



**Indiana Bureau of Developmental Disabilities
Services Case Management**

Transmittal Letter

JULY 6, 2021



Transmittal Letter

June 29, 2021

Mr. David Brandon-Friedman
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana, 46204

Dear Mr. Brandon-Friedman:

CareStar of Indiana, LLC (CareStar) is pleased to respond to the Bureau of Developmental Disabilities Services (BBDS) of the Division of Disability and Rehabilitative Services (DDRS) of the Family and Social Services Agency (FSSA) regarding the Case Management Services. CareStar is a for-profit organization and our principal place of business is: 5566 Cheviot Road, Cincinnati, Ohio 45247.

We are confident that, in reading our technical proposal, you will find we are a progressive, reputable company that is superbly capable and well-prepared to execute the work and achieve the goals of this project with excellence. We are proud to present a response that is complete and fulfills all requirements of the RFS. CareStar of Indiana, LLC explicitly acknowledges, understands and agrees with the general information presented in Section 1 of the Case Management Services Request. CareStar, Inc., established in 1988, and CareStar of Indiana, LLC possess the required services described in Section 2.4 of the RFS and desires to provide the Case Management Services for Indiana individuals requiring the service.

Our knowledge and depth of experience in providing Case Management Services to individuals across five States (Indiana, Ohio, Kentucky, Pennsylvania and Georgia) as well as various Home and Community-Based Services, Transitional and Patient Navigation Services for various abilities and ages positions CareStar well to serve the Indiana individuals seeking Case Management Services through the Indiana Bureau of Developmental Disabilities Services.

In 2020, CareStar proudly served over 17,000 individuals through the various Case Management Programs across the five States. CareStar of Indiana exceeded customer satisfaction benchmarks and earned an average satisfaction score of 97%. CareStar began offering services in Indiana in 2006 for the Indiana Aged and Disabled and Traumatic Brain Injury Waivers. In addition, and since 2013, CareStar has offered Case Management through the Indiana Division of Disability and Rehabilitative Services, Family Supports Waiver and Community Integration and the Habilitation Waiver. In addition, CareStar provides services for the following: Ohio Home Care Program (since 1998), HOME Choice (Money Follows the Person, since 2004), Georgia Department of Behavioral Health and Disabilities (since 2016), Ohio Department of Medicaid Specialized Recovery Case Management (since 2016), Hamilton County (Ohio) Senior Patient



Navigation (since 2019) and Pennsylvania Sickle Cell Disease Community-Based Support Program (since 2020). Our highly skilled Case Managers complete in-depth Assessments for individuals requiring community long-term care Case Management Services, including children, adults and seniors who have disabilities, are chronically ill and/or have medically complex conditions. CareStar developed delivery systems and quality checks that promote optimal independence and empowerment. In addition, CareStar provides Information Technology Case Management Software Applications and Development as well as training our program staff and stakeholders.

CareStar employs over 450 employees across multiple States with healthcare clinicians and professionals, who have a five (5) year average tenure and expertise in analyzing patterns of care, medical necessity and contract compliance, resulting in improvement of health outcomes. 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 of Indiana, LLC is capable and willing to provide the requested products and/or services subject to the terms and conditions set forth in the RFS including, but not limited to, the State's contract terms set forth in Attachment B of the RFS.

CareStar takes no exception to the Access to Public Records Act (APRA), IC 5-14-3 et seq. There is no additional confidential information beyond protected information listed in the APRA Act. CareStar is committed to working closely with the State of Indiana Department of Administration to deliver the highest quality Case Management Services. Included within this response are the completed forms, CareStar's organizational information and CareStar's approach to fulfill this RFS.

CareStar understands and acknowledges that Respondents will be notified via email. The emails are listed in the contact information below. The Indiana Procurement Division will be notified of any changes in any address associated with the RFS.

The principal contact authorized to clarify or respond to queries regarding this offer is:

Waleed S. Fadayer, MS, MHA, LNHA
Director, Proposal and Grant Submissions
5566 Cheviot Road
Cincinnati, OH 45247
Phone: 513-618-8300
Fax: 513-387-0896
wfadayer@carestar.com

The person authorized to contractually obligate or negotiate on behalf of CareStar is:

Pamela E. Zipperer-Davis, MHA, FACHE, FACMPE
President, CareStar Holdings, Inc.
President, CareStar, Inc.



5566 Cheviot Road Cincinnati, OH 45247

Phone: 513-618-8300

Fax: 513-386-6950

pzipperer-davis@carestar.com

Considering our successful history and experience in Case Management, Performing Assessments, Personal Services and operating complex relationships involving the State of Indiana agencies and communicating with stakeholders, CareStar, Inc. is confident in our ability to serve the Bureau of Developmental Disabilities Services (BDDS) of the Division of Disability and Rehabilitative Services (DDRS) of the Family and Social Services Agency (FSSA).

Sincerely,

Pamela E. Zipperer-Davis, MHA, FACHE, FACMPE
President, CareStar Holdings, Inc.
President, CareStar of Indiana, LLC