

State of Indiana RFS 22-67778

Attachment D – Technical Proposal Template

Instructions:

Respondents shall use this template Attachment D to prepare their Technical Proposals. In their Technical Proposals, Respondents shall describe their relevant experience and explain how they propose to perform the work, specifically answering the question prompts in the template below.

Please review the requirements in Attachment A (Scope of Work) carefully – the requirements in the SOW should inform how Respondents complete their Technical Proposals in this template as the “Sections” referenced below correspond to the sections in the SOW.

Respondents should insert their text in the provided boxes which appear below the question/prompts. Respondents are allowed to reference attachments or exhibits not included in the boxes provided for the responses, so long as those materials are clearly referenced in the boxes in the template. The boxes may be expanded to fit a response.

Respondents are strongly encouraged to submit inventive proposals for addressing the Program’s goals that go beyond the minimum requirements set forth in Attachment A of this RFS.

For all areas in which subcontractors will be performing a portion of the work (except where prohibited), clearly describe their roles and responsibilities, related qualifications and experience, and how Respondent will maintain oversight of the subcontractors’ activities.

OVERVIEW

Please provide an overview of your proposal in the boxes below.

Company Background

- a. Describe your experience providing Case Management Services*
- b. Provide specific examples of how you have worked collaboratively with individuals and families, as well as state and waiver provider partners to address day to day issues, as well as changing program needs and priorities*
- c. Describe any notable accomplishments for your company you feel would be relevant to this proposal.*
- d. Describe any lessons learned from any sanctions, corrective actions, or formal complaints that you have been subject to (including for non-case management services), both in Indiana or other states*

[insert text here]

Compliance and Approach to Correction

- a. What measures or steps would you take to address AND prevent corrective actions or findings issued by BQIS?*
- b. What quality assurance approaches would you employ to identify systemic issues? Please include supervision strategies as well as technical approaches*
- c. What quality assurance approaches would you put into place to timely address specific, limited situations as they arise?*
- d. Describe your company's consideration of compliance requirements AND quality services in the delivery of case management.*
- e. Describe how you plan to provide ongoing comprehensive quality assurance. Please include how you will apply culture of quality concepts and data analysis as part of the quality assurance approach.*
- f. Provide a description of a proposed quality assurance plan, addressing the points outlined in Section 5.3.1, or provide a preliminary draft of your quality assurance plan.*
- g. Provide a narrative about your proposed Compliance Officer and the potential activities this role would oversee and/or conduct. Please also attach a resume or CV.*

[insert text here]

SECTION 4. – Plan and Program Information

Please explain how you propose to respond to Section 4 by answering the question prompts in the box below, if applicable.

Section 4.2.1 – Enrolled Medicaid Provider

- a. *Describe how you plan to comply with Medicaid provider enrollment requirements. Address the following aspects:*
 - i. *Estimated timing*
 - ii. *Any structural changes for your company*
- b. *Include a draft application for enrollment (see Bidder’s Library for application information).*

[insert text here]

Section 4.2.2 – Commitment to Statewide Coverage

- a. *Describe how you will ensure statewide coverage of case management services. Address the following aspects:*
 - i. *Your company’s approach to staffing that ensures adequate geographic statewide coverage and considers:*
 - 1. *How you assign Case Managers to Individuals. Be sure to address:*
 - a. *What factors are considered*
 - b. *How you plan to balance the varying complexities of individual cases for Case Manager caseload*
 - c. *Process for Individuals to request specific Case Managers*
- b. *If you currently do not provide statewide coverage, describe your plan to transition to do so.*
- c. *Provide an overview of how you plan to fulfill your responsibilities overseeing your Case Managers and ensuring quality case management services.*
- d. *Describe how your Case Managers will provide services and support with a person-centered approach and how you plan to encourage and ensure this, and monitor or measure for effectiveness.*
- e. *Provide an overview of your current case management team, including number of employees, geographic coverage, and caseload.*
 - i. *Please share any timing concerns you may have with assuming and delivering case management services statewide within the stated timelines*

[insert text here]

SECTION 5. – Description of the Contractor’s Responsibilities

Please explain how you propose to execute Section 5 by answering the question prompts in the boxes below. In answering these questions, please provide any relevant experience you may have.

Section 5 – Description of the Contractor’s Responsibilities - Overview

- a. Describe how you will support case managers to ensure functional, effective and positive Individualized Support Team dynamics (facilitation, coordination with other providers, collaboration with guardians, etc.) with a focus on working toward shared outcomes for the team in support of individuals’ wants and needs.*
- b. Describe how you will support case managers to deliver case management to be strength-based, person-centered, and offer opportunities for integrated supports to individuals in BDDS waiver services, as well as individuals transitioning into waiver services and how you plan to monitor these activities for effectiveness.*
- c. Provide specific examples of your proposed incorporation of all life domains and life stages within the context of a person, their family, and community in the delivery of person-centered case management, and the outcomes you believe your approach will have on individuals receiving services.*
- d. Provide a summary of how you will ensure complete, accurate and timely data entry into the state’s case management system and your approach for monitoring this.*

[insert text here]

Section 5.1 – Recruitment and Hiring of Case Managers and Average Caseloads

- a. Describe your plan for maintaining an average caseload per Case Manager that is manageable and ensuring 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. Describe how you will ensure the recruitment and hiring of Case Managers will be facilitated in a manner that ensures statewide coverage and maintains delivery of at least the minimum requirements of the case management service and maintains qualified case managers.*

[insert text here]

Section 5.2 – Management of Case Managers

- a. *Provide an overview for how you plan to manage Case Managers in accordance with the responsibilities outlined in Section 5.2.1 in the SOW, including any relevant experience and expertise.*
- b. *Describe your support and supervision structure and how you plan to ensure adequate support for Case Managers, and their ability to collaborate and be responsive to BDDS/BQIS inquiries and support efforts.*
- c. *Describe your management plan for ensuring that Case Managers are providing case management services in alignment with the Waiver Service Definition, and that services are delivered in accordance with conflict-free requirements for case management.*
- d. *Describe how you will support Case Managers in their reporting duties as outlined in Section 5.2.2.2, including how you will track and collate their reported information.*

[insert text here]

Section 5.4 – Training of Case Managers

- a. *Provide an overview of how you plan to organize and deliver your training operations, including but not limited to in-person training, on-demand web training, user manuals, and your proposed training schedule.*
- b. *Describe how you plan to incorporate best practices into the training program and provide examples, specifically addressing team collaboration in working toward shared outcomes, fostering individuals' independence, overall system navigation, and cultural competency concepts.*
- c. *Describe how you will coordinate training for Case Managers on additional non-waiver Medicaid services to support Individuals, such as resources to access broader employment supports, housing accommodation needs, and transition services and resources to support successful transition from institutional settings to HCBS settings.*
- d. *Describe how you will train Case Managers on researching and accessing available community services in their geographic region to support Individuals across life domains and across their lifespan.*
 - i. *Describe your familiarity with the LifeCourse framework and how you may incorporate the principles and tools in your trainings*
- e. *Describe your plan to keep training curriculum materials up to date, especially in coordination with BDDS and BQIS, as BDDS and BQIS continually updates resource materials.*
- f. *Describe your approach to validating that the training operations are yielding desired outcomes associated with principles and concepts associated with and aligned with BDDS' philosophical approaches to HCBS services.*

[insert text here]

Section 5.5 – Satisfaction Surveys

- a. Describe your plan for soliciting Individual satisfaction surveys and for utilizing those findings. Address the following:
 - i. How you will distribute this survey to all Individuals
 - ii. Topics to be covered by the survey
 - iii. How survey findings and feedback from Individuals and families will inform decision-making

[insert text here]

Section 5.6 – Complaint Process

- a. Describe the open feedback channel you plan to make available.
- b. Describe your plan for investigating complaints or concerns that you may receive from Individuals regarding their case management services. Address the following:
 - i. Case-specific process for addressing Individual's concern
 - ii. Company-wide process for sharing learnings from complaints or concerns

[insert text here]

Section 5.7 – Mortality Reviews

- a. Please confirm your understanding of the Contractor's role in the mortality review process and your willingness to conduct those activities when required.

[insert text here]

SECTION 6. – Contractor Administrative Duties

Please explain how you propose to execute Section 6 by answering the question prompts in the boxes below. In answering these questions, please provide any relevant experience you may have.

Section 6.1 – Contractor Staff

- a. Provide an overview of your organizational leadership. Include relevant qualifications and experience.*
- b. Describe your proposed supervisory staff.*
- c. Please describe how your supervisory staff is equipped to provide supervision and subject matter-specific guidance to Case Managers. Please include their relevant experience.*
- d. Provide a narrative describing the Staff contemplated by Section 6.1. In your narrative, please describe whether they are a W-2 or IC / 1099 employee. Also in your narrative, please describe whether they are full-time or part-time and provide proof of certification. As applicable, please attach resumes of any specific proposed candidates.*

[insert text here]

Section 6.2 – Reporting

- a. Describe how you will meet the reporting requirements outlined in Section 6.2 of the SOW.*
- b. Please detail any additional reports to the ones mentioned in Section 6.2 of the SOW that you propose to provide as part of this Contract.*
- c. Describe how you will report up the information that Case Managers are expected to track in accordance with Section 5.2.2.2 of the SOW.*
- d. Describe your process for ad hoc report requests.*
- e. Provide any relevant example reports.*

[insert text here]

Section 6.3 – Meeting Requirements

- a. Describe your commitment and ability to attend and actively participate in coordination, planning and collaborative administrative meetings with State staff. Describe any other proposed meetings, their purpose, and desired attendees for State consideration. Please describe your preferred approach to coordination*

with BDDS leadership, providers, individuals and families, and other stakeholders in these collaboration meetings, and other proposed meetings.

[insert text here]

Section 6.4 – Corrective Action & Sanctions

- a. *Describe your process for preparing Corrective Action Plans (CAPs) and how you will ensure they are timely.*

[insert text here]

Section 6.5 – Ethical Service Delivery & Billing

- a. *Describe your commitment to providing ethical service delivery and how you plan to ensure ethical billing practices.*

[insert text here]

Section 6.6 – Transition of Case Managers

- a. *Describe your commitment and ability to transition Case Managers at Contract start, if necessary.*
- b. *Describe your commitment and ability to ensure smooth outgoing transition of activities and responsibilities to succeeding contractors (at the end of the Contract term), if this becomes necessary.*
 - i. *Describe how you will ensure all Individual cases are current.*
 - ii. *In particular, describe how you plan to ensure a smooth transition of case management services (either at the end of the Contract term or if an Individual opts to change their Case Manager) for the Individuals you serve*
 - i. *Describe your approach to cases where there exists a strong relationship between Case Manager and the Individual.*

[insert text here]

SECTION 8. – Service Levels and Non-Financial Incentives

Please explain how you propose to execute Section 8 in its entirety, including but not limited to the specific elements highlighted below, and describe all relevant experience.

Section 8 – Non-Financial Incentive Structure

- a. *Affirm your commitment to and understanding of the Non-Financial Incentive Structure stated in Section 8.*

[insert text here]
