



INDIANA BUREAU OF DEVELOPMENTAL DISABILITIES SERVICES CASE MANAGEMENT

Business Proposal

JULY 6, 2021

Contents

2.3.1 General.....	3
2.3.2 Respondent's Company Structure.....	7
2.3.3 Company Financial Information	10
2.3.4 Integrity of Company Structure and Financial Reporting.	11
2.3.6 Reserved.....	12
2.3.7 Registration to do Business.....	12
2.3.8 Authorizing Document.....	12
2.3.9 Subcontractors	13
2.3.10 Reserved.....	13
2.3.11 General Information	13
2.3.12 Experience Serving State Governments.....	15
2.3.13 Experience Serving Similar Clients	17
2.3.14 Reserved.....	20
2.3.15 Reserved.....	20
Appendix A: Audited Financial Statements for CareStar Holdings, Inc.....	21
Appendix B: Statement from the CFO.....	22
Appendix C: Secretary of State.....	23
Appendix D: Authority to Sign.....	24
Appendix E: Disaster Recovery and Business Continuity Plan	25
Appendix F: AWS Production Environment	26
Appendix G: Summary of CareStar Programs and Services.....	27

**RFS 22-67778 BUSINESS PROPOSAL
ATTACHMENT C**

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

Business Proposal

2.3.1 General - 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 RFS.

CareStar of Indiana, LLC, is a registered business in the State of Indiana and a statewide Medicaid Provider for the Indiana Division of Disability and Rehabilitative Services, Family Supports Waiver (FSW) and Community Integration and Habilitation Waiver (CIH) since 2013. CareStar of Indiana, LLC, employs 71 Case Managers, comprising 20% of our total workforce, all of whom are dedicated to improving quality of life of the CIH and FSW Waiver participants we serve.

CareStar's servant leadership philosophy is observed at every level of the organization contributing to CareStar's success. In this model, the President and Executive and Management Teams support the supervisory and support staff, who ultimately support our clients. This model ensures that everyone works together in a coordinated and supportive fashion to provide our clients with quality service at a fair price. Using this model of service establishes an atmosphere of open communication and inclusiveness. Employees feel empowered to voice opinions and make recommendations for improving processes. This organizational culture has ensured that employees are proud to be affiliated with the organization.

CareStar strives to build organizational cultures and processes that continually adapt, welcome and engage the wisdom of all stakeholders. This is demonstrated in Exhibit A below.

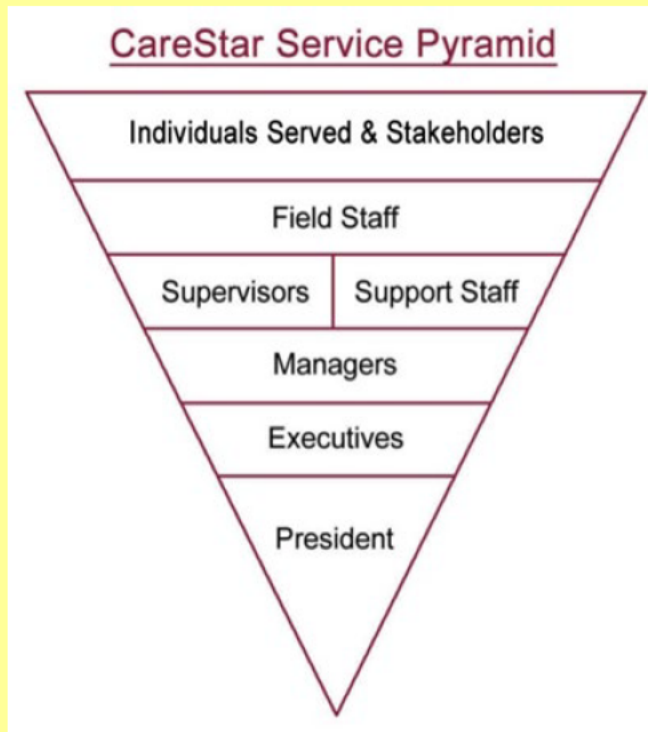


Exhibit A

Across the organization, CareStar's successes have been supported and recognized with various initiatives. CareStar's Quality Measures are reviewed quarterly. First Quarter 2021 successes are highlighted below:

- Rate of Maintaining Clients in the Community exceeds 99% for Individuals who qualify for an institutional level of care because they receive CareStar's Case Management Services.
- Completion of Case Management Initial Contact in the prescribed timeframe exceeds 98%.
- Overall Patient Satisfaction is 97%.

CareStar continues its drive to excel as a leader in the industry. CareStar received many Accreditations, Certifications and Awards that are a testament to our success in healthcare. Our leadership in home and community-based programs, population health management, provider oversight and continuous quality improvement aligns with our mission of "Improving Communities by Improving Lives" and has enabled us to help our partners improve care delivery and the health status of the Individuals served. From receiving a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) to our continued A+ Rating with the Better Business Bureau (BBB), CareStar has achieved some of the nation's highest credentialing. Some of these are listed below.

BBB Torch Award for Marketplace Ethics

CareStar was awarded the 2020 BBB Torch Award for Marketplace Ethics that was presented by the Cincinnati Chapter of the Better Business Bureau. This award recognizes businesses in the Greater Cincinnati Region, who go above and beyond to exemplify ethical behavior.

Goering Finalist Award

CareStar was the recipient of the 2017 Goering Center Family and Private Business Finalist Award for Private Businesses with more than 101 employees. This award recognizes what private business is and should be and celebrates private businesses that positively impact the community.

CARF

CareStar is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Through CARF accreditation, CareStar undergoes a rigorous peer review process. We demonstrated to a Team of surveyors during an onsite visit, our commitment to offering programs and services that are measurable, accountable and of the highest quality. CARF holds us accountable for meeting nationally and internationally recognized standards of performance. The three-year CARF accreditation CareStar earned represents the highest level of accreditation that can be awarded to an organization and shows CareStar's substantial conformance to the CARF standards.

QIO-Like

CareStar is proud to be a Quality Improvement Organization-like (QIO-like) Company Certified by the Centers for Medicare and Medicaid Services (CMS). As a leader in Case Management, Assessment, Technology and Software Development, CareStar uses this Certification to assist our customers with quality assurance, improved healthcare outcomes and reduced costs.

Administered by CMS, a QIO-like Organization is made up of a group of expert healthcare clinicians and professionals contracted to complete utilization reviews and analyze patterns of care related to medical necessity and quality review. State Medicaid Agencies and organizations contracting with CareStar for QIO-like services are eligible for an enhanced Federal match of funds up to 75 percent. The QIO-like Certification is one of CMS' most significant programs to improve the quality and efficiency of healthcare delivery.

Safety, Quality, Informatics and Leadership Program

CareStar's Medical Director, Daniel B. Barnes, MD, is Board Certified in Family Medicine and a graduate of the University of Kentucky, College of Medicine in

1996. Among his many accomplishments, Dr. Barnes completed the Safety, Quality, Informatics and Leadership Program from Harvard Medical School in August 2020.

The Safety, Quality, Informatics and Leadership Program is a fifteen (15) month, post-graduate program, designed for those who hold leadership roles related to clinical quality and patient safety. Participants in this program master strategies to optimize organizational structure and improve the delivery of healthcare programs and services.

CISSP

CareStar's Director of Information Technology is a Certified Information Systems Security Professional (CISSP). The independent information security certification is granted by the International Information System Security Certification Consortium, also known as (ISC)². Through the CISSP certification process, participants demonstrate the aptitude and experience needed to effectively design, implement and manage a strong, effective cybersecurity program.

ANSA Certification

Our organization administers the Adult Needs and Strengths Assessment (ANSA) to perform eligibility assessments for Ohio's Specialized Recovery Services Program (SRSP). SRSP is a statewide 1915(c) Waiver serving members with Severe and Persistent Mental Illnesses. CareStar began performing ANSA assessments statewide with the initiation of SRSP in April of 2016. CareStar's expertise with the ANSA and the Praed Foundation is based on having more than 200 trained and certified employees, and having conducted approximately 40,000 initial and annual assessments.

CPHQ

CareStar proudly recognizes the employment of Case Management and Quality Improvement personnel who have earned credentials as a Certified Professional in Healthcare Quality (CPHQ). The National Association of Healthcare Quality (NAHQ) supports CPHQ certification. There are 13,000 professionals, worldwide with CPHQ certification. One of the 13,000 professionals is a CareStar of Indiana, LLC employee.

NAHQ describes the "purpose of certification in the healthcare quality field is to promote excellence and professionalism. The program certifies individuals who demonstrate their knowledge and expertise in this field by passing a written examination. The CPHQ designation provides the healthcare employer and the public with the assurance that certified individuals possess the necessary skills, knowledge and experience in healthcare quality to perform competently."

HITRUST

CareStar and CareStar Information Systems (CSIS), including our infrastructure, platform and Corporate Network have earned Certified status for information security by the Health Information Trust (HITRUST) Alliance. With the HITRUST CSF Certified Status, our infrastructure, platform and Corporate Network meet key healthcare regulations and requirements for protecting and securing sensitive and private healthcare information, significantly improving the security environment encompassing third-party privacy, security and compliance. This certification validates our commitment to meeting key healthcare regulations and protecting sensitive private healthcare information. Only a few elite healthcare providers have earned this highly sought-after credentialing. The HITRUST CSF helps organizations address challenges through a comprehensive and flexible framework of prescriptive and scalable security controls, ultimately potentially saving our customers billions of dollars for healthcare breaches. HITRUST CSF includes Federal and State regulations, standards and frameworks and incorporates a risk-based approach.

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.

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CareStar Holdings, Inc., a for-profit, healthcare organization, was founded in 1988 in Cincinnati, Ohio. CareStar Holdings, Inc. and owned companies have business operations in Indiana, Ohio, Kentucky, Pennsylvania and Georgia. It has been our pleasure to serve the community for more than three (3) decades.

CareStar of Indiana, LLC, a limited liability company, is a Medicaid Provider for Case Management Services. It is a subsidiary of CareStar Holdings, Inc. that is known as an industry leader in long-term Case Management, Assessment Services, Population Health Management and Innovative Technology and Software Development. CareStar of Indiana will be the entity to render Case Management Services for the CIH and FSW Waivers.

CareStar performs work with Individuals who have Developmental Disabilities and their families with a broad stretch across three (3) States, namely Indiana, Ohio and Georgia, through coordination of service delivery with Home and Community-Based Waivers, Medicaid State Plans and other State and locally-funded services.

In Ohio, as a contractor for the Transitions Developmental Disabilities (TDD) Waiver, CareStar provided Statewide Case Management services for Individuals with Developmental or Intellectual Disabilities. Because of CareStar's success and experience with service coordination, CareStar worked with a local County Board of Developmental Disabilities and Council on Government in Ohio to provide Assessments, Re-determinations and Case Management Services to Individuals on the TDD Waiver.

Currently, as a statewide contractor with the Ohio Department of Developmental Disabilities (DoDD), CareStar provides Options Counseling to Individuals with Intellectual and Developmental Disabilities, who reside in large Intermediate Care Facilities (ICFs) across the State of Ohio. Our work with DoDD and the Options Counseling program supports community integration, while providing linkage and resources to help Individuals live fulfilling lives by ensuring they have informed choice. DoDD has continued to extend CareStar's contract since 2015, based on our success in administering its program. This outcome proves, once again, that delivering service with excellence gets rewarded and benefits the Individuals in the communities we serve.

Pairing our many accomplishments in Ohio of serving Individuals with I/DD with our success in Indiana's AD/TBI Waiver programs, CareStar set out in 2013 to establish ourselves as a statewide provider of Case Management Services *with* Indiana's Division of Disabilities and Rehabilitative Service (DDRS), Family Supports Waiver (FSW) and Community Integration and Habilitation (CIH) Waiver Program. This lofty goal was realized in a remarkable way and, almost eight (8) years later, CareStar continues to facilitate Individuals' access to home and community-based services. Because CareStar believes in the rights of others to

pursue their needs, wants, beliefs, preferences and customs, Individuals, who might otherwise become or remain institutionalized, have had a greater opportunity to live in the community.

CareStar believes that when you hold true to your values and do what is just and fair, others will recognize this, and those efforts will be rewarded. This philosophy was realized in 2016 when CareStar's reputation as a leader in Case Management for Individuals with disabilities led CareStar to be solicited and selected to provide Intensive Support Coordination services and Traditional Support Coordination services several States away, in Georgia, for its most vulnerable Waiver population with Intellectual Disabilities, Medical and Behavioral Health conditions. Now, as a statewide provider in Georgia, CareStar continues to increase and improve the quality of life of those we serve.

"Our Case Manager has been helpful and accessible. We appreciate her continued support and professionalism."

Satisfaction Survey 2021



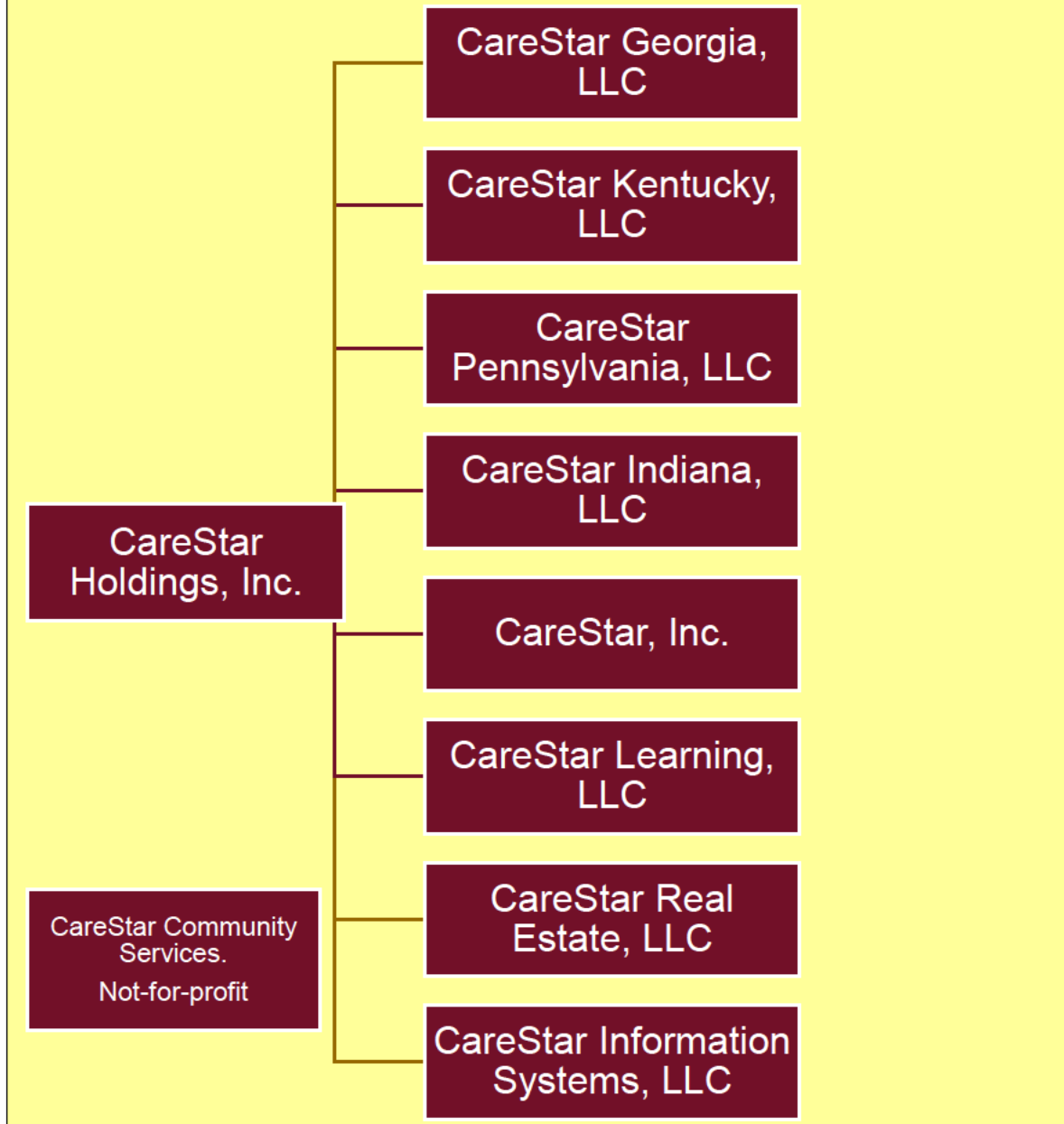
In the Developmental Disability field, CareStar is actively involved with various community outreach activities including stakeholder groups, community education and collaborations that support and advocate for Individuals with disabilities. CareStar has had a community presence by conducting

general education sessions for Individuals, families, local County Boards of Developmental Disabilities and other professionals to provide general information about community living and Home Community-Based Waivers.

CareStar engages with leaders in the Home and Community-Based Services programs including advocate workgroups, professional organizations and other Case Management agencies to gather information, share community resources, identify trends that effect populations of general interest and stay abreast of new initiatives that may impact Individuals with Developmental Disabilities.

Using a Person-Centered approach, CareStar emphasizes the importance of Coordinated Service delivery and promoting self-determination with the Individuals we serve. Through our Case Management contracts, CareStar partners with Individuals with disabilities and their families in assessment and reassessment of an Individual's needs, developing and revising the Person-Centered Plan, implementing and monitoring the plan and identifying health, safety and provider-related issues. Through coordination of service delivery, CareStar demonstrates its commitment to improving quality and outcomes for the Individuals we serve.

The image below depicts the organizational structure for CareStar Holdings, Inc. and owned businesses. With a solid foundation, built on skilled leadership and dedicated staff, we are poised to serve for many years to come.



2.3.3 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 RFS. 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 RFS.

CareStar Holdings, Inc. is a for-profit business that specializes in providing Case Management, Assessment and Information Technology Services. CareStar's success and financial stability is evidenced by our financial statements, that are audited annually by an independent certified public accounting firm. The latest Financial Audit, dated March 19, 2021, noted that the financial statements for "CareStar Holdings and its Subsidiaries present fairly in all material respects as of December 31, 2020 in accordance with accounting principles generally accepted in the United States of America." (VonLehman & Company Inc.).

The consolidated financial statements include the accounts of CareStar Holdings, Inc. and its wholly-owned subsidiaries: CareStar, Inc., CareStar of Indiana, LLC, CareStar of Georgia, LLC, CareStar of Kentucky, LLC, CareStar of Pennsylvania, LLC, CareStar Information Systems, LLC, CareStar Learning, LLC and CareStar Real Estate, LLC. The Audited Financial statements of CareStar Holdings, Inc., for fiscal year ending December 31, 2019 and December 31, 2020, respectively, are included in *Appendix A*.

CareStar of Indiana, LLC provides Case Management and related services principally for home and community-based Individuals in the State of Indiana. Ms. Pamela E. Zipperer-Davis is the President and CEO of both CareStar Holdings, Inc. and CareStar of Indiana, LLC.

2.3.4 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 particular 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).

A signed statement from the Chief Financial Officer supporting the integrity of CareStar of Indiana's structure and financial reporting is included in the appendix labeled *Appendix B*.

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The attachment reads as follows:

Integrity of Company Structure and Financial Reporting Statement:

The Chief Financial Officer of CareStar Holdings, Inc. and owned companies has taken personal responsibility for the thoroughness and correctness of any and all financial information supplied with this proposal.

CareStar Holdings, Inc. and its wholly-owned subsidiaries have strict governance supported by Policies and Procedures that ensure Board integrity and prevent any conflict of interest by separating audit functions and consulting services from Corporate Boards and Board Members. CareStar Holdings, Inc. contracts with a reputable non-related external Certified Public Accounting firm to review and audit financial documents.

2.3.5 Contract Terms/Clauses - Please provide the requested information in RFS Section 2.3.5.

CareStar has reviewed and accepts the Contract Terms and Clauses.

2.3.6 Reserved

2.3.7 Registration to do Business - Selected out-of-state Respondents providing the products and/or services required by this RFS must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFS. 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.

CareStar of Indiana, LLC is registered with the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division to perform business in the State of Indiana. Please see *Appendix C*.

2.3.8 Authorizing Document - Respondent personnel signing the Transmittal Letter 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.

Ms. Pamela E. Zipperer-Davis is legally authorized, by the Board of Directors, to enter into contractual relationships on behalf of CareStar Holdings, Inc., and its subsidiaries, including CareStar of Indiana, LLC.

A copy of the authority given to Ms. Pamela E. Zipperer-Davis, by CareStar of Indiana, LLC, is included in *Appendix D*.

2.3.9 Subcontractors - The Respondent is responsible for the performance of any obligations that may result from this RFS, 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. 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 into 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, 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 RFS or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women's Business Enterprises under IC 4-13-16.5-1. ~~See Section 1.21 and Attachment A for Minority and Women's Business Enterprises information.~~ Please enter your response below and indicate if any attachments are included.

CareStar of Indiana, LLC does not intend to utilize subcontractors in fulfilling the requirements of the State of Indiana, Request for Services, Case Management Services Proposal, 22-67778.

2.3.10 Reserved

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

Business Information	
Legal Name of Company	CareStar of Indiana, LLC
Contact Name	Pamela E. Zipperer-Davis, MHA, FACHE, FACMPE
Contact Title	President
Contact E-mail Address	pzipperer-davis@carestar.com
Company Mailing Address	5566 Cheviot Road
Company City, State, Zip	Cincinnati, Ohio 45247
Company Telephone Number	513-618-8300
Company Fax Number	513-386-6950
Company Website Address	https://www.carestar.com/
Federal Tax Identification Number (FTIN)	[REDACTED]
Number of Employees (company)	71
Years of Experience	33
Number of U.S. Offices	6
Year Indiana Office Established (if applicable)	2006
Parent Company (if applicable)	CareStar Holdings, Inc.
Revenues (\$MM, previous year)	[REDACTED]
Revenues (\$MM, 2 years prior)	[REDACTED]
% Of Revenue from Indiana customers	100%

- 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. A copy of CareStar's Disaster Recovery Plan is provided in Appendix E.

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

CareStar follows all Protected Health Information (PHI) and HIPAA guidelines for securing and storing client data. CareStar Information Systems, a subsidiary of CareStar Holdings, Inc. has the primary responsibility for ensuring CareStar Holdings and all subsidiaries' infrastructure, platform and Network. CareStar Holdings and subsidiaries are HITRUST CSF Certified. A certification intended to demonstrate attaining the highest degree of assurance a company can obtain to ensure data and network security by meeting rigorous healthcare, Federal and State regulations, compliance and security of data and third-party privacy. This certification validates our commitment to meeting key healthcare regulations and protecting sensitive

private healthcare information. Only a few elite healthcare providers have earned this highly sought-after credentialing. The HITRUST CSF helps organizations address challenges through a comprehensive and flexible framework of prescriptive and scalable security controls, ultimately, saving our customers billions of dollars of healthcare breaches.

In addition, all CareStar employees receive frequent continuing education on Information Technology Security. To further enhance security, CareStar Information Systems restricts access by role and type of access. Furthermore, CareStar's Director of Information Technology is a Certified Information Systems Security Professional (CISSP). The Certification is prestigious (as of January 2021, 147,591 were granted the certification worldwide). The independent information security certification is granted by the International Information System Security Certification Consortium, also known as (ISC)². The certification is formally approved by the United States Department of Defense (DoD) in their Information Assurance Technical (IAT), Managerial (IAM) and System Architect and Engineer (IASAE) categories for their DoD 8570 certification requirement.

(https://en.wikipedia.org/wiki/Certified_Information_Systems_Security_Professional).

Data received from the State of Indiana is immediately encrypted and enters a complex process of encryption while in motion, use or at rest in a highly secured Cloud Application. Data is stored either in Amazon Web Services (AWS) or Microsoft Azure. Both locations are HIPAA, NIST and HITRUST certified. AWS and Microsoft Azure meet the National Institute of Standards and Technology (NIST) that developed standards adopted by industry and governmental agencies to enable developing and applying innovative security technologies that enhance the ability to address current and future computer and information security challenges. Each Individual's data is internally labeled and secured to ensure information is not crossed over or mingled with other Individual data. Each Individual has a unique identifier and any data belonging to the Individual is maintained and secured. Utilizing a cloud-based application allows for a nimble highly secured method of obtaining data without worrying about hardware failure.

Appendix F offers a diagram that illustrates how information is secured and encrypted.

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

Governmental and Non-Governmental Contractual Relationships

CareStar, since 1988, has served State governments in Indiana, Ohio, Kentucky, Pennsylvania and Georgia providing services through several State departments and agencies. The table in *Appendix G* offers a comprehensive listing of CareStar's services and programs which include our experience as a contractual partner with governmental and non-governmental agencies. CareStar is uniquely

qualified and superbly prepared to execute the requirements of the Indiana's Case Management Services proposal and is equally confident in our ability to serve Indiana's FSW and CIH Wavier participants with excellence.

CareStar, Inc. serves as an industry leader in the field of long-term services and supports, Case Management, Assessment Services, Population Health Management and Innovative Technology and Software Development. CareStar has devoted over thirty years to fulfilling its mission of "Improving Communities by Improving Lives."

CareStar employs over 450 employees across the States of Indiana, Ohio, Kentucky, Pennsylvania and Georgia. CareStar's client base, in total, across all programs and States, is comprised of over 17,000 Individuals. Note that the number of similar clients described in Section 2.3.13 is slightly lower because not all clients are similar to the requirements of this project.

Our staff, including healthcare clinicians and professionals, have five (5) years' average tenure and expertise in analyzing patterns of care, medical necessity and contract compliance resulting in improvement of health outcomes for those we serve. The capabilities and credentials of our personnel are strongly supported by CareStar's Executive and Senior Management Teams, who provide a stable organizational structure and possess many years of healthcare experience.

CareStar

CareStar's services are designed to support Individuals with chronic health conditions and/or disabilities, enabling them to safely remain in their home or other community settings and live as independently as possible. CareStar has a track record of designing tailored programs to meet the needs of the customers we serve.

CareStar has experience in conducting person-centered Case Management and assessment services for Individuals requiring long-term home and community-based Case Management including children, adults and seniors with disabilities, chronic illnesses and/or other medically complex conditions. In addition to our Case Management Services, CareStar specializes in nursing facility to community transitions.

CareStar Learning

CareStar Learning has been providing education for Home Health Aides and Agencies, State-Tested Nursing Aides, Personal Care Aides, Developmental Disability Providers and caregivers for Individuals with Developmental Disabilities since 2006. The flagship product has been the 75-hour Initial Home Health Aide (HHA) Certification training, which has been delivered through agency contracts or

to Individuals aspiring to work as Home Health Aides. Since 2017, CareStar Learning has delivered the 75-hour course to hundreds of online learners.

CareStar Information Systems

CareStar Information Systems (CSIS) was created to provide information technology systems and services to CareStar contractors as well as to CareStar employees. CareStar has developed this extensive electronic database and related applications to support communication and care management activities for Waiver participants statewide.

CareStar has worked with the Ohio Department of Medicaid to develop and implement a software platform for use since 2005 by its Home and Community-Based Service (HCBS) Waiver Case Management Contractors throughout the State of Ohio. The Case Management software supports thousands of active Individuals, hundreds of Case Managers and thousands of care providers. The application has both canned reports and an integrated ad-hoc reporting tool.

2.3.13 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.

CareStar has a robust history of facilitating services and support for Individuals with ID/DD, Severe and Persistent Mental Illness and Diagnosed Chronic Conditions extending back to 1988.

Collectively, CareStar's full complement of programs and services extends across the States of Indiana, Ohio, Kentucky, Pennsylvania and Georgia as outlined, in Section 2.3.12, "Experience in Serving State Governments." When evaluating our experience in serving similar clients, our statewide HCBS programs in Indiana, Ohio and Georgia, currently serving sixteen thousand three hundred thirty-seven (16,337) Individuals, best illustrates the depth of our experience. The paragraphs that follow provide an overview of how we serve similar clients, in a person-centered manner, so they might live successfully in the community.

CareStar's Indiana Programs

Indiana Family Supports and Community Integration and Habilitation Waivers

From 2013 through present, CareStar has been a provider of Case Management Services through Indiana's Division of Disabilities and Rehabilitative Service Family Supports (FSW) and Community Integration and Habilitation (CIH) HBSC Waiver Program. Our team of Case Managers focuses on developing person-centered, strengths-based plans that support the Individual's vision of a

good life by identifying services to support the Person-Centered Individualized Support Plan and partnering with Individuals and families to identify and ensure access and opportunities to formal and informal supports. To date, CareStar serves nearly three thousand two hundred (3200) Individuals on the FSW and CIH Waivers.

Indiana Aged and Disabled/Traumatic Brain Injury (AD/TBI) Waiver

Currently, one hundred fifty (150) Individuals receive CareStar Case Management Services through the Aged Disabled/Traumatic Brain Injury Waiver (AD/TBI). Person-Centered practices are implemented on AD/TBI Waivers, while understanding the complex medical needs experienced by the Individuals served. CareStar has been a provider for the AD/TBI Waiver Program since 2006.

Money Follows the Person

From 2013–2015, CareStar contracted with the Indiana Division of Aging to complete assessments, provide Transition Coordination prior to discharge and provide ongoing Case Management Services post-discharge for the Money Follows the Person Program. CareStar's role was critical in assisting Individuals to navigate through the long-term care options and successfully transition to home settings. While being the sole contractor for MFP Case Management Services, CareStar partnered with the Bureau of Developmental Disabilities (BDDS) to close an Intermediate Care Facility for Individuals with ID/DD diagnosis. CareStar was an integral partner in the successful transitioning of Individuals into community settings.

CareStar's Ohio Programs

Ohio Home Care Waiver

CareStar has been a Case Management Contractor for the Ohio Home Care (OHC) Program since 1998. CareStar's role in the Ohio Home Care Waiver is to provide clinical Case Management and Assessment Services to nearly thirty-nine hundred (3,900) Individuals with physical disabilities, chronic health conditions or medically complex conditions, annually. In 2004, through a procurement process, CareStar was awarded an exclusive contract to manage the OHC Program statewide for the Ohio Department of Medicaid and continues to be a statewide vendor today.

Options Counseling

Since 2015, CareStar has contracted with the Ohio Department of Developmental Disabilities (DoDD) to provide, statewide, Options Counseling to Individuals residing in an Intermediate Care Facility (ICF).

The purpose of Options Counseling is to ensure Individuals, currently residing in ICFs, are informed of all care options available, including community living,

supported living and Home and Community-Based Waivers. Options Counseling supports community integration, while providing linkage and resources to help Individuals live fulfilling lives by ensuring Individuals have informed choice. In implementing the program, CareStar provides one-on-one and group sessions with qualified Individuals and their family members/guardians to educate them about available community-based waiver services. Then, referrals are made to the County Boards of Developmental Disabilities. Since inception, CareStar has assisted over 2,000 Individuals with Intellectual or Developmental Disabilities, stakeholders and families.

Ohio Specialized Recovery Services

In 2016, CareStar extended its clinical expertise and leadership to provide Specialized Recovery Services in all 88 counties of Ohio to Individuals with behavioral/mental health diagnoses and Individuals with Diagnosed Chronic Conditions. CareStar's Specialized Recovery Case Managers currently assist nearly ninety-five hundred (9,500) Individuals with Recovery Management, Peer Support and Supported Employment Services through the Specialized Recovery Services Program (1915i).

CareStar's role in the program is to provide Recovery Management Services that are person-centered and aimed at supporting Individuals in the community to reduce or eliminate (re)institutionalization. Clinical services rendered by CareStar include intake and eligibility determination, the role of Independent Entity (IE) and ongoing Case Management. Additional key responsibilities include Quality Assurance/Quality Improvement related to ODM contract compliance requirements, data collection and reporting.

Transitions Developmental Disabilities (TDD) Waiver

TDD was transferred to Ohio's Department of Developmental Disabilities (DoDD) in 2012. CareStar conducted annual eligibility assessments for all Individuals and continued to provide Case Management for a large segment of people enrolled. In January 2013, State-level administration of the Ohio Transitions Developmental Disabilities or TDD Waiver (formerly known as Ohio Transitions Waiver) was moved from the Ohio Department of Job and Family Services to the Ohio Department of Developmental Disabilities.

The TDD Waiver was designed to meet the needs of Individuals eligible for Medicaid, who have been assessed to require an ICF MR/DD (Intermediate Care Facility for the Mentally Retarded/ Developmentally Disabled) level of care. CareStar provided Case Management to these Individuals prior to this transition. Contracting directly with Franklin County, CareStar provided Case Management Services and Annual Redetermination Assessments to all Individuals enrolled on the Transitions Developmental Disability Waiver (TDD) program residing in

Franklin County, Ohio's most populous county. Individuals enrolled on TDD Waiver in Franklin County also continued to have a Service Coordinator through the Franklin County Board of Developmental Disabilities (FCBDD). The CareStar Case Manager and the FCBDD Service Coordinator worked together to fulfill the role of the Service and Support Administrator (or SSA).

CareStar's Georgia Program

Georgia Comprehensive Supports Waiver (COMP) and New Options Waiver (NOW) Programs

From 2016 through present, CareStar serves as a statewide, contracted Support Coordination Agency for the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) Support Coordination Program, providing both Traditional and Intensive Support Coordination Services to Individuals with Intellectual/Developmental Disabilities or Behavioral Health diagnoses. Support Coordination Services include identifying, coordinating and overseeing the delivery of services and supports to enhance the health, safety and general well-being of Comprehensive (COMP) Supports Waiver Program participants and New Options Waiver (NOW) Program participants within the context of the person's goals toward maximum independence. Intensive Support Coordination (ISC) requires specialized oversight of waiver services, medical and behavioral support services for participants with exceptional medical and behavioral needs. CareStar's Intensive Support Coordinators assist participants by identifying and addressing barriers to care, accessing needed resources and services offered through the waiver and the larger healthcare system, taking active measures to address complex needs, fostering and maintaining family and other informal relationships and supports.

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