

**Response to Written Questions
RFS 22-67778**

No.	RFS Document	Section Number	Page	Topic	Question	State Response
1	RFS Document	1.13	9	Reference Site Visits	The terminology of "working support center" is used regarding the State potentially requesting a site visit. Is the state indicating that a CMCO must have a public office space where Individuals would be coming & going for meetings? If so, what are the requirements for this public office space, specifically related to how many, location, etc. Please provide reference for how the current rate was developed on the requirements for public office space.	The section also states "Site visits, if required, will be discussed in the Technical Proposal". The State is not conducting reference site visits as part of this RFS. Site visits are not included in the Scope of Work and a physical location is not required.
2	RFS Document	2.3.13	17	Experience Serving Similar Clients	Please provide some clarification about the phrase "clients of a similar size."	If the Contractor has any additional clients outside of the State of Indiana where you serve a similar number of Individuals, please provide that information here.
3	Attachment I Statement of Work	3	4	Description of State's Role	Please provide some clarification about the phrase "high-level supervisory role."	"High-level supervisory role" refers to the oversight and monitoring staff necessary to ensure that the deliverance of case management services align with the Scope of Work, 1915(c) Waiver Service Definition and Contract.
4	Attachment I Statement of Work	3	4	Description of State's Role	This section indicates "the State shall provide the training curriculum for certification of Case Managers..." Will the state be having another CM certification exam as was previously used in an Excel format? Or is the state intending to use the training modules currently on Canvas with corresponding assessments as the training curriculum mentioned in this section of the RFS?	Each Case Manager must, initially and annually, obtain proof of competency demonstrated through successful completion of the case management training curriculum and certification exam. BDDS is developing new training and a certification exam based on the core competencies of case management which will be accessed through the Canvas platform.
5	Attachment I Statement of Work	3	4	Description of State's Role	This section indicates the State provide policy and guidance and also notes it is "binding or advisory, which the state will distinguish between." Could we get some clarification on what's currently "binding" versus "advisory"? How will CMCOs know for future guidance and policy what's advisory versus advisory?	The State maintains an existing right to issue binding and advisory materials for any Medicaid provider. This RFS does not alter that right. It is the State's expectation that most guidance will be binding. The State will notify the Contractor of any new/updated guidance, and whether that guidance is advisory or binding, throughout the duration of the Contract.
6	Attachment I Statement of Work	5.1	6	Recruitment & Hiring of Case Managers	Many case managers currently carry larger caseload sizes because they need to the volume to make a livable wage. By forcing a reduction in quantity and not providing additional Medicaid funds to offset this, CMs are going to have to seek alternate employment to make ends meet. Can the state please reconsider the fiscal impact and provide additional Medicaid reimbursement for Case Management to be delivered with the quality the state wants?	Case managers are not restricted to a specific caseload size. CMCOs are permitted to maintain an average caseload of no more than forty-five (45) cases across all full-time Case Managers who actively provide case management services to Individuals receiving waiver services. Full-time case managers are defined as those with a caseload of at least 21 cases. Further guidance will be issued at a later date.
7	Attachment I Statement of Work	5.1.1	6	Certification & Education Requirements	Is this referring to the trainings on Canvas only or is there an additional "certification exam" that CMs will need to take to demonstrate proficiency?	Please refer to the answer to Question 4

8	Attachment I Statement of Work	5.2.1	6	Assignment of Case Managers	The verbiage in this section is "assignment" which implies the consumer/family doesn't have choice in the matter. Please provide some clarification to reflect that choice really is paramount.	As always, Individuals and families will choose their CMCO and will have the opportunity to change it at any time. Assignment of case managers refers to the process by which a CMCO assigns case managers to a specific Individual.
9	Attachment I Statement of Work	5.2.2	7	Individual Case Manager Responsibilities	In this section, the CMs "are expected to have knowledge of not only waiver services but also other applicable medical, social, educational, vocational, and other paid and nonpaid services and supports..." Will these be included in the BDDS CM orientation/Canvas trainings?	The Contractor shall be responsible for ensuring and demonstrating that Case Managers are knowledgeable in accessing and connecting Individuals to paid and nonpaid services and supports and are providing case management services to Individuals in alignment with FSSA/DDRS/BDDS/BQIS service standards, guidelines, policies and/or manuals.
10	Attachment I Statement of Work	5.2.2.1	7	Relationship with Individual	"24 hours a day/7 days a week phone availability...if the CM is not available." Is the state mandating a 24/7 live answering service? Please provide reference for how the current rate was developed on the requirement for 24/7 live answering service.	The requirement for the 24/7 live answering service is an existing requirement for CMCOs within the current established rate.
11	Attachment I Statement of Work	5.2.3	8	Case Manager Performance Evaluation	Please clarify how the state wants to see evidence of "competence regarding best practices and subject matter knowledge."	This refers to demonstrating the knowledge and skills necessary to perform quality case management services, including but not limited to core competencies, facilitation, navigating paid and unpaid supports, and processes and regulations on HCBS.
12	Attachment I Statement of Work	5.3.1	9	Quality Assurance Plan	Please clarify the difference between "annual performance reviews" and "employee evaluations of Case Manager" (letter e in the bullet list)	Annual performance reviews are holistic reviews of Case Managers that are done on an annual basis. Employee evaluations may be done during other times of the year and may focus on specific areas at a time.
13	Attachment I Statement of Work	5.3.1	9	Quality Assurance Plan	Is there a web based format the state intends for CMCOs to use to upload the information requested for the quarterly, semi-annual and annual reports? Is there different information needed at different intervals?	Templates for reporting will be provided at a later date.
14	Attachment I Statement of Work	5.4	10	Training of Case Managers	"structured around the curriculum developed by BDDS..." Where can we find the BDDS curriculum? What are the topics so we can make sure our training courses meet this standard?	The BDDS Quality Guide will be released in the fall of 2021.
15	Attachment I Statement of Work	5.5	10	Satisfaction Surveys	"...shall be detailed in the Semi-Annual Survey Summary..." This implies there is different information required for each progress report we need to submit to the state. Please provide clarification about what is required each quarter.	Please refer to the answer to Question 13
16	Attachment I Statement of Work	5.5	10	Satisfaction Surveys	"the content and questions will be developed as part of a collaborative effort between the State and CMCOs". Do we have to wait for the state to tell us the questions they want us to include on our satisfaction surveys? This seems potentially problematic in that a satisfaction survey is determining satisfaction, not other information. I can see how the state might view this point of contact as a way to gather other types of feedback which will extend the length of a survey and reduce the likelihood that people will actually complete it.	The content and questions will be developed as a collaborative effort between the State and all awarded CMCOs to ensure consistent collection of meaningful data.
17	Attachment I Statement of Work	6.1	11	Contractor Staff	Other than mortality review, what does the state intend for the Registered Nurse to do?	The requirement for the registered nurse is an existing requirement for case management companies. There are no additional expectations for the registered nurse.

18	Attachment I Statement of Work	6.2	12	Quarterly Status Updates	"...any one-time report or new, ongoing report at the request of the state..." Please provide clarification or at least the ability to create additional, potentially required reports in the BDDS portal. It's time intensive to gather information by reading through case notes to find information or contacting every Individual we serve for a response to put on a report.	Reports of this nature may be requested in response to service delivery trends, quality assurance issues, or other identified topics.
19	Attachment I Statement of Work	6.4	12	Corrective Actions & Sanctions	There is no specific notation in this section about where financial sanctions will occur in the corrective action process. The term "sanction" is used, but there's no mention of a financial impact. It would be helpful to have some clarity about how and when financial sanctions would be imposed.	Sanctions will be determined based upon the specific situation and within the allowances of State and federal regulations.
20	Attachment I Statement of Work	6.6.1	13	Program Start	What is meant by "bundle Case Managers for transition"?	Bundling Case Managers for transition refers to streamlining any necessary activities to onboard new Case Managers such as system access requests. Transition toolkits are being developed and will be distributed once the awards are announced.
21	Attachment I Statement of Work	6.6.1	13	Program Start	"contractor shall provide services statewide..." What will be the measure for this? We can't force anyone to choose us. If people don't choose us, how can we be held responsible for that and potentially lose the contract?	CMCOs shall accept referrals and provide case management services statewide if awarded.
22	Attachment I Statement of Work	6.6.1	13	Program Start	"transition requests" - Are we still following the CMCO Transfer Checklist process? Many CMCOs currently aren't using the checklist or having the phone calls to discuss before transferring.	Transition toolkits are being developed and will be distributed once the awards are announced. The toolkits will include any documents and/or tools required during the transition process.
23	Attachment I Statement of Work	7	14	Payment Structure & Rates	"Terms and conditions of payment for services shall be governed by the provider agreement." The rate study for case management services conducted a couple years ago already determined that the current rate and expectations/requirements were not in alignment. Can we please have some guidance on how the state intends to adjust expectations and Medicaid rates to be more in line? Expectations set forth in this RFS and preliminary answers to questions about additional funding indicate that not only is there no additional funds, but there are now additional administrative requirements that will detrimentally impact the overall fiscal responsibility of an organization.	The established rate takes into account the expectations outlined in the RFS, which are not significantly different than the existing case management requirements, and existing practices and procedures of CMCOs.
24	Attachment I Statement of Work	8	14	Service Levels and Non Financial Incentives	Please provide more information in this section. What might be examples of non-financial incentives?	The State intends to develop service-level agreements roughly six (6) months after the Contract start date. Additional information will be provided in the future.
25	Attachment B Sample Contract	1	1	Duties of Contractor	"Exhibit 1" is mentioned in this section, but there's no Exhibit 1 attached to the sample contract. Would this be the "scope of work" that is a part of the RFS, or is there a completely different document that would be included in the final contract?	Yes, Exhibit 1 will be the finalized Scope of Work.
26	Attachment B Sample Contract	9	2	Changes in Work	"The contractor shall not commence any additional work or change the scope of the work until authorized in writing by the state." Does this mean when the state needs something extra done that they want CMs to do (like COVID checkins, IES surveys, etc.) that CMs will NOT be doing those last minute requests until the state changes this contract?	The Contractor may be called on to complete requests to satisfy requirements listed in Scope of Work that may not explicitly be listed in the Scope of Work. Additionally, the State reserves the right to update guidance materials (that CMCOs' must adhere to) throughout the duration of the Contract.

27	Attachment B Sample Contract	9	2	Changes in Work	If a CMCO wants to implement more stringent deadlines to ensure work is completed on time, is this OK? For example, LOCSIs must be done within 365 of the previous one. We find that staff often wait until the last possible second to do some things and there's really no wiggle room with this one. We currently have an internal deadline of completing the LOCSI the month before it expires so we can guarantee an individual's waiver slot is not going to be jeopardized if the LOCSI isn't done by the deadline.	Yes, this is permissible.
28	Attachment B Sample Contract	12 L	7	Drug & Alcohol Records	Is this section referring to drug & alcohol records of employees or individuals?	This section is in reference to drug and alcohol records of Individuals.
29	Attachment B Sample Contract	29 A	13	Key Persons	Please provide some clarification for this area about time frames the state would impose for commencing termination. I'm concerned about the state's power to terminate the contract if I die or leave employment. We work really hard to have succession plans in place to make sure the company can go on in the absence of key personnel. To sign a document accepting the fact that the state can just cancel the contract despite our efforts to ensure continuity of care seems pointless.	The Contractor and the State will mutually agree whether anyone is listed in this clause. Presently, the State does not anticipate listing anyone in this clause for this Contract, rendering this clause moot.
30	Attachment B Sample Contract	36	16	Ownership of Docuemnts and Materials	Please provide some clarity and exmaples about what would be considered "Contractor's work product" that is not already contained and uplaoded on the BDDS portal.	The Contractor's work product includes all documents, records, programs, applications, data, algorithms, film, tape, articles, memoranda, and other materials developed to fulfill the responsibilities of the Contract (including the Scope of Work). It is possible that all of the materials listed above are presently on the BDDS portal, however, all Contractor-developed work products used to fulfill the responsibilities of the Contract are subject to this clause.
31	Attachment B Sample Contract	37 B	16	Payments	This section indicates that claims must be submitted within 60 days following the end of the month in which services were provided. For traditional case management services without extenuating circumstances, this is a realistic request. However, there are people whose Medicaid has lapsed, or they are "Transitional", etc. whereby services are delivered but can't be billed until the circumstances change (Medicaid is restored, the person moves out of the facility, etc.). most of these situations are not resolved in 60 days. Is the state is indicating that services are to be provided without compensation?	The 60 day language specifically refers to "specific Contract Claim Reimbursement Form Item Description expiration date or termination of this agreement." IHCP allows for claims to be submitted within 180 days.
32	Attachment B Sample Contract	37	16 & 17	Payments	The sections here indicate that re-payments need made to "State of Indiana". Please clarify if the state intends to change the Medicaid Billing process. The main RFS document mentions we must be enrolled with IHCP Medicaid portal for Medicaid payments which is where we currently process Medicaid billing. I understand that with inSite going away, the Medicaid Billing Module in inSite is also going away. We had already been preparing for the departure of this billing tool and have been working with another billing vendor to do billing. Please provide some clarity about if we should continue our efforts to conduct billing through IHCP Medicaid billing portal via another billing vendor.	Awarded CMCOs will submit claims for processing through the Indiana Health Coverage Programs (IHCP) Medicaid billing portal. The IHCP uses the online IHCP Provider Healthcare Portal (Portal) as an interface between providers and the Core Medicaid Management Information System (CoreMMIS). CoreMMIS allows the IHCP to perform program management functions, including accurately and efficiently adjudicating claims in alignment with IHCP coverage policies and national billing guidelines. The Portal is an interactive, secure, and easy-to-use tool for providers and other partners to exchange information with the IHCP over the internet.

33	Attachment B Sample Contract	45	18	Termination for convenience	I'm concerned about the phrase in this section about the state having the power terminate this contract "for any reason the state determines that such termination is in its best interest". This seems impromptu and leaves CMCOs operating in a shadow of fear of being terminated for some unknown reason. Couldn't the termination be part of a corrective action plan?	The State is required to have this clause in its contract. It appears in every State contract.
34	Attachment B Sample Contract	49	19	Work Standards	There's a statement in this section that is quite concerning - "If the state becomes dissatisfied with the work product of or the working relationship with those Individuals assigned to work on this contract, the state may request in writing the replacement of any or all such Individuals and the contractor shall grant such request." So if I'm reading this correctly, if someone from the state doesn't like one of our staff, the state can force me to fire that person? Please provide reference from the U.S. Department of Labor about this mandatory requirement. Please provide some clarification about the time frames the employment termination would be expected related to a corrective action plan.	Working within the scope of the Contract, the State reserves the right to oversee the work product and the agents who deliver the corresponding services.
35	RFS Document		3	General Qualification	General Documentation - Case Manager Qualifications: Does the state want all of this information for all existing staff as part of the original application? Please provide reference for privacy laws concerning releasing substance abuse information for employees as part of an proposal that is to become "public record."	Please see the document titled "Case Management Provider Documentation for Application" in Attachment G - Bidders' Library for further details on application information, including details about necessary documentation of criminal history.
36	RFS Document		4	General Qualification	General Documentation - Case Manager Qualifications: "employ or contract at least one full time Registered Nurse" - what does the state expect the full time nurse to do other than mortality review?	Please refer to the answer to Question 17
37	RFS Document		8	General Qualification	General Documentation - Conflicts of Interest: "providers of case management service and their employees shall not provide any other service..." The rule used to specifically say "no other waiver services." Is it still possible for CMCOs to provide other services that are not waiver related (for example wrap around facilitation for schools, BINS coordination, etc.)	A BDDS case management provider may not provide any other BDDS HCBS services.
38	RFS Document		8	General Qualification	General Documentation - Conflicts of interest: "require disclosure of possible conflicts of interest..." We have several staff who have children who receive services and while the parent is not the CM, is this the detail the state is wanting to see for this section of the application?	Case managers must not provide case management services to Individuals related by blood or marriage. When acting only as a relative of the Individual and not as a case manager, the three points following that restriction do not apply.
39	RFS Document		10	general Qualification	General Documentation - Individual Personal File, Providers Office: "Case Management providers are required to document at least every 90 days..." Please clarify, as Case managers are required to complete case notes every month.	This is not a new requirement. Providers must have a written policy outlining the requirements to analyze and update documentation every 90 days. See BDDS Policy 460 1216 038 Maintenance of Records of Services Provided.
40	RFS Document		11	General Qualification	General Documentation - Incident Reporting: There's a phrase right in the middle of the page that refers to the ISP, which just needs changed to PCISP.	Yes, that reference should read "PCISP". Please see the updated attachment per Addendum 4.
41	RFS Document	Bi	1	Waiver Redesign Changes	"meetings may be held in a manner desired by the Individual and guardian..." - Can this be virtual even after the Appendix K flexibilities expire?	BDDS waiver applications include an allowance for semi-annual team meetings to be held in the manner desired by the Individual and guardian, if applicable.
42	RFS Document	Bi	1	Waiver Redesign Changes	"Individual and guardian, if applicable, must be present for all IST meetings" - does "present" mean in person?	Individualized Support Team meeting participation will be consistent with the manner of meeting selected by the Individual and guardian, if applicable.

43	RFS Document	Bii	1	Waiver Redesign Changes	"conducting face to face contacts..." - does "contact" mean in person?	Outside of the temporary flexibilities allowed under Appendix K and Indiana Code Waivers, Case Managers will have face-to-face, in-person, visits with the Individual and guardian, if applicable.
44	RFS Document	Bxii	2	Waiver Redesign Changes	"disseminating information...to the...IST" - don't the providers have access to retrieve their own documents from the portal?	Individualized support teams are comprised of the Individual, his/her family, guardian (if applicable) and others selected by the Individual, in addition to providers. CMCOs may notify providers when updated documentation is available for viewing and/or download, but all other team members, including the Individual, must receive hard or electronic copies.
45	RFS Document	Cii	2	Waiver Redesign Changes	Please clarify how the transitional services (which are provided before the date range of the PCISP which coincides with the CCB) can be reflected on the PCISP. Is it OK just to have the service listed on the service plan portion of the PCISP and not mentioned in the narrative portion?	A quality guide is being developed and will provide information and guidance related to all activities in the 1915(c) Waiver Service Definition.
46	RFS Document	Ciii	2	Waiver Redesign Changes	Is this section just a repeat of the information in the general section C directly above this, just for the other funding source?	This section provides further detail in relation to the general Section C introduction.
47	RFS Document	Provider Quakifications	3	Waiver Redesign Changes	Is it necessary for existing CMCOs to submit the form to request additional counties be added to coverage area in inSite as part of the RFS application or will the addition of counties come naturally once contracts are awarded?	CMCOs who currently provide services and receive contract awards will not be required to submit a request to add the additional counties required to provide services statewide.
48	RFS Document	Compliance	4	Waiver Redesign Changes	Will the portal be updated so CMCOs can pull a report that enables the CM to check a box on the case notes to reflect that they met in person (not virtual) for a visit as required in the compliance standards? It is quite time consuing to open up Individual case notes to review the content to see if the CM met with them. Yes, there's options to choose "home visit" or "team meeting" or "unannounced visit", but often times CMs are choosing "monitoring checklist" as the activity because they are doing that at the same time as the visit.	The State will take into consideration suggestions for BDDS Portal enhancements through the meetings and touchpoints outlined in the Scope of Work.
49	RFS Document	Compliance	4	Waiver Redesign Changes	There is reference to a BDDS certification exam. Is this different than the Canvas trainings and corresponding assessments?	Please refer to the answer to Question 4
50	RFS Document	compliance	4	Waiver Redesign Changes	The 3 bullets at the bottom of the page are confusing. I think the bottom one refers to the "10 other hours" that CMs must have beyond the DDRS approved. The second to the bottom seems like a repeat of a portion of the one above it. I just want to make sure that I'm not misunderstanding or missing any requirements.	These requirements for training are existing requirements for CMCOs.
51	RFS Document	Compliance	5	Waiver Redesign Changes	"case managers are trained in the person centered planning process..." There used to be some "approved trainers" for this topic - Do those still exist and is that still the expectation? We've been having our staff trained by Gwen Chesterfield (she was one of the approved trainers for quite a while) because her training is comprehensive and hands-on. She had great opportunities for participants to practice what they learned before they left the training. It's a great training, but it's also pretty expensive.	CMCOs must ensure that Case Managers are trained in the person-centered planning process aligned with BDDS and BQIS' mission, vision and values. With the exception of Case Manager participation in any BDDS person-centered trainings, there are no BDDS approved person-centered planning trainers or training organizations.
52	RFS Document	Compliance	5	Waiver Redesign Changes	"ensure Case Managers have the ability to employ whatever tools necessary ..." - Is the state expecting CMCOs to buy computers, iPads, smart phones, etc. for every employee? Please provide reference for how the current rate was developed on the requirement for providing technological devices to each employee.	Please refer to the answer to Question 23

53	RFS Document	Technology	5	Waiver Redesign Changes	"provide and maintain a 24/7 emergency response system" - Is the state expecting a "live, on-call service" be contracted? Please provide reference for how the current rate was developed on the requirement for providing a 24/7 live on-call answering service.	Please refer to the answer to Question 10
54	RFS Document	Technology	5	Waiver Redesign Changes	"ensure each Caswe Manager is equipped with a cell phone, smart phone..." - Is the state expecting that the CMCO pay for these devices for each employee to use? Please provide reference for how the current rate was developed on the requirement for providing technological devices to each employee.	Please refer to the answer to Question 23
55	RFS Document	Conflict Free Case Management	5	Waiver Redesign Changes	"The owners of one case management agency may not be a stakeholder of any other waiver service agency..." - does this comment really mean "stockholder" versus "stakeholder"? It makes sense that a CMCO owner can't hold stock in another waiver service provider, but all CMCOs are considered "stakeholders" when service providers are seeking feedback or are collaborating, etc.	There may be no financial relationship between CMCOs, their staff, and providers of other waiver services.
56	RFS Document	Conflict Free Case Management	6	Waiver Redesign Changes	Could we have some clarification about the last 4 bullet points especially related to Case Managers who have family members who receive waiver services but their family member is not their case manager... The employee who is a CM may have other family members who are paid care givers... The employee who is a CM might also be the guardian, HCR or Rep Payee of their loved one, but they aren't the actual CM of the Individual. Would it be sufficient to outline these roles/relationships in the disclosure form about relationship and potential conflicts of interest?	Please refer to the answer to Question 38
57				Geography	Please clarify why it's necessary to commit to serving the entire state. I understand the need for DDRS to guarantee that there's more than one CMCO with a CM in all counties. At the same time, when you're already serving almost half the state (both urban and rural counties), and you've determined that the quality of work and high satisfaction ratings are a direct result of the company's decision to limit their service area, it's extremely dangerous to take on more territory without having presence and knowledge in those foreign counties. I genuinely don't want to make promises to Individuals about the quality of support we can provide when we are unfamiliar with the resources. I also don't want to hire staff and promise they will have a caseload when I can't force people to choose our company.	With all contracted CMCOs required to serve statewide, Individuals in all areas of the state will have greater ability to exercise choice when selecting which provider they would like to use.
58					Will the BDDS Case Management Portal continue to be used ?	The BDDS Portal will continue to be the BDDS case management IT system. Additional functionality will be added in the fall of 2021 as part of the system consolidation project that will retire a legacy system used by CMCOs.
59	Attachment I Statement of Work	5.3	8	Quality Assurance	"The quality assurance plan shall address at minimum: The Contractor's data-driven approach to decision making, including the approach to ensuring sufficient statewide coverage while balancing Case Manager capacity in relation to both geography and caseload." Will the chosen responders have access to give access to data (data feed) needed to make these decisions or are we going to need our own system for gathering data?	CMCOs have the ability and will continue to have the ability to run data reports within the State systems.

60	Attachment I Statement of Work	6.2	12	Monitoring & Reporting	"In addition to the above required reviews, the Contractor shall prepare, at no additional cost to the State, any one-time report or new, ongoing report, at the request of the State that may be necessary to address any concerning service delivery trends or quality assurance issues. " Do we have to provide a tool to collect data or is the State going to provide a tool to gather and aggregate the data?	Please refer to the answer to Question 18
61	Attachment G Q&A Template	Proof of Managerial Ability	1	Diplomas and Transcripts	Does DBBS expect submission of Transcripts and Diplomas for Managers as part of the Application if already enrolled as an Indiana Medicaid Provider?	If a new application is submitted to provide case management services then all information as stated will be required.
62	Attachment G Q&A Template	Attachment G-Bidders Library	1	Provider Document	If responder is already a Medicaid Approved Case Management Provider, is information from this section required to be submitted?	No, not if you are already a BDDS Medicaid approved waiver case management provider.
63	Attachment F Technical Proposal Template				Are there character or page limitations for responses in Technical Proposal.	There are no character or page limits for Technical Proposals.
64	Attachment G Q&A Template	Application for Approval to Become a Provider...Form 53869 (R/11-10)	1	Contact Information	What is the Orientation Training? Is Orientation Mandatory for the RFS?	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
65	Attachment G Q&A Template	FSSA Provider Data Form	2	Required Documents	Please provide blank copy of FSSA Provider Data Form. Also, is form required for the RFS if already a registered vendor and Indiana Medicaid Provider?	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
66	Attachment G Q&A Template	Direct Deposit Form	2	Required Documents	Please provide Direct Deposit Form. Also, Is form required for the RFS if already a registered vendor and Indiana Medicaid Provider?	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
67	Attachment G Q&A Template	Schedule A Waiver Provider Agreement	2	Required Documents	Please provide Schedule A Waiver Provider Agreement. Also, Is form required for the RFS if already a registered vendor and Indiana Medicaid Provider?	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
68	Attachment G Q&A Template	BDDS Provider Enrollment	2	Required Documents	Please provide BDDS Provider Enrollment. Also, Is form required for the RFS if already a registered vendor and Indiana Medicaid Provider?	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
69	Attachment G Q&A Template	Part 3 and Part 4	2	Required Documents	There is a reference to submitting Part 3 and 4 of the Application. Please provide Part 3 and 4 of the Application.	This is not applicable or necessary as part of the BDDS Provider Application. This has been corrected in Addendum 4.
70	Attachment F Technical Proposal Template	Section 8	9	Service Levels and Non-Financial Incentives.	Statement reads, "Please explain how you propose to execute Section 8 in its entirety, including but not limited to the specific elements highlight below, and describe all relevant experience. There is no highlight information and no questions to be able to address relevant experience. The RFS skips to affirming commitment and understanding to Non-Financial...are we missing a section of information that we need to respond to?	There is not anything missing. Please respond to Section 8 by affirming your commitment and understanding as requested in bullet "a".
71	Attachment F Technical Proposal Template	ALL Document	All doc.	Dropdown for "RFS Document" reads different than electronic version of RFS.	Please note that the Attachment lettering in the drop down in "RFS Document" column does not correspond to the lettering in the RFS. For example, Attachment F Technical Proposal (dropdown) is Attachment D in Technical Proposal in RFS. Other attachments have the same issue as compared to the drop down.	Thank you for bringing this to our attention. The lettering in Section 5 of the RFS is accurate.
72	Attachment F Technical Proposal Template	Section 6.6.	8	Transition of Case Managers	Section 6.6. is followed by or jumps to Section 8. Is the RFS missing any sections to respond to between Section numbers 6.7 and 8.0? If so, please provide.	This is as intended - there is nothing missing.
73	Attachment F Technical Proposal Template	Section 4.2.2	3	Commitment to Statewide Coverage	There are two questions labeled with the letter "a" there is no "b". Is this a typo or is the a question for "b"? Please provide if indicated.	This is a typo. There should be one question labeled "a" and the remainder of the questions should end with "e". This has been corrected in Addendum 4.

74	Attachment I Statement of Work	6.6	13	Transition of Case Managers	The Contractor shall participate in program transition, which shall include but not be limited to, an enhanced level of communications and staffing. In the event that the Contractor needs to onboard new Case Managers, it shall bundle Case Managers for transition. Can you explain what is meant by "bundle Case Managers for transition"?	Please refer to the answer to Question 20
75	Attachment I Statement of Work	6.2	11	Monitoring & Reporting	1. Since all of the data pertaining to the case management of the Individual will be entered into the State system, will the State be providing a data feed through an SFTP site or an API feed for the providers to use in building one time ad hoc reports or new reports that the State has not developed through their system? If the data is not going to be provided to the Provider through one of these methods, how does the State expect the Provider to build reports that don't exist in the State system without the State system data?	Please refer to the answer to Question 48
76	Attachment I Statement of Work	6.2	11	Monitoring & Reporting	Will the Provider be required to provide reporting on data that is not part of the State system?	Please refer to the answer to Question 48
77	Attachment I Statement of Work	5.1	6	Recruitment and Hiring of Case Managers	"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". Supervisory positions are required. Would full time supervisors who are certified case managers but do not carry a caseload be considered when measuring compliance with the 45 case load?	Supervisors who do not actively provide full-time case management services to Individuals receiving waiver services must not be included when calculating average caseload sizes.
78	Attachment B Sample Contract	19	10	Employment Option	what avenues shall be available to the Contractor to prevent harm to the Contractor's business due to employees of the Contractor's violation of an existing Noncompete or Non-solicitation Agreement? How will the Contractor be permitted to protect its business from staffing resource loss due to a required unenforceable non-compete agreement?	Clause 51 applies to the Contract that will result from this RFS. This clause is non-negotiable.
79	Attachment B Sample Contract	51	19	Prohibition on Restricting Case Manager Employment	what avenues shall be available to the Contractor to prevent harm to the Contractor's business due to employees of the Contractor's violation of an existing Noncompete or Non-solicitation Agreement? How will the Contractor be permitted to protect its business from staffing resource loss due to a required unenforceable non-compete agreement?	Please refer to the answer to Question 78
80	Attachment F Technical Proposal Template	4.2.1	3	Statewide Capacity	Must an agency demonstrate existing statewide capacity/infrastructure for case management service delivery to be eligible for consideration?	The provision of statewide services is prospective. CMCOs must describe how they will ensure statewide coverage of case management services if selected. See Section 4.2.2 for more information.
81	Attachment F Technical Proposal Template	4.2.1	3	Approval Letter	Would you like us to include a copy of our Medicaid approval letter with our proposal in lieu of our draft application?	No.
82	Attachment F Technical Proposal Template	N/A	2	Quality Assurance	Must an agency provide evidence of a current, dedicated quality assurance mechanism to be eligible for consideration?	The Technical Proposal template asks for descriptions that include plans to put quality assurance mechanisms in place. Respondents may include current mechanisms if they choose.
83	RFS Document	N/A	N/A	Current Employees	Must an agency provide the name(s) of current employees who are local to the communities in which they provide or intend to provide services?	There is no requirement or expectation that the names of current employees be included as part of the response to the RFS.

84	RFS Document	N/A	N/A	Accreditation	Must an agency currently hold quality accreditation from a nationally recognized, accreditor of health and human services e.g. CARF, JCAHO etc. to be eligible for consideration?	If an agency is not currently accredited by one of our approved accreditation entities, an agency must include a "letter of intent to survey" from the accreditation agency that shows a confirmed date for the survey and confirmation of payment for the survey.
85	RFS Document	2..3.9	17	Subcontractor Forms	Are there any required forms that need to be submitted pertaining to our subcontractors?	No Subcontractor forms, including M/WBE or IVOSB forms, are required. However, the Contractor must provide the information that is requested in Section 2.3.9 of Attachment C - Business Proposal Template. Section 2.3.9 of Attachment C has been updated per Addendum 4.
86	Attachment F Technical Proposal Template	8	9	Non-Financial Incentive Structure	Regarding Section 8, "Non-Financial Incentive Structure," can the State please provide more clarification regarding what vendors should be providing in our response?	Please refer to the answer to Question 70
87	Attachment F Technical Proposal Template	6.5	8	Ethical Service Delivery and Billing	Regarding Section 6.5, "Ethical Service Delivery and Billing," can the State please advise on how you plan to bill this fall and if there will be any trainings provided?	Awarded CMCOs will submit claims for processing through the IHCP Medicaid billing portal. The Indiana Health Coverage Programs (IHCP) uses the online IHCP Provider Healthcare Portal (Portal) as an interface between providers and the Core Medicaid Management Information System (CoreMMIS). CoreMMIS allows the IHCP to perform program management functions, including to accurately and efficiently adjudicate claims in alignment with IHCP coverage policies and national billing guidelines. The Portal is an interactive, secure, and easy-to-use tool for providers and other partners to exchange information with the IHCP through the internet. IHCP Provider Modules and resources are available on the IHCP Provider Webpage.
88	RFS Document	N/A	N/A	Accreditation	Is there a preferred accreditation agency bidders should be pursuing?	These are the entities listed in our Medicaid waivers: 1) Commission on Accreditation of Rehabilitation Facilities (CARF) or its successor. 2)The Council on Quality and Leadership in Supports for People with Disabilities (CQL) or its successor. 3) The Joint Commission on Accreditation of Healthcare Organizations (JACHO [sic., JCAHO]) or its successor. 4) The National Commission on Quality Assurance or its successor. 5) The ISO-9001 Quality Management System. The most common chosen entities are CARF and CQL.
89	RFS Document	2.1	13	File Size for Submission	Is there a file size limitation on the submission portal?	Yes, there is a file size limitation of 250 megabytes per document that is uploaded although, one can upload an unlimited number of documents. The system also allows for the uploading of compressed, zip files which may assist with reducing file sizes when necessary.

90	RFS Document	2.1	13	Proposal Graphics	Are vendors allowed to submit graphics as part of our proposal response? If so, shall they be included as attachments?	Yes, so long as they are clearly labeled and referred to in the applicable section of the Business or Technical Proposal. Graphics can either be included as attachments or embedded in the Business / Technical Proposal.
91	Attachment E Business Proposal Template	2.3.4	1	Integrity of a Company Structure and Financial Reporting- Signature	Does the attestation statement of the CEO/CFO need to be signed?	No, the response to this section does not require a signature.
92		32	14	Attachment B- Sample Contract MBE Requirement	As the MBE/WBE requirement has been removed, will the State be issuing a revised sample contract?	The MBE/WBE section cannot be removed from the sample contract as it is boilerplate language despite the requirement being removed. A finalized version of the contract would be edited to reflect that there is no commitment.
93	RFS Document	1.2	11	Equal Opportunity Commitment	Will qualified, Indiana based companies be given preference?	This section has been updated per Addendum 2.
94	RFS Document	2.13.13	17	Business Proposal	Can you clarify what you mean by "experience in serving clients of a similar size to the State that also had a similar scope"?	Please refer to the answer to Question 2
95	Attachment F Technical Proposal Template	4.2.2	3	Commitment to Statewide Coverage	Will we be assigning CMs to clients?	Individuals and families will continue to choose the CMCO they would like to utilize for the delivery of case management. Case management entities will continue to determine the assignment of Case Managers to Individuals, taking into account the requirements set forth in the Contract and 1915(c) Waiver Service Definition.
96	Attachment F Technical Proposal Template	5.1	4	Recruitment and Hiring of Case Managers and Average Caseloads	Was the limit on caseload size considered when setting the unit rate?	Please refer to the answer to Question 6
97	Attachment F Technical Proposal Template	5.1	4	Recruitment and Hiring of Case Managers and Average Caseloads	Will there be exceptions given to the caseload limit with consideration to the current employment crisis?	Please refer to the answer to Question 6
98	Attachment F Technical Proposal Template	5.1	5	Training of Case Managers	Were the increased training requirements considered when setting the unit rate?	Please refer to the answer to Question 23
99	Attachment F Technical Proposal Template	8	9	Non-Financial Incentive Structure	Please provide clarification on Non-Financial Incentive Structure	Please refer to the answer to Question 24
100	Attachment I Statement of Work	3	4	Desepition of State's Role	Can you please clarify "high-level supervisory roll" means in the first sentence?	Please refer to the answer to Question 3
101	Attachment I Statement of Work	5.3	8	Quality Assurance	Was this level of oversight and quality assurance considered when setting the unit rate?	Please refer to the answer to Question 23
102	Attachment I Statement of Work	6.6.1	13	Program Start	Can you please clarify "bundle Case Managers for Transition"?	Please refer to the answer to Question 20
103	Attachment I Statement of Work	8	14	Service Levels and Non-Financial Incentives	Can you please explain Non-Financial Incentives?	Please refer to the answer to Question 24
104	Attachment B Sample Contract	29 B	13	Key Person(s)	Can a CMCO request a second Key Person before an emergency event?	Please refer to the answer to Question 29.
105	Attachment B Sample Contract	37 B	16	Payments	Will there be a new billing system?	Please refer to the answer to Question 32
106	Attachment B Sample Contract	37 B	16	Payments	"The State has the discretion, and reserves the right, to not pay and claims submitted later than sixty (60) calendar days after a specific....." Transitional Case Management cannot be billed until placement of the Individual in the community. That often take many months. Can this be reconsidered?	Please refer to the answer to Question 31
107	Attachment B Sample Contract	49	19	Work Standards	Can you please clarify what this means? Can the state request an owner, employee of the CMCO, etc. be removed/fired?	Please refer to the answer to Question 34
108	RFS Document	General Document	7	Emergency Behavioral Supports	Were CMCOs having Emergency Behavioral Supports considered when setting the unit rate?	Please refer to the answer to Question 23
109	RFS Document	General Document	4	Case Management Organization Staffing and Employment	Can you please clarify "the allowable caseload average in each county"?	A sufficient number of qualified Case Managers must be available in each county while maintaining the allowable caseload size across the CMCO.

110	Attachment E Business Proposal Template	2.3.3	1	Audited Financials	Is the expectation to attach the full audit report or summary of the previous two years?	Please submit whatever financial information you believe will communicate to the State your financial stability.
111	Attachment E Business Proposal Template	2.3.11 a		Formal Disaster Plan	What key components are required in a formal disaster recovery plan?	Disaster recovery is the process of regaining access to the data, hardware and software necessary to resume critical business operations after a natural or human-induced disaster. Please see: https://www.in.gov/iot/security/disaster-recovery/ for more information. A formal disaster recovery plan is not required to respond to this RFS.
112	Attachment F Technical Proposal Template	5.1	4	Hiring and Recruitment	Was the Final Report of the Review of Case Management Provider Rates for the CIH and FSW Waivers, filed in 2019 as a result of HEA 1317, utilized to determine the need for an average caseload of 45 and the associated rate?	Please refer to the answer to Question 6
113	Attachment F Technical Proposal Template	6.6	8	Transition of Case Managers	How does BDDS plan to facilitate the choice process for Individuals receiving case management services from a company that is not awarded a contract? Given the potential for movement among new awardees, does DDORS have confidence in the system as a whole to have the capacity (e.g. provider availability, IT systems capacity) to facilitate changes in the time allotted for transition."	BDDS is developing a transition plan that will be disseminated after the awards are announced. BDDS is committed to ensuring the transition is smooth for Individuals and families utilizing BDDS HCBS waivers.
114	Attachment F Technical Proposal Template	6.6	8	Transition of Case Managers	How will BDDS ensure that Individuals are not assigned to case management companies that the Individual and/or guardian previously requested not to work with?	Individuals and families will continue to choose the CMCO they would like to utilize for the delivery of case management.
115	Attachment F Technical Proposal Template	5.1	4	Hiring and Recruitment	When are CMCOs expected to be at the average caseload of 45?	April 1, 2022.
116	Attachment I Statement of Work	6.6	13	Transition of Case Managers	What does bundling case managers in transition mean?	Please refer to the answer to Question 20
117	Attachment I Statement of Work	7	14	Payment Structure and Rates	What is the rate? Please confirm the rate build and assumptions supports the administrative requirements and caseload expatiations	Please refer to the answer to Question 23
118	Attachment B Sample Contract	19	10	Employment Options	Please explain or give an example of when this would be utilized.	This clause would be utilized if the State determines that it would be in the State's best interest to hire an employee of the Contractor, and that employee wants to work at the State.
119	Attachment B Sample Contract	36a	16	Ownership of Documents and Materials	Does this apply to any materials developed prior to the 1/1/21 contract?	This applies to any work products developed to fulfill the responsibilities of the Contract resulting from this RFS. To the extent that materials have been developed to fulfill other obligations, this clause does not apply.
120	Attachment B Sample Contract	36a	16	Ownership of Documents and Materials	What is the purpose or intent behind this statement?	Please refer to the answers to Questions 30 and 119.
121	RFS Document	1.14	9	Type and Term of Contract	Will the contracts potentially be extended past the five year time-frame? If not, what is the anticipated plan after the fifth year?	The State's determination will depend in part on this program's performance.
122	Attachment B Sample Contract	51	19	Prohibition on Restricting CM employment	How does this match up with the non- solicitation CM Code of ethics?	Please refer to the answer to Question 78.
123	Attachment B Sample Contract	52E	20	BDDS Requirements	Please confirm what accreditation bodies will be accepted.	Please refer to the answer to Question 88
124	Attachment I Statement of Work	6.1	11	Contractor Staff	The Statement of Work indicates that a Registered Nurse is required but does not state that the Registered Nurse must be full time. However, the general documentation from the Bidders Library indicates the nurse needs to be full time, please clarify.	The registered nurse does not need to be a full time employee but would be available on an as needed basis. The Bidders' Library attachment has been updated, per Addendum 4.

125	Attachment I Statement of Work	7	14	Payment Structure and Rates	With the anticipated caseload size cap of 45 and number of additional CM to hire, will the rate be adjusted to allow the contracted case management companies to be competitive in the workforce? The current competitive environment for employees, across the State of Indiana, is challenging for all industries and wages are being raised to accommodate this new hiring environment and that could put awardees at a competitive disadvantage	Please refer to the answer to Question 6
126	Attachment I Statement of Work			Case Management Service Definition/ Conflict free case management	Please explain the statement "Case managers may not be financially influenced in the course of their service delivery"?	Case Managers may not make decisions, provide referrals or take any actions that are influenced by monetary gain of the Case Manager and/or the CMCO with or on behalf of the Individual or family.
127	Attachment I Statement of Work			Case Management Service Definition/ Conflict free case management	Does this mean contractor would be prohibited in paying employees per Individual served on caseload?	Case Managers must be W-2 employees, not contractors. For the purposes of this work, the State considers an employee as someone who is guaranteed a regular wage amount for an hourly, weekly, or other period of time, even when supplemented by a commission or other incentive, and not a flat fee payment as defined by the Internal Revenue Service (https://www.irs.gov/newsroom/understanding-employee-vs-contractor-designation).
128	Attachment F Technical Proposal Template	5.1	4	Hiring and Recruitment	Will there be an established rate that accounts for contract requirements and any potential additional waiver redesign requirements? Will the state will commit to an annual review of the rates to ensure the rates support unanticipated new program requirements (e.g. waiver redesign)?	Please refer to the answer to Question 23
129	Attachment F Technical Proposal Template	5.1	4	Hiring and Recruitment	An unanticipated consequence of the state's caseload size requirement, with no aligned rate adjustment, could be a decrease in salaries for case managers resulting in a less qualified workforce and higher turnover. Can the state comment on this possibility and plan to mitigate?"	Please refer to the answer to Question 6
130	Attachment I Statement of Work			Bidders Library/General Documentation/Case Management Provider Application Requirements	When the rates were developed for Case Management was the cost of a full time Registered Nurse considered? Please provide the documentation that the case management rate supports a full time Registered Nurse.	Please refer to the answer to Question 23
131	RFS Document	Bidder's Library	n/a	Bidder's Library	For current CMCOs, the items listed in the Bidders Library, do we need to resubmit those documents to the State? For example, Our BDDS application, and all general documentation for the Case Management Provider Application Requirements?	No.
132	Attachment B Sample Contract	28	12	Insurance Requirements	For coverage, would it be appropriate to have a total of \$5million, utilizing an umbrella policy to cover the remaining coverage from current policies?	The coverage required is outlined in Attachment B.
133	Attachment E Business Proposal Template	2.3.13	4	Experience Serving Similar Clients	What do you mean by serving customers of a similar size to the State with similar scope?	Please refer to the answer to Question 2
134	Attachment E Business Proposal Template	2.3.13	4	Experience Serving Similar Clients	What do you mean by "Please provide specific clients and detailed examples".	Please refer to the answer to Question 2
135	Attachment F Technical Proposal Template	6.1.d	7	Attach Resumes	Are you asking for resumes of every Supervisor/management personnel in our agency?	It is up to the Respondent to determine which organizational leadership, if any, resumes to include in their response.
136	Attachment F Technical Proposal Template	6.2.c	9	Reporting	Are there already reports envisioned by the State for the "reporting up the information that Case Managers are expected to track...."?	BDDS will not request CMCOs provide information or reports they have the ability to obtain from the BDDS Portal. Templates for reporting will be provided.

137	Attachment I Statement of Work	5.4	9	Training of Case Managers	Is the "curriculum developed by BDDS" available?	Please refer to the answer to Question 4
138	Attachment I Statement of Work	6.1.b	11	Nurse	What are the responsibilities of the nurse as envisioned by the State?	Please refer to the answer to Question 17
139	RFS Document	2.2.1	13	Transmittal Letter	Does the CMCO need to make a simple, straightforward response to section 1 or go into full detail regarding each section for our Transmittal Letter?	The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1. Additional details are welcomed, but not required.
140	Attachment G Q&A Template				Do we need to upload the General Documentation requirements again as a part of the application process?	If you are currently an approved BDDS case management provider, you do not need to submit a new application; however, you do need to respond to this RFS.
141	Attachment E Business Proposal Template	2.3.5	2	Contract Terms/Clauses	Do we need to sign the sample contract or do we make a simple statement agreeing to the terms?	A statement agreeing to the terms of the sample contract is sufficient.
142	Attachment B Sample Contract	2.3.5	5	Agreement to use Electronic Signatures	Do we have to sign the sample contract or just make a statement what we agree?	Please refer to the answer to Question 141
143	Attachment B Sample Contract	28	13	Insurance	Do we need a Surety or Fidelity Bond?	No. This is not a requirement for the Contract resulting from this RFS.
144	Attachment B Sample Contract	28	13	Insurance	Do we need to send expiring insurance (7/26/2021) and new insurance contracts as well?	There's no requirement to furnish proof of insurance as part of this RFS. Insurance is a requirement of the resulting contract and the Respondent shall provide said proof as part of the resulting contract.
145	Attachment B Sample Contract	28	44543	Insurance	We need clarification on what exactly is required outside of what this CMCO already has for necessary insurance coverage. Contract states (If Required) Please clarify what type and the minimum liability for each type required.	There's no requirement to furnish proof of insurance as part of this RFS. If you are selected as a Contractor, the State will work with you to explain what insurance is required for your operation.
146	Attachment D Cost Proposal Template	2.3.12	5	Experience Serving State Governments	Is this for the company or for case managers?	This section is in reference to the company.
147	Attachment I Statement of Work	6.6.1	13	Program Start	What does "it shall bundle Case Managers for transition" mean?	Please refer to the answer to Question 20
148	Attachment I Statement of Work	4.2.2	5	Commitment to Statewide Coverage	How do we prove we are not violation if we are not chosen in certain areas of the State?	Please refer to the answer to Question 21
149	Attachment I Statement of Work	5.4	10	Training of Case Managers	Where can we find the BDDS curriculum to ensure our training plans comply with this standard?	Please refer to the answer to Question 4
150	Attachment I Statement of Work	6.1	11	Contractor Staff	Other than mortality reviews, what else is the Nurse supposed to be doing?	Please refer to the answer to Question 17
151	Attachment I Statement of Work	5.4	10	Training of Case Managers	Will the state be expecting CMCOs to have CMs go through the Life Course Ambassador series as the person centered planning process training or are there additional PCP trainers that are approved by BDDS to provide this training? If there's another group of approved PCP trainers, where can we find this list?	Please refer to the answer to Question 51
152	Attachment B Sample Contract	49	19	Work Standards	Please provide clarification about the state's intent for a CMCO to terminate employment for someone the "state becomes dissatisfied with the work product of or the working relationship with."	Please refer to the answer to Question 34
153	RFS Document	xii	2	Reimbursable Activities	This is from CM service definition document - Why does the CM need to provide copies of documentation to providers when the provider has access to the portal and retrieve the documents they wish to print? We understand members of the team who do not have access to the BDDS portal.	Please refer to the answer to Question 44
154	Attachment E Business Proposal Template	2.3.11	5	Disaster Recovery Plan	What types of disasters - IT/weather? We have an emergency response in our personnel manual, including responses to national pandemics.	Please refer to the answer to Question 111.

155	Attachment E Business Proposal Template	2.3.13	6	Experience Serving Similar Clients	When you refer to customers - is that individual clients served or is the client the State of Indiana?	Please refer to the answer to Question 2
156	Attachment I Statement of Work	4.2	5	Mandatory Requirements	We are an enrolled recreation therapy waiver provider and provide case management, but are not an enrolled case management waiver provider. Do we meet mandatory requirement 4.2.1?	Please refer to the answer to Question 37
157					I am inquiring on whether a provider of direct care services will be able to submit a RFS for case management. This has not been allowed previously and before investing any more time in researching I would like to inquire.	Please refer to the answer to Question 37
158					I am disabled, how do I access your services, what can you do for me?	The Bureau of Developmental Disabilities Services provides supports and services to persons who have an intellectual or developmental disability. Please contact your local district office to discuss what supports may be available to you. You can find your local district office information by calling 1-800-545-7763 or visiting https://www.in.gov/fssa/ddrs/files/BDDS.pdf