

**22-70514 BUSINESS PROPOSAL  
ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

**2.3.1 General (optional)** - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

OpenBeds Inc. offers the nation's most comprehensive and connected technology solutions to enable crisis management and improve access to behavioral health treatment and services. Twelve states—Alaska, Delaware, Indiana, Maine, Michigan, Missouri, Nebraska, Nevada, New Hampshire, New Mexico, Ohio, and Washington — rely on OpenBeds to connect providers and consumers to crisis, substance use disorder (SUD), and mental health services, as well as social services.

**OpenBeds is a market leader in innovation for crisis management, closed-loop, digital behavioral health treatment referrals, program execution, reporting, and the delivery of related outcomes.**

Steeped in behavioral healthcare knowledge, experience, and research, we continually work with customers, users, and stakeholders to identify and execute opportunities for innovation that increase our ability to drive behavioral health outcomes improvement. This strength is perhaps best demonstrated by the number of new features that we have added to the OpenBeds system in the last two years as well as the number of OpenBeds system features that have been replicated by others in the market.

We recently established the first statewide digital crisis system in New Hampshire. Bamboo Health is supporting the state's rollout of the 988 initiative, through a multiyear contract with Beacon Health Options from the New Hampshire's Department of Health and Human Services. Our crisis management solution enables crisis call center professionals to do digital intake, validated assessment, dispatch of mobile crisis response teams using GPS-enabled technology, and referrals to urgent appointments. In its first month, the New Hampshire Rapid Response Access Point received 4,152 calls or text for behavioral health support. The OpenBeds Crisis Management System helped facilitate:

- 144 same- or next-day appointments with a mental health provider, and
- 564 mobile crisis team responses within an hour directly to an individual's location.

While the mobile crisis teams existed previously, now the units are dispatched from a single location through the technology platform, so that if one team is unavailable to respond, the next closest unit can respond, reducing wait time for help to arrive.

We are currently deploying the same solution across eight (8) counties in Washington and statewide in Missouri and are in the planning phase or contracting with several other states.

Crisis lines in several other states use the OpenBeds Capacity Management and Referral System to connect people to crisis stabilization services, emergency inpatient care, and urgent outpatient care. For example, Delaware's crisis lines and crisis stabilization units have been using the system for years and are high utilizers of the system, sending 20,000 referrals per year.

With the implementation of our system in multiple states, we have acquired tremendous knowledge and experience, distilling these learnings into a set of sharable best practices for the benefit of the state, its providers, and residents.

In March of 2018, Indiana and OpenBeds launched the Indiana 211 OpenBeds Capacity Management and Referral Network statewide. Since the inception of the program, Indiana's primary focus is to increase timely access to mental health and SUD treatment by matching individuals to open treatment slots and provide treatment-on-demand (or as close to possible) for its state residents.

Comprehensive in reach and serving a diverse population, the OpenBeds network in Indiana includes 64 treatment provider organizations, 22 hospitals, 17 inpatient psychiatric units; 14 outpatient mental health facilities and 31 SUD services facilities; 11 justice system programs; including many youth organizations; jails and corrections (parole/probation, pre-trial services, specialty courts); Veterans' services organizations; homelessness programs; and transitional housing programs. In establishing and running this network, we've developed strong relationships with the providers and a keen understanding of Indiana's behavioral health ecosystem. This network of providers will be ready as of July 2022 to field referrals for inpatient and outpatient care from the crisis line personnel – no additional contracting or onboarding will be required, and we anticipate minimal top-up training for new use guidelines and workflows.

As part of the OpenBeds partnership with Indiana and 211, OpenBeds built four separate workflows with specialized views for Indiana 211. The OpenBeds technology enables 211 operators to accept calls from individuals seeking SUD and mental health treatment and provides a state-customized triage tool to identify a level of care and make a referral. Providers have been specially trained to work with 211's non-clinical navigators to contact the caller directly and discuss treatment options. Indiana 211



also uses OpenBeds to receive wrap-around referrals directly (as a listed service in the system) and indirectly (when another provider requests support services in the course of a referral). Additionally, OpenBeds established a workflow for particularly vulnerable individuals (such as pregnant women with SUD, women with SUD and children, or persons who inject drugs) who cannot be easily placed. If a provider is working with a patient who fits these criteria, they may be referred to this 211 service for expedited placement at designated organizations. Another customization includes the 211 administrator's ability to view multiple call center referrals while maintaining distinct call center accounts.

OpenBeds offers our existing Capacity Management and Referral System clients a unique value in adding our integrated and preconfigured Crisis Module. This is the pathway just recently agreed to by our Maine client.

**2.3.2 Respondent's Company Structure** - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

Bamboo Health is registered as a C Corporation in the State of Delaware. Please find the State of Indiana Certificate of Authority, as well as a company organizational chart, included as separate attachments.

**2.3.3 Respondent's Diversity, Equity and Inclusion Information** - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

At Bamboo Health, we strive to build fair and equitable HR processes including hiring, pay, promotions, etc. Our current goals are to increase representation of all underrepresented minorities at all levels of the company, especially leadership. We also strive for gender equity at all levels of the company, especially leadership. In Q4, 30% of new hires were underrepresented minorities and we hired more women than men.

Quick Facts:

- Since 5/6/21, our Female percentage increased from 29% to 42%
- Since 5/6/21, Age and Race/Ethnicity became more balanced.

#### **Efforts to Measure and Prioritize Diversity, Equity, and Inclusion**

In support of our goal in being an industry leader in diversity, equity and inclusion, the following are measures Bamboo Health takes to a diverse and inclusive workforce:

- Inclusive/Equitable hiring practices.
- Regularly look at EEO and gender demographics for new hires and current employee population.
- Strive to have equal gender representation throughout the business.
- Strive for EEO demographics to reflect the communities where we work/talent pools.
- Create opportunities or employees to celebrate and learn about different cultures/demographics.
- Pay and performance calibrations to ensure equitable, fair, and consistent practices.

In 2020, Bamboo Health started the tradition of "Diversity Day" where team members were invited to vote on a designated day that would be added to the official company holiday calendar. In celebration of Diversity Day, we celebrate the important customs, traditions, and history that are celebrated by many of our team members.

#### **Demographic Information**

Please find the demographic compositions of the Bamboo Health Executive Staff and Board Members included as a separate attachment.

**2.3.4 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

Please find Bamboo Health's Dun & Bradstreet Business Report included as a separate attachment.

**2.3.5 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas

of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Rob Cohen, CEO of Bamboo Health, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal.

**2.3.6 Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

Bamboo Health's legal team and human resources team have reviewed Attachment B. For your consideration, only minor modifications are included in Attachment J for a few mandatory clauses. Please find a redline version including minor alternative wording for non-mandatory clauses included as Attachment B.

**2.3.7 References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive two (2) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

[illegible]



Industry of Company		
<b>Customer 2</b>		
Legal Name of Company or Governmental Entity		
Company Mailing Address		
Company City, State, Zip		
Company Website Address		
Contact Person		
Contact Title		
Company Telephone Number		
Company Fax Number		
Contact E-mail		
Industry of Company		

**2.3.8 Registration to do Business** – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Bamboo Health is registered to do business by the Indiana Secretary of State. Please find our Secretary of State Registration with Indiana included as a separate attachment.

**2.3.9 Authorizing Document** - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Please find Corporate Bylaws for Bamboo Health listing Robert (Rob) Cohen, CEO, as authorized to sign the Executive Summary included as a separate attachment.

**2.3.10 Subcontractors** - The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women's Business Enterprise, or Veteran Owned Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. See Sections 1.21, 1.22 and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see section 2.3.7 for details).

Please find a copy of the letters of agreement with the official signature of Bamboo Health's subcontractors included as a separate attachment. Following is the contact information for Bamboo Health subcontractors:

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<b>Subcontractor's Name</b>	<b>Briljent</b>
<b>Address</b>	7999 Knue Road, Suite 200 Indianapolis, IN 46250

<b>State of Incorporation</b>	Indiana
<b>Project Responsibilities</b>	Staff Augmentation
<b>Anticipated \$ Amount of Subcontract</b>	
<b>Form of Organization</b>	LLC
<b>Statement of Willingness to Carry Out Contract Responsibilities</b>	Please find this in the Letter of Commitment.
<b>WBE/MBE/IVOSB?</b>	WBE
<b>IN Bidder ID</b>	0000002628

  

<b>Subcontractor's Name</b>	<b>Seven Seas Technologies, Inc. (DBA S2Tech)</b>
<b>Address</b>	720 Spirit 40 Park Dr. Chesterfield, MO 63005
<b>State of Incorporation</b>	Missouri S-Corp
<b>Project Responsibilities</b>	Staff Augmentation
<b>Anticipated \$ Amount of Subcontract</b>	
<b>Form of Organization</b>	Missouri S-Corp
<b>Statement of Willingness to Carry Out Contract Responsibilities</b>	Please find this in the Letter of Commitment.
<b>WBE/MBE/IVOSB?</b>	MBE
<b>IN Bidder ID</b>	0000003570

  

<b>Subcontractor's Name</b>	<b>Vespa Group LLC</b>
<b>Address</b>	201 N. Illinois St, South Tower, Suite 1600, Indianapolis, IN 46204
<b>State of Incorporation</b>	Indiana
<b>Project Responsibilities</b>	Technical consulting and/or staffing services
<b>Anticipated \$ Amount of Subcontract</b>	
<b>Form of Organization</b>	LLC
<b>Statement of Willingness to Carry Out Contract Responsibilities</b>	Please find this in the Letter of Commitment.
<b>WBE/MBE/IVOSB?</b>	IVOSB
<b>IN Bidder ID</b>	0000035074

  

<b>Subcontractor's Name</b>	<b>aFIT</b>
<b>Address</b>	1075 Broad Ripple Ave., Suite 331 Indianapolis, IN 46220



State of Incorporation	Indiana
Project Responsibilities	Staff Augmentation
Anticipated \$ Amount of Subcontract	
Form of Organization	Corporation
Statement of Willingness to Carry Out Contract Responsibilities	<p>aFit has experience in successfully completing business and systems implementation projects since 2014 for private sector and public sector clients (including the State of Indiana). aFit's owner and president, Julie Booth Phillips, has more than 20 years of experience managing business and system implementation projects for state government clients across the United States and specifically in Indiana. She has experience overseeing hundreds of millions of dollars in state contracts and working with teams large and small to create improved outcomes for government clients, especially Health and Human Services clients.</p> <p>aFit is willing and able to carry out the contract responsibilities with Bamboo Health. As such, the letter of commitment is included in this proposal.</p>
WBE/MBE/IVOSB?	WBE
IN Bidder ID	EXT0000040063

**2.3.11 Evidence of Financial Responsibility** – Removed at request of agency.

**2.3.12 General Information** - Each Respondent must enter your company's general information including contact information.

Business Information	
Legal Name of Company	
Contact Name	
Contact Title	
Contact E-mail Address	
Company Mailing Address	9901 Linn Station Rd., Suite 500
Company City, State, Zip	Louisville, KY 40223
Company Telephone Number	(866) 277-7477
Company Fax Number	N/A
Company Website Address	<a href="https://bamboohealth.com/">https://bamboohealth.com/</a>
Federal Tax Identification Number (FTIN)	46-3708737
Number of Employees (company)	441
Years of Experience	25
Number of U.S. Offices	5 U.S. offices (California: Torrance, Irvine,

	and Burbank; Louisville, Kentucky; and Boston, Massachusetts)
Year Indiana Office Established (if applicable)	1994
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	
Revenues (\$MM, 2 years prior)	
% Of Revenue from Indiana customers	

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, Bamboo Health has a formal disaster recovery plan. Please find this included as a separate attachment.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

Bamboo Health utilizes the standards required by HIPAA and HITECH using the NIST 800-53 framework to create the security model that is used by our Health ecosystem of products. Bamboo Health leverages internal and third-party security assessment to identify risks to systems and data. By implementing security controls at multiple levels and by having outside experts evaluate our controls, Bamboo Health provides compliant solutions with robust security and operational soundness for managing Health data systems.

**2.3.13 Experience Serving State Governments** - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

**Experience: Our Focus on Using Knowledge for Good**

For more than 25 years, Apriss, now Bamboo Health has provided web-based solutions in highly sensitive areas such as public safety, criminal justice, regulatory compliance, and the insurance and healthcare sectors. Since its inception, the company has specialized in delivering highly configurable solutions through a Software as a Service (SaaS) model, while adhering to strict privacy and security standards. The company's mission is to equip customers with the power of information so they can more effectively save lives, mitigate fraud, and manage risk. We call it "*Knowledge for Good.*"

Bamboo Health brings to Indiana more than two decades of experience providing scalable web-based solutions, and over seven years specifically in tailoring behavioral health platforms to meet unique state needs. We have also been Indiana's PDMP provider since 2015 and bed capacity management and referral system provider since 2018. This makes us the partner of choice to deliver a high-quality and cost-efficient crisis management solution.

Bamboo Health provides the nation's most comprehensive platform for crisis management, opioid stewardship, and the early identification, prevention, and management of SUD. Today, Bamboo Health serves the State of Indiana with our technology solutions and services for their PDMP and is a trusted partner of the Indiana Board of Pharmacy. We currently provide the PDMP for 45 of 54 U.S. states and territories as well as the Military Health Service (MHS) within the U.S. Department of Defense. Our solutions enable healthcare providers, pharmacists, and care team members to assess and manage clinical risk to positively impact patient safety and population health outcomes.

The Bamboo Health team comprises more than 400 employees who possess the technical, clinical, and professional experience to support our clients. Our leadership team has vast experience in helping other administrations establish successful public health solutions in their states. Our depth of experience and the resources we have dedicated to opioid stewardship are unmatched within the industry, with more than 1.6 million authorized users accessing our prescription drug monitoring solutions every day.

#### **Bringing Communities and Partners Together to Improve Public Health**

Bamboo Health is a responsible leader that has built a nationwide ecosystem of solutions, EHR and pharmacy management system partners, government organizations, hospitals and health systems, pharmacies, health information exchanges (HIEs), and others to help make a difference by widely deploying dynamic technologies and capabilities to address the evolving opioid epidemic.

Previously, as Apriss Health, we built the industry standards of best practices for interoperability, integration, and clinical design. The results of our experience in building the infrastructure for behavioral health solutions, prescription drug management programs, clinical workflow integrations, interstate data sharing, advanced analytics for clinical decision support, and more have enabled us to continue our commitment to health information technology (HIT) impact and innovation. We aligned with current legislative and government agency efforts to support the path forward and have proven solutions for patient management and treatment ready to be rapidly deployed today to attack the complex behavioral health problems plaguing our communities.

#### **Offering Solutions to Multiple Complex Public Health Needs**



Due to Bamboo Health's far-reaching work in various fields within the public health sector, we are singularly and uniquely poised to help states address multiple problems. For example, our combined technology can address the intersection between both behavioral health and substance use disorder needs. We are more than just a company providing data—we pride ourselves in continually uncovering new ways to help states exact and transform data into highly customized and visual formats to help meet the unique needs of each state and its healthcare providers.

OpenBeds is System and Organization Controls 2 (SOC 2) certified and Health Information Trust Alliance (HITRUST) certification. OpenBeds is fully compliant with the federal Health Insurance Portability and Accountability Act (HIPAA) and 42 Code of Federal Regulations (CFR) Part 2 security requirements. We have a twelve (12) person security team dedicated to ensuring that our systems and customers are protected from the latest potential threats. Twelve (12) states— Alaska, Delaware, Indiana, Maine, Michigan, Missouri, Nebraska, Nevada, New Mexico, New Hampshire, Ohio, and Washington— trust and rely on OpenBeds to connect providers and consumers to inpatient and outpatient mental health and SUD treatment and facilitate the exchange of sensitive healthcare information. Following is a summary of OpenBeds' experience supporting states with crisis management:

#### OpenBeds by the States

- **Alaska** – statewide OpenBeds launched in 2019 for mental health and substance use disorder (SUD) services and used by the statewide crisis line
- **Delaware** – statewide digital referral system launched in 2017 used by all the major hospitals across the state, 90% of the behavioral health providers, state crisis lines, state clinics and psychiatric hospitals, and the Department of Corrections. Serves as the crisis system of record for the crisis lines, mobile crisis teams and crisis stabilization units.
- **Indiana** – OpenBeds pilot launched in 2017 and statewide OpenBeds launched in 2018 for mental health and SUD services, along with integration with the statewide 211 system
- **Maine** – statewide OpenBeds launch for mental health and SUD services pending in 2021, along with support for the state's statewide crisis system
- **Michigan** – statewide OpenBeds launch for mental health and SUD services pending in 2021, along with integration with the state's new crisis line
- **Missouri** – statewide implementation of OpenBeds Capacity Management and Referral System and Crisis Management module in 2021.
- **Nebraska** – regional OpenBeds launched in 2020 for mental health services and is now expanding across the state to include SUD services
- **Nevada** – statewide OpenBeds launched in 2020 for mental health and SUD services, and utilized by the state's crisis line.
- **New Hampshire** – statement comprehensive crisis management provided in conjunction with Beacon Health Options, coordinating care provided by the statewide crisis line, mobile crisis teams and treatment providers.
- **New Mexico** – statewide OpenBeds launched in 2020 for mental health and SUD services, utilized by the statewide crisis line and expanding its use to an additional statewide line.
- **North Carolina** – statewide OpenBeds Critical Resource Tracker launched in 2020. In contracting for use of the OpenBeds Capacity Management and Referral System and Crisis Management module.
- **Ohio** – regional OpenBeds launched in 2020 for mental health services and is now expanding across the state and including SUD services
- **Washington** – implementing the OpenBeds Capacity Management and Referral System and Crisis Management module across 8 counties to coordinate crisis care among the 24/7 regional crisis lines, mobile crisis teams for adults and youth, involuntary commitment teams and crisis stabilization units. It will also facilitate access to inpatient psychiatric, residential and outpatient care.

**2.3.14 Experience Serving Similar Clients** - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Bamboo Health and our OpenBeds solution is recognized as an industry leader in providing mental health and SUD services to a dozen states and growing. Most of these implementations are statewide representing significant experience with many the size of Indiana including our performance delivering and maintaining OpenBeds for DMHA. These state clients provide examples of our partnership approach managing provider networks and the scalability of OpenBeds.

Bamboo Health's OpenBeds Crisis Management Solution offers the nation's most comprehensive and connected technology solutions to enable crisis management and improve access to behavioral health treatment and services.

We recently established the first statewide digital crisis system in New Hampshire. Bamboo Health is supporting the state's rollout of the 988 initiative through a multiyear contract with Beacon Health Options from the New Hampshire's Department of Health and Human Services. Our crisis management solution enables crisis call center professionals to do digital intake, validated assessment, dispatch of mobile crisis response teams using GPS-enabled technology and referrals to urgent appointments. In its first month, the New Hampshire Rapid Response Access Point received 4,152 calls or text for behavioral health support. The OpenBeds Crisis Management System helped facilitate:

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- 564 mobile crisis team responses within an hour directly to an individual's location

While the mobile crisis teams existed previously, now the units are dispatched from a single location through the technology platform, so that if one team is unavailable to respond, the next closest unit can respond, reducing wait time for help to arrive.

We are currently deploying the same solution across eight (8) counties in Washington and statewide in Missouri and are in the planning phase or contracting with several other states.

Crisis lines in several other states are using the OpenBeds Capacity Management and Referral System to connect people to crisis stabilization services, emergency inpatient care and urgent outpatient care. For example, Delaware's crisis lines and crisis



stabilization units have been using the system for years and are high utilizers of the system, sending more than 20,000 referrals per year.

With the implementation of our system in multiple states, we have acquired tremendous knowledge and experience, distilling these learnings into a set of sharable best practices for the benefit of the state, its providers, and residents.

Our Software as a Service (SaaS) subscription model includes pricing based on a bundled annual recurring cost that includes Network Management; Maintenance; Customer Support; Technical Support; Ongoing Training; Ongoing Workflow Integration; Hosting; Operations; and Rolling Network Recruitment. In addition, the following is a summary of OpenBeds' experience supporting states through connecting providers and consumers to crisis, substance use disorder (SUD), and mental health services, as well as social services with our crisis management, implementation, deployment, and support:

Please find more detailed information about these projects below:

**New Hampshire (2021)**

The New Hampshire Department of Health and Human Services (DHHS) partnered with Bamboo Health to implement the OpenBeds Crisis Management solution, which expedites access to assessment and treatment for those in crisis. The solution acts and tracks a patient's journey from call to treatment and coordinates all stakeholders within an easy-to-use interface.

**Delaware (2017)**

The Delaware Treatment and Referral Network (DTRN) is a digital referral system that expedites placement of patients in mental health and SUD programs, eliminating the need for manual processes. We have established robust relationships throughout the State of Delaware with their regional crisis lines, mobile crisis teams and crisis stabilization units to establish OpenBeds as the system of record for their referrals to treatment for individuals in crisis. The system is a critical system that is used by all the major hospitals across the state, 90% of the behavioral health providers, state crisis lines, crisis stabilization units, state clinics and psychiatric hospitals, and the Department of Corrections. The full spectrum of behavioral health services, inpatient and outpatient, is represented at DTRN. DTRN's automated system provides an online inventory of programs currently accepting patients to meet needs 24 hours per day, 7 days per week. Once available services are identified, care teams can electronically transition patients to services and programs around the state that match the level of care needed. DTRN's electronic referral process also allows the sending and receiving care teams to coordinate supporting services such as transportation, housing, and employment, making the patient's transition as smooth as possible.

The system currently averages 900 referrals per week and 66% of referrals are acknowledged within 30 minutes. The data from the system has helped the state improve access to treatment by identifying the most common rationale for denied treatment and most used substances and improve emergency department (ED) throughput of behavioral



health patients at times of high utilization (e.g., winter months and COVID).
<p><b>New Mexico (2020)</b></p> <p>The state of New Mexico's Behavioral Health Services Division (BHSD) established a goal that 100% of clients experiencing a psychiatric and substance use crisis receive appropriate care without delay. The state's crisis line uses the system to connect people to crisis services and behavioral health treatment and use is being expanded to the other state crisis line. 211 is engaged to connect people in need of social services like temporary shelter and employment services. The state's court system as well as the Children, Youth and Families Department are highly engaged. Due to the pandemic, the state is focused on improving access to telehealth services by actively promoting them in OpenBeds.</p> <p>As utilization of behavioral health services increases in New Mexico during the pandemic, the state is also encouraging treatment providers to refer clients that don't have the capacity to treat to other treatment providers using a 'Pass the Baton' OpenBeds campaign. The system ensures that there is no delay in accessing the most appropriate 24/7 emergency, crisis stabilization, inpatient, and recovery services. The network is an important part of a statewide crisis services management system that allows a mental health and SUD service system to manage the flow of patients in crisis to appropriate levels of care, of which inpatient care is only a small part of a continuum and provide information that can allow a system to determine the appropriate service capacity for all levels of care.</p>
<p><b>Nevada (2020)</b></p> <p>The Nevada Department of Health and Human Services, Division of Public and Behavioral Health, partnered with OpenBeds in 2020 to launch the Nevada Health Connection, a platform designed to enable real-time referrals and monitor the availability of inpatient and outpatient behavioral health services in Nevada. The system is currently used by Nevada's Lifeline, Crisis Support Services of Nevada. The application provides functionality to automate hospital reporting and assessment of acute psychiatric inpatient transfers and support care coordination for infants suffering from neonatal abstinence syndrome. The program includes almost 50 Nevada behavioral health programs and facilities with the ability to locate high-quality and available care sources. The state is also using TreatmentConnection.com, the public-facing portal for community navigation.</p>
<p><b>Alaska (2019)</b></p> <p>The Alaska Department of Health and Social Services Division of Behavioral Health partnered with OpenBeds in 2019 to launch the Alaska Behavioral Health Referral Network to foster collaboration between healthcare providers with available inpatient and outpatient behavioral health services to improve patient access to treatment for crisis, mental health, and SUD services. The system is being used by Alaska's crisis line to find resources for those in need of mental health and SUD assessment and treatment services. Through this network, Alaska is using OpenBeds to help identify gaps in care delivery and ensure individuals can access appropriate and timely care. OpenBeds enables social workers, case managers, and other care team members to be more responsive to the people they serve in addition to spending fewer hours on the phone or faxing providers to try to find available treatment options for their patients. This secure network helps to overcome regional boundaries and create efficiencies for providers in the referral process.</p>

Treatment Connection, a public-facing portal, is also an integral part of Alaska's network offering. The portal enables people seeking mental health and SUD treatment for themselves or others in the state to anonymously search for nearby providers, evaluate the type of care needed and submit confidential online referral inquiries to appropriate treatment providers vetted by the state.

**Indiana (Pilot 2017); launch 2018**

In March of 2018, Indiana and OpenBeds launched the Indiana 211 OpenBeds Network statewide. Since the inception of the program, Indiana's primary focus is to increase timely access to mental health and SUD treatment by matching individuals to open treatment slots and provide treatment-on-demand (or as close to possible) for its state residents. The OpenBeds network in Indiana includes inpatient psychiatric units; outpatient mental health and SUD services; courts; youth organizations; managed care organizations; jails and corrections (parole/probation, pre-trial services, specialty courts); Veterans' services organizations; homelessness programs; and transitional housing.

As part of the OpenBeds partnership with Indiana and 211, OpenBeds built four separate workflows with specialized views for Indiana 211 enabling 211 operators to accept calls from individuals seeking SUD and mental health treatment and use a state-customized triage tool to identify a level of care recommendation and make a referral. Additionally, OpenBeds established a workflow for particularly vulnerable individuals (such as pregnant women with SUD, women with SUD and children, or persons who inject drugs) who cannot be easily placed. If a provider is working with a patient who fits these criteria, they may be referred to the 211 service for expedited placement at designated organizations.

**Maine (2021)**

The State of Maine Department of Health and Human Services partnered with Appriss Health to implement the OpenBeds solution in 2021 to establish a network of mental health and SUD providers. The Maine implementation includes the launch of Maine Treatment Connection.

We are working with the state to revamp their crisis care system and establish the OpenBeds Crisis Management module to coordinate crisis line professionals and mobile crisis teams across the state. The crisis module will enable crisis call intake, decision support regarding the right level of care, mobile crisis team location and dispatch, documentation of assessments and care plans and referral to assessment or treatment. We are supporting the state to automate reporting regarding youth in crisis, in keeping with legislation.

**Michigan (2020)**

The Michigan Department of Health and Human Services (MDHHS) partnered with Bamboo Health and is preparing to launch OpenBeds in 2021 across hundreds of mental health and substance use disorder treatment services. The system will also be used by Michigan's crisis line, MiCAL, and we are building dedicated integrations with their current CRM to facilitate this. Bamboo Health and the MDHHS are currently focused on the buildout of the network, so the state's substance use and mental health treatment providers are aware of the solution, comfortable using it, and understand the value not only to themselves, but also to patients in need across the state. Once the provider-facing side is implemented, the MDHHS will begin to run public-facing awareness and education



campaigns statewide in preparation for the launch of Treatment Connection.

#### **Nebraska (2020)**

Residents of Omaha and the surrounding area have better access to inpatient mental healthcare resources as a result of the program launching in 2020 with the Nebraska Department of Health and Human Services' (DHHS) Region 6 Behavioral Healthcare and OpenBeds. OpenBeds helps providers in Cass, Dodge, Douglas, Sarpy, and Washington counties quickly connect patients to a network of inpatient mental health providers.

Nebraska has six behavioral health regions that provide services for people without private insurance or ineligible for Medicaid. This announcement follows Nebraska's selection in 2019 as one of 23 states in a national crisis intervention registry project to reduce wait times for ED patients urgently needing inpatient psychiatric care. With the OpenBeds behavioral health system in region 6, Nebraska's most populous behavioral health region, the state can become more responsive to the people it serves. Social workers, case managers, and other healthcare professionals can immediately identify treatment services and refer patients to care in a few clicks. The program is quickly expanding to cover all inpatient mental health organizations across the state and SUD resources within region 6.

#### **Ohio (2020)**

The Ohio Department of Mental Health and Addiction Services (MHAS) system ensures there is no delay in accessing the most appropriate 24/7 emergency, crisis stabilization, inpatient, and recovery services. The network is an important part of a statewide crisis services management system. It allows a mental health and SUD service system to manage the flow of patients in crisis to appropriate levels of care (of which inpatient care is only a small part of the continuum) and provide information to determine the appropriate service capacity for all levels of care.

In its effort to develop and implement a recovery-oriented care system, MHAS employed OpenBeds to assist in the creation of a comprehensive behavioral health treatment network. Behavioral Health Connection (B-CON) aims to improve treatment entry across the continuum of both mental health and SUD treatment services. B-CON, using the OpenBeds system, accurately displays mental health provider availability and services to coordinate mental health and dual diagnosis referrals and allow for social services agency referrals, as needed.

The system is strongly supported and used by Ohio's major health systems, including University Hospitals and the Cleveland Clinic. The system is being used by NAMI Ohio to direct those in need to appropriate treatment resources and decision support. Ohio is actively expanding the network to include SUD services given demand from treatment providers and major hospitals, as well as public need. The state has invested to double the size of the network over the next several months. Once the SUD network is established, the public-facing-portal will be launched, allowing Ohio residents to peruse and seek out behavioral health treatment services vetted by the state, including telehealth services. We are currently exploring use of the system by the state's 211 and crisis lines.



**Washington (2021)**

The OpenBeds Crisis Management solution is being rolled out across 8 counties in conjunction with Beacon Health Options, the Behavioral Health Administrative Services Organization (BH- ASO) in three regions of Washington State. Beacon is responsible for behavioral health crisis services for all individuals regardless of their insurance status or income level and for additional non-crisis services for low-income individuals who lack insurance coverage.

The OpenBeds system will support care provided by the 24/7 regional crisis lines, mobile crisis teams for adults and youth, involuntary commitment teams for individuals who are at risk of harming themselves or others and crisis stabilization units. It will also facilitate access to inpatient psychiatric, residential and outpatient care.

**2.3.15 Indiana Preferences** - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

**Buy Indiana**

Refer to Section 2.7 for additional information.

Bamboo Health does not qualify for any of the stated preferences. Unfortunately, we cannot claim any of the Buy Indiana points. Bamboo Health, however, has partnered with three (3) Indiana-based subcontractors.

**2.3.16 Payment** – Removed at request of agency.

This information is not applicable.

**2.3.17 Extending Pricing to Other Governmental Bodies** – Remove at request of agency.

This information is not applicable.