

INARF Case management RFS Summary

Overall Information

- Responses Due on July 6
- Waiver amendments submitted to CMS on August 1
- RFS awards published October 1
- January 1, 2022 RFS implementation
- It is the State's intention to select 5 providers from this process as the exclusive providers of case management services. The State reserves the right to award fewer or greater than 5 providers.
- This RFS does not solicit pricing. IHCP Providers shall be paid in accordance with published rates and IHCP claims requirements in accordance with their Medicaid Provider Agreements
- The term of the contract shall be for a period of two (2) years from the date of contract execution. It shall commence on January 1, 2022 and shall remain in effect through December 31, 2023. At the discretion of the State, there may be one (1) additional two (2) year renewal and one (1) additional one (1) year renewal. In no event shall the term of this Contract exceed a total of five (5) years.

Statement of Work Information

- The State's relationship with any Contractor selected through this RFS shall be governed by two agreements:
 - the Medicaid Provider Agreement (which will govern, among other things, any payment owed to the Contractor and the terms and conditions thereof), and
 - a second Contract resulting from this RFS which will govern the provision of Services by the Contractor to Individuals
- The State shall maintain a high-level supervisory role in the deliverance of Services covered by this Scope of Work and is not responsible for direct oversight of Case Managers as that is the Contractor's responsibility
- However, the State shall provide the training curriculum for certification of Case Managers in accordance with the 1915(c) Waiver Service Definition.
- The contractor Must be an enrolled Medicaid provider and provide statewide coverage
 - the Contractor shall provide Services statewide in accordance with Section 4.2.2 within six (6) months of Contract award

Case Load and Administrative Requirements

- The Contractor shall ensure that a sufficient amount of Case Managers is employed to provide statewide coverage while maintaining an average caseload size of no more than forty-five (45) cases across full-time Case Managers who actively provide case management services to Individuals receiving waiver services.
 - A full-time Case Manager is defined as a Case Manager with a caseload of at least 21 cases. The State will monitor adherence to this caseload limit on a quarterly basis.

- The Contractor shall also provide twenty-four (24) hour a day, seven (7) days a week phone availability which Individuals can contact for assistance if they are unable to reach their Case Manager.

The contractor shall maintain at a minimum:

- One Full-Time Compliance Officer
- One Registered Nurse with valid Indiana nursing licensure (this may be a contracted role)
- Two Case Managers who meet qualification standards as set forth in the Service Definition

Assessment and Training

- The Contractor shall assess Case Managers, Supervisors, and administrative staff on an annual basis at a minimum to ensure they demonstrate competence regarding best practices and subject matter knowledge, which will be verified by annual recertification with the State in accordance with the 1915(c) Waiver Service Definition. This shall be accompanied by an annual employee evaluation that assesses performance and includes personalized feedback.
- The subject matter of the training program for case managers shall include information on adjacent Medicaid services not covered by waivers that may be available to the Individual population as well as waiver services; such as, localized resources or supports available in an Individual's community, 211 access information, or national programs for specific diagnoses or conditions with specialized resources to support individualized needs

Contractor Performance

- The State intends to develop service-level agreements roughly six (6) months after the Contract start date which will be used to measure the Contractor's performance and may inform the standard of acceptable performance by which the Contractor is evaluated against, as outlined in Section 6.4.
- They may include but not be limited to the following topics: training of Case Managers, ability to provide Individuals with access to non-waiver services, and adherence to the PCISP Quality Guide and PCISP Rubric.

CAP

- If the State determines that the Contractor is not performing to the satisfaction of the State, has not completed any activities in a satisfactory or timely manner, or upon written request by the State for any reason, the Contractor shall submit, within ten (10) business days of the occurrence or State request, a Corrective Action Plan (CAP).

Dates and Scoring Criteria

Activity	Date
Issue of RFS	May 4, 2021
Pre-Proposal Conference (Optional)	May 18, 2021
Vendor RFS Response Training (Optional)	May 20, 2021
Deadline to Submit Written Questions	May 24, 2021
Response to Written Questions/RFS Amendments	June 3, 2021
Deadline to Submit Intent to Respond (Optional)	June 10, 2021
Submission of Proposals	July 6, 2021
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	July - August 2021
Proposal Discussions/Clarifications (if necessary)	August 2021
Oral Presentations (if necessary)	August - September 2021
RFS Award Recommendation	October 2021

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	100 available points
Total	100