



STATE OF INDIANA

Request for Proposal 19-095

Addendum #1

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
Indiana Family and Social Services Administration**

**Solicitation For:
Long Term Care (LTC) Ombudsman Services**

Response Due Date: April 18th, 2019 @ 3:00 PM ET

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Summary of Changes

Deletions in the Attachment H, Scope of Work are indicated via strikethrough, and additions have been made in red font.

The following edits have been made to RFP 19-095 Attachment H, Scope of Work:

- 1) In Section 10.2.a – 10. Performance Measures, 2. Annual Performance Measures, a. Complaint Resolution the following edits have been made:

2. Annual Performance Measures

a. Complaint Resolution

In each Contract year, the Contractor shall ~~resolve at least 800 complaints annually~~ resolve at least 90% of all complaints received in that year, as defined by 45

CFR 1324.19(b)(2)(ii)(G) and 45 CFR 1324.19(b)(2)(iii)(B). At the State's discretion, certain complaints may be exempt from this calculation.

- 2) Section 10.2.d – 10. Performance Measures, 2. Annual Performance Measures, d. Complaint Timeliness has been added:

d. Complaint Timeliness

In each Contract year, the Contractor shall respond to 100% of all complaints received in that year in a timely fashion, as defined by:

- Return phone calls within 48 hours (2 business days).
 - If it is a general or non-specific complaint/call, within the scheduled work week.
- For allegations/complaints about gross neglect or potential for abuse:
 - Response within one (1) day of scheduled work day of receipt of complaint or notification.
- For quality of care issues:
 - Respond within two (2) scheduled work days of receipt of complaint for quality of care issues and for receipt of a notice of involuntary discharge.
 - If no imminent risk, ombudsman will initiate the investigation in person or by phone within three (3) scheduled work days.

At the State's discretion, certain complaints may be exempt from this calculation.