with state and federal regulatory requirements and meet the contractual requirements defined by the <i>MyCare</i> Provider Agreement.</p>	<p>Request/Open Date: November 16, 2007</p>
<p>Open to: Organizations or a network of organizations interested in collaborating with the Department in the development of operations to serve as a <i>MyCare</i> Provider.</p>	<p>Bidders Conference: December 4, 2007</p>
<p>Locations: Statewide or regional</p>	<p>Closing Date for Receipt of Written Questions: December 11, 2007</p>
<p>Keywords: Integrated health care, health systems, planning health systems, <i>MyCare</i> Provider</p>	<p>Due Date for Letters of Intent: December 11, 2007</p>
	<p>Responses to Questions: December 18, 2007</p>
	<p>Closing Date: January 15, 2008</p>
	<p>Contract Award(s) Announced: February 6, 2008</p>
	<p>Contract Start Date: March 1, 2008</p>
	<p>Completion Date: August 15, 2008</p>
	<p>Estimated Dollar Value: approximately \$250,000 per award, regional or statewide.</p>

Overview

In October 2004, Vermont was awarded a three-year Real Choice Systems Change Grant from the Centers for Medicaid and Medicare Services (CMS). Under the umbrella of Vermont's Agency of Human Services, the Department of Disabilities, Aging and Independent Living (DAIL), working in collaboration with the Office of Vermont Health Access, is designing a system to coordinate primary, acute and long-term care services for older adults and adults with physical disabilities. A commitment to the development of true integrated care is the starting place for the reform. The desire to end the separation between health care (primary/acute) and long-term care and support systems and end the discontinuity across service delivery settings and providers will guide the development of the reform. The Department will build upon the lessons learned from the Vermont Independence Project's Care Partners program (e.g., physical co-location of case management in a primary care setting) and the planning for the Program for All-inclusive Care for Elderly (PACE), a coordinated care delivery system.

The Department intends to contract with one or more provider organization(s) (*MyCare* Provider) to administer the *MyCare Vermont* Program. The provider organization must be able to accept capitated payments for the delivery of Medicaid-covered services and will be expected to coordinate primary, acute and long-term care services, including those funded by Medicare. The provider organization could be an existing or newly formed organizations and/or consortiums of existing providers.

Vermont remains committed to integrating acute and long-term care services and therefore will continue to explore options for integrating the financing of both Medicare and Medicaid services. However, federal options currently limit the state's ability to support a model that would be available to long-term care participants of all adults age 18 and older. When a viable option becomes available for the full integration of Medicare and Medicaid services, the *MyCare* provider will be expected to work with the state to develop this capacity and transition to this model.

The *MyCare* Provider must meet the regulatory requirements for a "Pre-Paid Inpatient Health Plan" (PIHP), as defined in federal Medicaid regulations at 42 CFR 430. The *MyCare* Provider will enroll and serve adults of all ages living in the community who qualify for long term care. The *MyCare* Provider will receive capitation for the delivery of most Medicaid benefits only.

The Department has issued a Preliminary Draft of the *MyCare* Provider Agreement. The Department will issue a Final Draft of the *MyCare* Provider Agreement by January 31st, 2008. The Department also will issue an Application for Participation as a *MyCare* Provider. The Department anticipates that the Application for Participation will be available by March 1st, 2008.

Additional information regarding *MyCare Vermont* is posted at the following address:
<http://dail.vermont.gov/dail-projects/mycarevt-redirect-page/>

Bid Description

The goal of this bid opportunity is to provide resources to interested and qualified organizations to develop the capacity, expertise and infrastructure necessary to provide services under the PIHP model. By the end of the contract term, awardees are expected to be fully prepared to meet all requirements for participation as a *MyCare* Provider.

The target population for *MyCare Vermont* are Vermont adults (age 18 and older) who are found clinically eligible by the Department for the High or Highest Need Groups under Choices for Care, Vermont's Long-Term Care Medicaid program.

The Department expects to enter into contracts with *MyCare* Providers no later than September 15th, 2008, with service delivery anticipated to begin on January 1st, 2009.

Development funds may be used to build capacity in the following areas:

1. Service Coordination
2. Utilization Management
3. Quality Management
4. Education and Outreach
5. Provider Contracting and Credentialing
6. Systems/Reporting
7. Operations/Administration
8. Staff Planning/Workforce Development
9. Licensure/Regulatory Approval to Operate

Development funds may not be used to finance or purchase any of the following:

1. Clinician salaries/medical service reimbursement
2. Medical equipment
3. State-required reserves

Scope of Work Expected of Successful Bidders

1. Develop an implementation plan, with detailed descriptions and target completion dates for all activities (to be approved by the Department);
2. Carry out activities in the implementation plan;
3. Update the implementation plan on a monthly basis;
4. Prepare operational and clinical manuals, protocols and policies and procedures;
5. Meet monthly with the Department to discuss and review the progress of the implementation plan; and
6. Submit Provider Application.

Procurement Timeline

RFP Issued	November 16, 2007
Bidders' Conference	December 4, 2007
Written Questions Due	December 11, 2007
Letter of Intent Due	December 11, 2007
Responses to Written Questions	December 18, 2007
Proposals Due - Bid Opening	January 15, 2008
Award date	February 6, 2008
Start Date	March 1, 2008
Completion of Implementation Planning	August 15, 2008

Bidders' Conference

The Department will conduct a Bidders' Conference on December 4th, 2007, from 10:00 to 12:30. At the conference a brief overview of the project will be presented and bidders will be able to ask questions. The conference will be held at the Waterbury State Office Complex, Weeks Building, Basement Conference Room, 103 South Main Street, Waterbury, Vermont. If bidders cannot attend in person they can participate by conference call; contact Joan Haslett for details (contact information is provided in the last section of the RFP).

Written Questions

Written questions regarding the RFP may be submitted to Joan Haslett via fax or email. Questions are due by 3:30 p.m. on December 11th, 2007.

The Department will respond to written questions by December 18th, 2007. Responses will be sent via email to the contact person listed on prospective bidders' Letters of Intent and will be posted to the MyCare website - <http://dail.vermont.gov/dail-projects/mycarevt-redirect-page/>

Letter of Intent

The Department requests that interested parties submit a non-binding letter of intent to the RFP contact by December 11th, 2007. A Letter of Intent is not required in order to submit a proposal nor does it bind an organization to submit a proposal. However, any subsequent information related to this RFP will be forwarded only to those who have submitted a Letter of Intent. Please include a contact name, mailing address, phone number, fax number and email address.

Proposal Submission/Bid Format

Proposals must not exceed ten (10) double-sided, typed pages (total of 20 sides). Proposals should be double-spaced and use 12-point font. Proposals must include the following elements:

Assessment of Existing Capacity and Implementation Planning:

1. Description of Current Capacity to meet *MyCare* requirements.
2. Description of regulatory/operational elements to be developed.
3. Description and evidence of Bidder's commitment to serve as a *MyCare* Provider.

Relevant Experience:

4. The names, positions, qualifications and affiliations of all who will be participating in implementation activities. If the Bidder plans to use consultants, indicate names and qualifications, if known, and a description of tasks to be performed.
5. Brief description of the Bidder's:
 - a. knowledge or experience with service delivery, service coordination and managed care operations;
 - b. understanding of the primary objectives of the *MyCare Vermont*, including:

- i. Coordinating all care planning through a **Person-Centered Interdisciplinary Care Team**, comprised of the participant, the participant’s primary care provider, a non-medical service coordinator, and a registered nurse;
- ii. Facilitating communication and coordination through the use of a common **Centralized Comprehensive Record** (preferably electronic);
- iii. Providing far greater **flexibility of covered services** than is allowed under traditional Medicare or Medicaid through a capitated payment (a per person rate) to the entity operating the program;
- iv. **Integrating Medicare and Medicaid funding** to eliminate existing perverse incentives and complexities for those who are eligible for both programs; and
- v. Producing **program savings** to reinvest in services for participating Vermonters.

Approach:

6. A statement explaining how implementation planning will incorporate the five key concepts for *MyCare Vermont* (listed above, 5.b).
7. Description of the potential geographic area to be served (e.g., county(ies), zip code(s), town(s)).
8. A work plan (including completion dates) that defines the key implementation planning activities. Activities should be categorized into the nine areas listed under “Bid Description” on Page 3 of this RFP.
9. A preliminary business plan and pro form financials for the start-up period and the first year of operations. (The business plan and pro formas do not count toward the twenty-page limit; please make these an attachment).
10. Description of how Bidder will track and monitor progress toward meeting MyCare requirements

Budget:

11. The proposal should include a detailed budget narrative and spreadsheet with reasonable costs for planning and implementation. (The budget section is not included in the twenty-page limit; please make this section an attachment).

All costs incurred by the Bidder during the preparation of proposals and for other procurement-related activities shall be the sole responsibility of the Bidder. The State of Vermont shall not reimburse the Bidder for any such costs.

Requirements for Submission

The Bidder must include a cover page with the name, address, phone number and email address of the person representing the organization. The individual signing the letter must be authorized to contractually bind the organization. The Department does not intend to conduct oral presentations subsequent to the written submissions.

The Bidder must submit one electronic version (on CD-ROM) and twelve paper copies of the proposal (the electronic copy must be in Microsoft Office (Word, Excel). Both the electronic and paper copies of all proposals must be received by the Department no later than **3:30 p.m. on January 15th, 2008.**

All proposals must be submitted to the RFP Contact:

Joan Haslett
Project Director, Real Choice Systems Change Grant
Weeks Building, Room 228
103 South Main Street
Waterbury, VT 05671-1601

The Department reserves the right to accept or reject any or all proposals. Department staff and individual experts selected by the Department will evaluate the proposals. Bidders may be contacted if clarifying information is needed. If a proposal is selected, the person or organization that submitted the proposal will be invited to negotiate a contract.

Contract Payment Terms

Payments will be made in accordance with the following proposed schedule:

30 th day of contract term	10 percent
60 th day of contract term	10 percent
90 th day of contract term	10 percent
120 th day of contract term	10 percent
150 th day of contract term	10 percent
Submission of Application for Participation	50 percent

All payments are subject to demonstration of satisfactory progress, in accordance with the Bidder's work plan.

Evaluation Criteria

Proposals shall be evaluated on the basis of the following criteria:

- Assessment of Existing Capacity and Implementation Planning (20 points)
- Relevant Experience (20 points)
- Approach (40 points)
- Budget (20 points)

Contact Information

Please direct any questions regarding this RFP to:

Joan Haslett, Project Director
Phone: (802) 241-4529
Email: joan.haslett@dail.state.vt.us