



July 2, 2021

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

RE: Request for Services (RFS) 22-67778, "Case Management Services"

Columbus Medical Services, LLC dba The Columbus Organization (Columbus) is pleased to respond to Request for Services (RFS) 22-67778 to provide Case Management Services for the Indiana Department of Administration on behalf of the Bureau of Developmental Disabilities Services (BDDS) of the Division of Disability and Rehabilitative Services (DDRS) of the Family and Social Services Agency (FSSA).

For over nine years, Columbus has been designated as an Indiana statewide Medicaid-approved provider of case management services to individuals with intellectual and developmental disabilities in collaboration with the State of Indiana Division of Disability and Rehabilitation Services (DDRS). Since 2012, our Indiana staff, including 61 Case Managers, currently serve and advocate for 2,785 individuals receiving the Community Integration & Habilitation (CIH) waiver and Family Supports Waiver (FSW). We also have two Case Managers providing case management services to 85 individuals enrolled in the Aged and Disabled (A&D) waiver in collaboration with the State of Indiana Division of Aging (DA).

Columbus is a CARF-accredited, care coordination-focused company helping people understand the choices they have in the community and selecting the best options for that individual. We are dedicated to people with intellectual and/or developmental and mental health challenges, empowering them and their loved ones to realize meaningful life goals.

Columbus currently provides case management services across seven states: Indiana since 2012 (2,870 individuals), Georgia since 2003 (4,227 individuals), South Carolina since 2015 (676 individuals), Delaware since 2017 (3,143 individuals), Kentucky since 2017 (492 individuals), New Jersey since 2018 (505 individuals), and Florida since 2019 (2,394 individuals). We also were recently approved as a Service Coordination Provider in Utah.

As a current case management provider for the State of Indiana, Columbus is dedicated to furthering our commitment in delivering services that meet





the needs of eligible persons. Columbus has a deep-rooted and comprehensive understanding of BDDS' philosophical approach to Home and Community Based Services (HCBS), which emphasize utilizing a Person-Centered approach and Charting the LifeCourse Framework to offer integrity and choice, and to value each individual's voice when providing services. In fact, Columbus was awarded the "Innovation in Person Centered Practices" award from the Charting the LifeCourse organization for our leadership and exceptional use of the Charting the LifeCourse Framework in Delaware. Columbus was honored with this award at Charting the LifeCourse's annual showcase in May 2021.

### **What sets Columbus apart?**

- **Columbus by the Numbers:** Founded in 1984, Columbus has over 37 years of experience providing case management services nationwide. We currently serve over 14,000 individuals across seven states, and have over 500 employees, of which over 400 are comprised of case management staff.
- **Nation's Leading Provider of Case Management Services:** Columbus is proud to be the Nation's leading provider of Traditional, Complex Medical, Behavioral, Acquired Brain Injury (ABI), Acquired Brain Injury, Long Term Care (ABI LTC), Head and Spinal Cord Injury (HASCI), and Aging and Disabled (A&D) case management services.
- **Quality Assurance Department:** Columbus maintains a hierarchy of councils to oversee our Quality Assurance Department. The Executive Quality & Compliance Committee (EQCC), which consists of six members of Columbus' executive team, provides oversight of, and direction to, the company's Quality & Compliance Program, and reviews monitoring reports/corrective actions every month. Reporting to the EQCC, the Compliance and Quality Council (CQC) comprises the Operational State Care Coordination management who have direct oversight of the provision of Care Coordination services. The CQC ensures that the company provides day-to-day operational oversight of and direction to all employees on the company's Quality & Compliance Program.
- **Commission on Accreditation of Rehabilitation Facilities (CARF) Accredited Organization:** In 2021, Columbus was accredited by CARF International for a period of three years for its case management programs in all seven states where we provide services. This is the fourth, consecutive, three-year accreditation that CARF has awarded to Columbus. By pursuing and achieving this accreditation, Columbus has demonstrated that it meets international standards for quality and is committed to the pursuit of excellence. This accreditation





decision represents the highest level of accreditation that can be awarded to an organization and shows Columbus' substantial conformance to the CARF standards.

Columbus has thoroughly read and understands the general information presented in Section 1 of the RFS and agrees with all requirements and conditions including the overview of the RFS, general timelines for the process, and the summary of services being solicited by BDDS, DDRS, and FSSA via this RFS. Columbus has attended the pre-proposal conference as well as the Vendor RFS Response Training made available to the respondents of this RFS. Columbus is a registered limited liability company, and in good standing, with the Secretary of State of Indiana. We have reviewed Attachment B, "Professional Services Contract," and have a clear understanding of the contract terms and conditions in accordance with the services to be performed under this contract. This proposal outlines Columbus' ability and willingness to provide case management services that meet the requirements as outlined in RFS Section 2.4.

Jeff Klimaski, President and Chief Executive Officer (CEO) is Columbus' authorized signatory who certifies that the information offered in this proposal meets all general conditions, including the information requested in Section 2.3.4, Integrity of Company Structure and Financial Reporting. Columbus has established an audit process which utilizes an independent, nationwide auditor, Withum, LLC. Withum performs periodic random testing of Columbus' financial information during the course of the calendar year. At each calendar year end, Withum completes an audit in accordance with auditing standards generally accepted in the United States of America (GAAS). The objective of their audit is to obtain assurance about whether Columbus' financial statements are free of material misstatement. Withum's audit approach is directed at the evaluation of all significant aspects of the Company's financial activity to reduce the risk of material misstatement. Withum operates independent of any management influence to ensure the integrity of reported financial information. Columbus maintains an independent Board of Directors (Board) where no member has direct or indirect influence over Columbus' auditor, or the audit process. Columbus' Board members have been specifically selected based on previous experience.

Mr. Klimaski has the authority to bind the contract with Indiana Department of Administration on behalf of BDDS, DDRS, and FSSA. Mr. Klimaski's contact information is as follows:





Jeff Klimaski, President & CEO

Columbus Medical Services, LLC dba The Columbus Organization

**Address:** 350 Sentry Parkway, Suite 120, Building 620, Blue Bell, PA 19422

**Phone Number:** (800) 229-5116

**Facsimile Number:** (888) 379-2524

**Electronic Mail:** [jklimaski@columbusorg.com](mailto:jklimaski@columbusorg.com)

Columbus' principal contact for this proposal is Carlos Hernandez, Senior Vice President of Care Coordination. Mr. Hernandez shall be responsible for all coordination with Indiana Department of Administration on behalf of BDDS, DDRS, and FSSA. Mr. Hernandez's contact information is as follows:

Carlos Hernandez, Senior Vice President, Care Coordination  
Columbus Medical Services, LLC dba The Columbus Organization

**Address:** 350 Sentry Parkway, Suite 120, Building 620, Blue Bell, PA 19422

**Phone Number:** (800) 229-5116

**Facsimile Number:** (888) 379-2524

**Electronic Mail:** [chernandez@columbusorg.com](mailto:chernandez@columbusorg.com)

Columbus understands that it is solely our obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. We further understand that the Procurement Division will not be held responsible for incorrect vendor/contractor/respondent addresses. Furthermore, Columbus acknowledges receipt of all addenda to this RFS.

Columbus recognizes that the materials contained in our proposal are subject to the Access to Public Records Act (APRA). Below, please find a list of Columbus' documents for which statutory exception of APRA is being claimed:





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**Table I. Statutory Exemption Claims**

<b>RFS Section</b>	<b>List of Documents where statutory exemption to the APRA is being claimed</b>	<b>Applicable APRA exception</b>	<b>Description</b>
2.3.3 – Company Financial Information	Appendix C - Columbus' Audited Financial Statements	IC 5-14-3-4 (a) (5) Confidential financial information obtained, upon request, from a person. However, this does not include information that is filed with or received by a public agency pursuant to state statute.	The document lists confidential company financial information.
6.2.e – Reporting	Appendix N - Example Reports – HIPAA Related Information	IC 5-14-3-4 (a) (9) Patient medical records and charts created by a provider.	The document lists patient medical records.

Columbus would be honored and privileged to continue our Indiana case management efforts in providing quality services to people with intellectual and/or developmental and mental challenges and empowering them and their loved ones to realize meaningful life goals.

Thank you again for your time and consideration. You are welcome to contact me at (800) 229-5116 or [jklmaski@columbusorg.com](mailto:jklmaski@columbusorg.com) if you have any questions as our proposal is under consideration.

Sincerely,

Jeff Klimaski  
President & CEO  
The Columbus Organization