

ATTACHMENT F:

Technical Proposal

**TECHNICAL PROPOSAL
ATTACHMENT F
RFP-22-67771**

Instructions:

Request for Proposal 22-67771 is a formal solicitation by the State of Indiana whereby organizations are invited to compete for contract amongst other respondents in a formal evaluation process. Please be advised that the evaluation of your organization's proposal is being completed by a diverse team of individuals within the agencies of the State of Indiana and your organization's score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. As such, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the details of its operations, processes, and staffing.

Please use the yellow shaded fields to indicate your answers to the following questions. The yellow fields will automatically expand to accommodate content. Every attempt should be made to preserve the original format of this form. **A completed Technical Proposal is a requirement for proposal submission. Failure to complete and submit this form may impact your proposal's responsiveness.** Diagrams, certificates, graphics, and other exhibits, when requested or appropriate, should be referenced within the respective answer field and included as clearly legible attachments.

2.4.1 Mandatory Requirements:

Mandatory Requirements	Ability to Meet? (Y/N)	If No, Explanation
Refer to Section 2.4.1.1: Time Commitment	Y	
2.4.1.2 Section – In-Office Availability	Y	
Refer to Section 2.4.1.3: Licensure	Y	
Refer to Section 2.4.1.4: Curriculum Vitae	Y	
Refer to Section 2.4.1.5: Malpractice Suits	Y	
Refer to Section 2.4.9: minimum of five (5) years of experience in reviewing and evaluating Social Security Administration disability claims	Y	

2.4.1 Mandatory Requirements

2.4.1.1 Time Commitment

The respondent must commit each evaluator to be available to review cases and/or complete training for DDB for a minimum of 4 hours per day, 3 days per week. Will the respondent agree to the time commitment outlined above? Additionally, please attach a written agreement to this time commitment from each psychiatrist and/or psychologist proposed to provide services under this contract.

IDDC consultant and subcontractors have always been committed to complete work in a timely fashion. All consultants/contractors are available for a minimum of four hours per day, three days per week (or more, if necessary). When a member is ill or on vacation, the other members of our group increase productivity to make up for the absent member. Our dedication explains why Indiana has the fewest pending cases in our region. We anticipate completing 100% of the cases over the two-year term of the contract. We have always accomplished this in the past. (See **Attachment F1 for individual time commitment forms**).

2.4.1.2 In-Office Availability

Performing reviews remotely, using SSA provided equipment and SSA secure connection, may or may not be an option dependent upon the needs of DDB and options provided by SSA. Remote work, if available, can only be performed at an established residential location approved by DDB, within the state of Indiana. The status of remote work availability is subject to change upon short notice. The respondent must commit to availability to report to the DDB office at 2525 N. Shadeland Ave, Indianapolis, IN, as required by DDB with minimal notice, even if and when remote work is available.

If remote work is available, IDDC agrees to performing mental case review/evaluation remotely in an established residential location approved by DDB within the state of Indiana. Additionally, all consultants/sub-contractors will be available upon short notice to report in-person to the DDB office as directed.

2.4.1.3 Licensure

The respondent must provide a copy of each evaluator's license to practice medicine in the State of Indiana (if a psychiatrist) or a current license as a Health Service Provider in Psychology (HSPP) in the state of Indiana; and will maintain such license for the life of the contract. When licenses are up for renewal, respondent agrees to provide DDB with a copy of each evaluator's renewed license. Please state your agreement to this requirement.

All of our consultants are licensed as HSPP providers which is the State of Indiana's highest level of licensing for psychologists. All consultants of IDDC have maintained their license throughout our prior contracts and this can be verified with DDB personnel. We will maintain our licenses by attending the number of hours of continuing education units as required by American Psychological Association (APA) and Indiana law. All consultants will continue to comply with APA ethics guidelines. We have always supplied DDB with a copy of our renewed licenses. We have included copies of our current licenses for your review (See

Attachment F2).

2.4.1.4 Curriculum Vitae (CV)

The respondent must agree to provide a copy of each evaluator's curriculum vitae. Please state your agreement to this requirement.

IDDC agrees with this requirement. See **Attachment F3** for a copy of all of our consultants/sub-contractors current resumes.

2.4.1.5 Malpractice Suits

The respondent must disclose if they have ever had a malpractice suit filed against them, or if any licensed evaluator proposed to work on this contract has ever had a malpractice suit filed against him or her individually, while engaging in the practice of medicine (if a psychiatrist) or psychology). Does respondent agree to disclose history of malpractice suit as requested above?

No member of our company or subcontractor has ever had a malpractice suit filed against them. (See **Attachment F1** for individual statements).

2.4.2 Time Commitment and Availability to Report to Office

In order for examiners to receive timely advice and CE approvals, each evaluator must be available for DDB work at least three separate days each week and a minimum of four hours per day to meet the required 48-hour turnaround time for case reviews. This is necessary to provide timely service to the citizens of Indiana who have filed for Social Security Disability Insurance/Supplemental Security Income. Remote work may or may not be an option. If it is, respondent must be available to report to the DDB office at 2525 N. Shadeland Ave, Indianapolis, IN, with minimal notice, to complete needed in-office actions. Please describe in detail how the respondent will meet this commitment and proposed services described above.

IDDC consultant and subcontractors have always been committed to complete work in a timely fashion. All consultants/contractors are available for a minimum of four hours per day, three days per week (or more, if necessary). When a member is ill or on vacation, the other members of our group increase productivity to make up for the absent member. Our dedication explains why Indiana has the fewest pending cases in our region. We anticipate completing 100% of the cases over the two-year term of the contract. We have always accomplished this in the past. (See **Attachment F1** for individual time commitment forms).

If remote work is available, IDDC agrees to performing mental case review/evaluation remotely in an established residential location approved by DDB within the state of Indiana. Additionally, all consultants/sub-contractors will be available upon short notice to report in-person to the DDB office as directed.

2.4.3 Licensure

Please describe in detail how respondent will maintain evaluator's current licenses and ensure licenses are renewed prior to expiration. Please include an attachment with hard copies of each evaluator's current valid license.

All of our consultants are licensed as HSPP providers which is the State of Indiana's highest level of licensing for psychologists. All consultants of IDDC have maintained their license throughout our prior contracts and this can be verified with DDB personnel. We will maintain our licenses by attending the number of hours of continuing education units as required by American Psychological Association (APA) and Indiana law. All consultants will continue to comply with APA ethics guidelines. We have always supplied DDB with a copy of our renewed licenses. We have included copies of our current licenses for your review (**See Attachment F2**).

2.4.4 Curriculum Vitae (CV)

Please include a copy of each evaluator's current curriculum vitae, to include but not limited to the following; educational background, work history and lists of publications. Please limit curriculum vitae to no more than three (3) pages. Please list where to find these attachments.

See **Attachment F3** for a copy of all of our consultants/sub-contractors current resumes.

2.4.5 Malpractice Suits

Please describe in detail all malpractice suits, not limited to those filed in the State of Indiana. Please provide the number of malpractice suits filed as well as the details of the suit(s), date of the suit(s), and the outcome of the suit(s) or the status, if still pending. The above information is to be provided for each psychiatrist and/or psychologist in the corporation who will be providing services under this contract.

No member of our company or subcontractor has ever had a malpractice suit filed against them. (**See Attachment F1 for individual statements**).

2.4.6 Regulations

Please describe in detail outlining how case reviews and evaluations of disability will be conducted in accordance with federal, state and local rules, regulations and requirements set forth by the Social Security Administration. The above information must be provided for each psychiatrist and/psychologist in the corporation who will be performing services under this contract.

Indiana Disability Determination Consultants has been complying with rules and regulations established by the Social Security Administration since 1995 and individually, since we were hired in 1985. We are well versed in the POMS regulations. We will participate in internal training such as video on demand. We will maintain confidentiality of medical records. (**See Attachment F1 for individual statements of compliance**). In addition, see **Attachment F2** for current licenses.

2.4.7 Legal

Please describe in detail outlining how respondent will comply with all applicable federal, state and local rules, regulations and requirements. The above information must be provided for each psychiatrist and/psychologist in the corporation who will be performing services under this contract.

Our company has always been in compliance with federal, state and local rules, regulations and requirements. We have never been involved in any legal action taken against us by an individual, corporation, or municipality. (See **Attachment F1 for individual statements of compliance**).

2.4.8 Computer skills

Please describe in detail respondent experience with SSA's computer applications including SSA's Disability Claims Processing System (DCPS), electronic case analysis tool (eCat), reviewing and evaluating medical records. Include a description of your ability to type; copy, cut and paste; and to work in multiple windows at one time. Include a description of ability to follow detailed business process instructions and adhere to business practice directives. Each psychiatrist and/or psychologist in the corporation who will be providing services under this contract must provide a written statement detailing their computer skills.

All consultants of IDDC have already demonstrated computer proficiency skills in reviewing computerized charts. We have 11 years' worth of experience performing reviews with the computer and we are all quite familiar with SSA's computer system as well as the new DCPS tool.

IDDC has adapted well to the technological changes in adjudicating mental health claims by the State of Indiana. IDDC quickly mastered the State's computer system while still maintaining its high accuracy rating and expeditious processing of mental health claims. Because of its expertise, IDDC was asked to help adjudicate claims in Illinois, Michigan and Minnesota. During these times IDDC still maintained its timely turn-around of Indiana mental claims. Please see **Attachment F4** for letters of appreciation from Minnesota and Michigan as well as **Attachment F1** for individual statements.

2.4.9 Experience

The State needs evaluators who will review and evaluate all adult and child claims that have a mental component in accordance with the rules and regulations set forth by the Social Security Administration, and who will review and evaluate disability cases at all levels (e.g. initial filing, reconsideration and continuing disability). **You must have at least 5 years of experience performing chart review and evaluation of medical evidence of disability claims for Social Security Administration.** Describe your experience performing chart review and evaluation of medical evidence of disability claims for the Social Security Administration for each psychiatrist and/psychologist in the corporation who will be performing services under this contract. Please indicate how long respondent has performed this review and in what setting; i.e. Social Security Administration; VA disability; disability for insurance companies.

Three consultants of IDDC have been performing chart reviews for 35 years, one consultant has

been working in this capacity for 29 years, one consultant has 17 years experience, one with 16 years experience, and the last consultant with 13 years experience. Of the subcontractors, one has 13 years experience, three subcontractors with 11 years experience and one with 10 years experience doing SSA disability medical chart review/evaluation. No one in the State of Indiana has as much experience doing SSA disability evaluations as our corporation. (See Attachment F1 for individual statements).

2.4.10 Production and Accuracy Goals

The State needs evaluators who are able to process a minimum of 2200 finished cases per week while maintaining case decisional accuracy of 97% or better. Case reviews need be completed in a timely manner to enable the DDB to provide timely and accurate disability determinations. Please describe in detail your plan to meet the above stated production, accuracy and timeliness goals.

Since 1995, IDDC has met or exceeded the stated production and accuracy goals. Over the last two years, *IDDC has maintained an accuracy rating of 99% or above.* Although the State requests that cases be reviewed within 48 hours, IDDC typically completes its portion of the adjudicative process the same day the case is assigned to us. Therefore, there is no difficulty completing the minimum of 2200 finished cases per week while maintaining decisional accuracy.

2.4.11 Transition and Implementation

Please describe in detail how your staffing plan will meet the requirements stated above and for continuity of services while training new adjudicative staff and/or new subcontractors. Please describe in detail your approach to implement services if awarded the contract.

If IDDC is awarded the contract, there will be no transition needed. However, if additional consultants are needed, IDDC will hire, train, and monitor the psychologists at no cost to the DDB.

2.4.12 Mandated Training

Mandated in-service training is provided by SSA and DDB through Video on Demand; SSA/FSSA/State of Indiana training modules; technology include conference line, Skype and/or Microsoft Teams installed on SSA-provided equipment; and/or live, on site sessions. Please describe in detail how respondent plans to insure participation in these training sessions. Please attach a written plan to explain how you will satisfy this requirement". Training complete or conducted will be compensated hourly at twice the pay per case rate". Please state your agreement to the price.

IDDC has completed all mandated in-service training required by SSA. We will continue to complete these trainings and supply DDB with documentation of all consultants/subcontractors' participation. The president of IDDC assigns and monitors completion of trainings and will send reminders to consultants/contractors regarding completion timelines. The president will then follow up with Medical/Vocational Supervisor to ensure timely completion of all training. IDDC will send confirmation of participation to their direct supervisor within specified timeframes assigned by DDB. IDDC agrees to the training pay fee.

2.4.13 Training/Consultative Services

The State needs evaluators with the capacity to conduct initial and ongoing training for new adjudicative staff in the review and evaluation of the mental aspects of claims per SSA program policies and guidelines. Evaluators must also have the capacity to provide consultative services to other departments in DDB. These services include but are not limited to reviewing purchased psychological/psychiatric consultative examinations for thoroughness and compliance with SSA policies. Please describe in detail how respondent plans to provide this training if requested by DDB management. Training complete or conducted will be compensated hourly at twice the pay per case rate". Please state your agreement to the price.

IDDC psychologists have provided virtually all of the training in the mental body system for DDB adjudicators for the past 18 years. If IDDC did not provide these services, the services would, of necessity, need to be provided by DDB employees. Although these employees are skilled and knowledgeable, they are NOT psychologists and do not have the depth and breadth of experience in psychology and case review provided by the Doctoral-level IDDC psychologists. Therefore, the quality of training and, eventually, the accuracy rating of the State would be compromised. In addition, DDB staffers would be required to spend significant hours preparing to provide training and then substantial additional time actually training the new adjudicators. Such time commitments would divert these adjudicator resources away from other important duties. Further, the State would incur the costs of reimbursing these staffers for these extra hours spent in preparation and training. The fact that IDDC provides this training results in significant money and time savings for the State of Indiana. *The DDB has estimated that IDDC has saved the State of Indiana \$17,096.96 by providing adjudicator training over a four-year contractual period/ or half for a two-year contractual period.*

With the IDDB, IDDC has developed an effective and efficient training model that includes a combination of didactic instruction, experiential learning, and case feedback. We continually work with the IDDB to adjust to training feedback or new program requirements to remain on the cutting-edge of Disability Examiner instruction. IDDC agrees to the training pay fee.

IDDC consultants have provided hours of face-to-face instruction with consultative examiners to improve their work product. Due to the efforts of IDDC, DDB staff has had to spend less time in corrective and clarification actions with examiners, thereby saving staff time and expediting disability decisions for the claimants. Money savings is an additional benefit to the State of Indiana as it does not have to schedule and pay for additional consultative exams. IDDC is qualified to provide these services only as a result of its years of experience in reviewing thousands of these exams. Another unique advantage offered by IDDC is that one of its psychologists serves on the credentialing committee for new consultants. No other vendor can provide these added values as they would not have the specific disability evaluation experience from which to draw.