

**INDIANA DISABILITY DETERMINATION CONSULTANTS'
Response to Request for Proposal (RFP) #22-67771:**

**Psychiatric/Psychological Services for Medical Chart Review
and Evaluation**

Delivered electronically to:

**Ms. Teresa Deaton
Senior Account Manager, FSSA
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, IN 46204**

Date due:

July 14, 2021

July 7, 2021

Ms. Teresa Deaton-Reese, CPPO, CPPB
Senior Account Manager, FSSA
Indiana Department of Administration
Procurement Division
402 W. Washington St. Room W468
Indianapolis, IN 46204

Dear Ms. Deaton-Reese:

Attached, we respectfully submit our response to Request for Proposal (RFP) #22-67771, Psychiatric/Psychological Services for Medical Chart Review and Evaluation.

Indiana Disability Determination Consultants (IDDC) is a uniquely qualified group of Health Service Providers in Psychology (HSPP) with a long record of dedication to service, quality and cost effective, value-added performance in its partnership with the State of Indiana. We have the capacity to complete all Indiana cases and our bid reflects that intent.

IDDC's commitment to maximizing and adding value has been consistently demonstrated, through many years of service, as shown through both measurable and anecdotal evidence. IDDC has:

- Saved the State of Indiana, by IDDB estimates, \$17,096.96 over a 4-year period by...
 - Developing and delivering training on Mental Body Systems and other disability determination topics to IDDB staff that would otherwise have to be done internally or contracted to an external vendor.
 - In the past four years, IDDC has completed:
 - Eight initial training classes, with a ninth scheduled for August 2021, this includes approximately two hours of lecture conducted per class;
 - After each initial class, multiple consultants work for three days one-on-one with new disability examiner trainees on practice cases;
 - Provided two days of lecture on disability policy related to psychological impairments.
 - Providing ongoing feedback, guidance and coaching regarding disability determination issues to IDDB staff on an as-needed case-by-case basis.
- Saved the State of Indiana, by IDDB estimates, \$919,950.62 over a 4-year period by absorbing the selection and training costs typically reimbursed to other vendors, including...
 - Selection of only the most qualified/best fitting psychologist consultants.
 - Paid training of consultants in the complexities and nuances of federal SSA paradigm that is the context for all determinations.
- Saved the State of Indiana, by IDDB information published, over \$600,000 during this contract period by psychological consultants/contractors identifying and reporting possible fraud cases.
- **GENERATED** more than \$1,000,000.00 in revenue for IDDB through the "sub-contracting" of determination services to the states of Illinois, Michigan, Wisconsin and Minnesota (as paid through re-directed federal funds). During the term of the current contract, IDDC has completed thousands of case reviews for Minnesota DDS, per direction of Indiana DDB. It was noted that IDDC "is always quick and efficient to accommodate with little to no notice, while maintaining their commitment to timely and accurate processing of Indiana claims."

objective, efficient, effective - IDDC

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- **Saved** significant costs in unnecessarily repeated testing and consultative exams by virtue of its 99% initial accuracy in determinations. Within the last year, DDB changed case processing platforms, thus the “precise quality data is not available due to limited reporting of the new case processing system.” However, DDB administration reported that “we have very few federal returns related to mental impairment evaluation. **IDDC has consistently exceeded the required contract quality historically.**”
- Provided “continuous improvement services” to DDB during the term of the previous and current contract including:
 - Development of new DDB procedures for completing rationale, as well as conducting training sessions. This involved working with individuals from different DDB departments to brainstorm, plan and execute process and training.
 - Planning and conducting a training and Q& A session regarding the Mental Disorders listings updates.
 - Ongoing maintenance/enhancement of all psychological training resources based on policy changes, processing system changes, training feedback, and suggestions.

IDDC’s ability to provide superior outcomes stems from a combination of experience and racial/gender/professional diversity:

- IDDC consultants bring more than 235 years of combined experience in mental disability application review in Indiana.
- IDDC has a commitment to subcontracting with psychologists who are Indiana certified as Minority/Women Business Enterprises and who provide value added services in training, education, and other areas. Our M/WBE subcontractors focus **100% of their time on the commercially useful functions** of the contract (**i.e., medical chart review**).
- IDDC consultants come from a broad spectrum of professional and clinical backgrounds, resulting in a comprehensive perspective and approach to application review/determination.

IDDC has, over twenty-four years, provided second-to-none quality in its services and outcomes to Indiana and a number of other states in its dedicated partnership of service. This quality has been exemplified by the following:

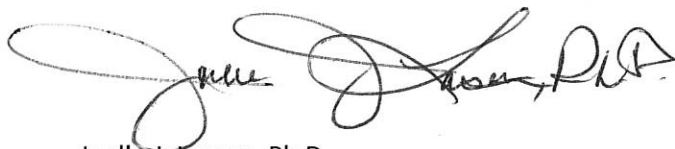
- A long-standing accuracy rating of 99% or more in initial determinations, as assessed by Indiana Disability Determination Bureau (IDDB) internal quality and by federal Social Security Administration (SSA) staff review.
- IDDC consultants consistently complete their portion of the adjudicative process on a same-day basis, well within the 48-hour turnaround requested by IDDB.
- Consistently surpassing federal SSA quality standards.
- Awarded the “Associate Commissioner’s Citation” by federal SSA Office of Disability Determinations Associate Commissioner Ruby Burrell for “...outstanding contributions to the government which occur within the Social Security Administration” (see Attachment F4).
- Recognition from the office of disability determination for Minnesota and Michigan for IDDC’s services in eliminating application backlogs while maintaining service commitments to Indiana (see Attachment F4).

IDDC accepts the Professional Services Contract included in the RFP as Attachment B. IDDC understands all of the general information set forth in Section 1 of the RFP and agrees to all of the requirements /conditions listed in Section 1. We will continue to provide the services outlined in the RFP. This includes reviewing claim evidence, requesting additional information if claim evidence is needed, and completing severity assessments for all cases with a mental allegation or impairment for computerized or paper claims. IDDC will provide training to disability adjudicators as requested. In addition, our group will maintain competencies of SSA program policies. IDDC will continue to provide directly related value-added services beyond those specifically set forth in the RFP such as participation in committees as requested by IDDB. We will perform all services in a manner which provides accurate and timely decisions to Indiana disability applicants and which recognizes and promotes the State’s need for

continued fiscal responsibility. IDDC agrees that neither SSA nor the State of Indiana will carry any type of malpractice insurance for the respondent with respect to the medical/legal forms completed by the psychiatrist/psychologists for disability claimants.

The principal contact for IDDC is Joelle Larsen, PhD. Dr. Larsen can be reached at 10702 Elm Ridge Court, Indianapolis, IN 46236, (317) 490-0033, or joellelarsen@att.net.

In summary, IDDC and its subcontractors provide a truly unique service and value-added package to IDDB that we believe is unlikely to be replicated or exceeded by any other potential vendor. We pride ourselves in the hard work we have done to enable the above accomplishments and look forward to continuing our partnership with the State of Indiana. We thank you for your consideration and welcome any questions you may have.

A handwritten signature in black ink, appearing to read 'Joelle J. Larsen, Ph.D.', with a large, stylized initial 'J'.

Joelle J. Larsen, Ph.D.

President/Chair

Indiana Disability Determination Consultants