**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***

* + 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.

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| The below introductory letter to our individuals and families outlines our commitment and role. We look forward to partnering with the State of Indiana in a similarly purposeful and cohesive way.    **“Life is a journey, not a destination.” – Ralph Waldo Emerson**    All people rely on and are interconnected in a variety of ways. Individuals are members of families and their communities. All people both depend on others and contribute to society. Individuals with developmental and intellectual disabilities are no different. Indiana’s Medicaid Waivers can provide a variety of services and supports to individuals with intellectual and developmental disabilities to complement and enhance life.      **Welcome to your waiver journey!**      **Connections Case Managers are experienced navigators.** We recognize the importance and interconnectivity of various programs and how they work together to provide support. Our case managers are trained to understand waiver services, Medicaid, Social Security, and eligibility. We work together as a team to educate and assist you in accessing and maintaining these programs. In addition, Connections Case Management is knowledgeable of local community resources, organizations, and providers. We work in small teams and share information and ideas to achieve dynamic results. As a navigator, we strive to meet people where they are and improve their situation by acclimating them to their surroundings and options.    **Connections Case Managers are avid advocates.** Connections Case Managers recognize that options and opportunities are essential to growth and progress. It is the ability to take chances, make mistakes, learn from failures, face consequences, and change your direction. We are adamant that **all** individuals should have access to these opportunities. We work to identify opportunities to advocate for meaningful change that leads to progress for individuals we work with and also within the system that supports them.    **Connections Case Managers are enthusiastic partners.** As a case manager, we look forward to forging a relationship with you to celebrate your successes, commiserate your losses, strategize your next steps, and cheer you on in achieving your goals. Choice of providers is pivotal. You will find that in your waiver journey, you will outgrow people, you may require someone that has a new skill set or new energy. People will also come and go -- some things you have control over and others, you do not. You should always ensure that you are surrounded with the right people. People that challenge you to be your best. Connections Case Managers are committed to maintaining an ongoing and evolving partnership with all our individuals.    Our approach in working with our Connections Case Management colleagues is the same as in working with our individuals. We are focused on the process and what we DO have control over -- the choices that we make, the relationships we make, and the experiences that we have. We make mistakes, and we try to learn from them. We talk about issues and have difficult conversations. We are not afraid to say, “I don’t know” or “I need help”. We engage our colleagues to look for creative approaches and solutions to issues. We ask for our co-workers to accompany us to meetings and offer fresh eyes and ears so that we don’t get comfortable and complacent. We engage as a team because we know that it takes a village and a fresh approach. And, we will have fun doing it, because even though we are a team that doesn’t have all the answers, we know that “life is the journey and not the destination."    **We at Connections Case Management would be honored to work with you and your team!**    While Connections Case Management, LLC has thoroughly trained and immersed all staff in person-centered thinking and person-centered planning with our individuals and families, we have now embarked on a higher level of understanding and practice in 2021. Connections has committed to enhance and broaden our understanding of the LifeCourse Framework and how Charting the LifeCourse is being utilized throughout the country to better support the individuals we serve. Our team of Directors and Compliance Officer are now certified LifeCourse Ambassadors and our Training Coordinator is currently completing the series. We pledge to continue to utilize and prepare the entire Connections Team to support self-advocacy and leadership skill building for all of our individuals and families. |

* + 1. **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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| [Certificate of Organization](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/EcexTWnur8VCk-Wah6JDeuUBawHKLwpCztNFYkd9QQlqaA?e=esAc9m)  [SOS Business Entity Report](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/EbJiEHfbo4RGtM2rtg3MqMgBmTzKZvtyxuEVf5jvhKOAAQ?e=fJZRry)  [Connections Purchase Agreement](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/EUnJRBPZlFBOiTkaKV1SCooBukXcU9NKZflYd__uwVXHIw?e=5iotPX)  [Connections W9](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/EYKl01razDlNnqWPu3_87lcByGBuKT2SwCi9wHLHw313Bw?e=sh8tHm)  [Organizational Chart\_Roles and Responsibilities](https://netorg164942-my.sharepoint.com/:w:/g/personal/lfife_connections-in_com/Ea1a5Kz0mjBPiBNt1UsGKxcBUnp4Z7bbqxRZukMsBenPVw?e=YtMJtY)    Connections Case Management, LLC Certificate of Organization dated 8/24/2014 is attached, as well as an up-to-date Business Details report pulled from inbiz.in.gov showing that Connections Case Management, LLC is in good standing with the Secretary of State. Connections Case Management, LLC was approved as a Medicaid Waiver Provider in 11/2014 and officially started providing Case Management services in 1/2015.  Connections Case Management, LLC does not include more than one division, more than one product division, or any other diversification. Connections Case Management, LLC maintains conflict free case management business operations per IHCP Provider Reference Module HCBS Waivers Section 10.29. The Medicaid Waiver Provider approval letter is linked in Section 4.2.1 of the technical proposal. |

* + 1. **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.

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| [Connections Case Management, LLC Annual Financial Reports 2019 and 2020](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/EZJM0H7EfElPrxLNdUdlwmQBdoQmv6KEKFohJKOrzF9Lpg?e=aAkouV)  Due to the size of the organization and the limitations of Medicaid revenue reimbursement, an annual audit expense is cost prohibitive. Thus, Greenwalt CPAs, Inc. prepared internal financial statements for 2019 and 2020 fiscal years.  Connections Case Management, LLC can deliver services without interruption for at least 2 consecutive months without payment. Connections currently has a line of credit through Regions Bank, as well as a Surety Bond though CCI Surety Inc. Connections offers medical, dental, vision and 401k. A POP (Premium Only Plan) is in place which allows employee contributions to employer-sponsored benefit plans to be made with pre-tax dollars. |

* + 1. **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).

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| Michele Lohmeyer/CEO/Managing Owner and Laura Fife/COO/Managing Owner have taken personal responsibility for the thoroughness and correctness of all financial information supplied with this proposal. Connections has an impeccable reputation in Indiana for providing exemplary waiver case management services and can provide testimonials from a variety of stakeholders, if requested.  The CEO further accepts responsibility for monitoring and oversight of all executive functions, including but not limited to financial obligations and vendor accountability.  Consulting services include: Greenwalt CPAs, Inc. completes independent monthly review of financials since 2017. Please see Greenwalt engagement letter. [Greenwalt CPAs, Inc. Engagement Letter](https://netorg164942-my.sharepoint.com/:b:/g/personal/lfife_connections-in_com/ERRrtcp-FqdLrcCyfJOptGkB2PdGlUGHrBCphXIoW7pkyw?e=z0lcM8)  McGowen Insurance is responsible for enrollment, termination and payroll deduction determination of medical, dental, and vision insurance.  Total Administrative Services Corporation is responsible for eligibility determination and enrollment of COBRA benefits.  Innovative Pension annual administration includes: summary of accounts, determination of eligibility from census, reconciliation of assets from census, preparation of required participant notices, calculation for employer matching contributions, calculation for employer discretionary contributions, testing: ADP/ACP, 401(a)(4), 402(g), 404(a)(3)(A), 415,416.  American Funds from Capital Group manages all 401k funds.    Connections Case Management, LLC has a Professional Liability/General Liability policy, umbrella policy and cyber security coverage. We also have a Workers Compensation Coverage through Assigned Risk Solutions. All policies meet (460 IAC 6-12-1 and 460 IAC 6-12-2) requirements. Connections will provide proof of such insurance coverage by tendering to the undersigned State representative a certificate of insurance prior to commencement of the contract. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFS Section 2.3.5.

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| Connections Case Management, LLC accepts the terms and conditions of the sample contract. |

* + 1. **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.

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| Connections Case Management, LLC is registered to do business in the State of IN. Our business entity report is linked in 2.3.2. |

* + 1. **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.

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| Michele Lohmeyer and Laura Fife are co-owner/operators of Connections Case Management, LLC per Secretary of State Business Entity and purchase agreement dated 2014. Documents are linked in 2.3.2. |

* + 1. **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.

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| Connections Case Management, LLC utilizes one subcontractor, the organization’s RN, to fulfill the 460 IAC requirement. Her name is Courtney Charboneau, ASN/RN. Address is 6697 Joseph Nelson Ct. Noblesville, IN 46062. The RN provides the following per her 2020 contract:  1. Provide review of high-risk plans written by Connections Case Management, LLC staff, providing review and additional health care resources as applicable while encouraging communication among all health care providers involved with an individual, review all necessary documentation related to mortality reviews as needed.  2. Provide general wellness education or training as it relates to individuals served or employees one time annually at Connections Case Management, LLC’s company meeting and as needed on an individualized basis.  3. Participate in quarterly Compliance meetings.  4. Complete minimum training requirements to meet 460 IAC regulations.  5. Maintain all qualifications as necessary for employment.  Connections-RN Contract  Connections-RN License |

* + 1. **Reserved**
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Connections Case Management, LLC |
| Contact Name | Laura Fife |
| Contact Title | Chief Operations Officer |
| Contact E-mail Address | lfife@connections-in.com |
| Company Mailing Address | 9165 Otis Ave. #217 |
| Company City, State, Zip | Indianapolis, IN 46216 |
| Company Telephone Number | 317-710-7184 |
| Company Fax Number | 317-663-2659 |
| Company Website Address | www.connectionsin.com |
| Federal Tax Identification Number (FTIN) | 47-1888710 |
| Number of Employees (company) | 48 |
| Years of Experience | Providing Waiver Case Mgmt. 6.5 years |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 2015 |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | $2,805,681.25 |
| Revenues ($MM, 2 years prior) | $2,184,402.25 |
| % Of Revenue from Indiana customers | 100% |

* 1. 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.

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| Yes, Connections has attached a disaster recovery plan.  [Disaster Recovery Plan](https://netorg164942-my.sharepoint.com/:w:/g/personal/lfife_connections-in_com/Eb3m5hyR5TlPl40OSWTVBtYBGJtlQhqQGhFc4sSQ2xMN2w?e=zgGUNp) |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| Connections Case Management, LLC utilizes iPads with Verizon accounts with IOS and Apple MDM for hardware provided. Connections utilizes GoDaddy with Microsoft 365, security certificates active and status current for all devices and software. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| Connections Case Management, LLC has served as a certified waiver provider in the State of Indiana since conception. Connections sole focus and mission has been to serve individuals who meet eligibility for Medicaid waivers and collaborate with the State division and agencies to support individuals to realize their vision of a good life.  The Medicaid Waiver Provider approval letter is linked in Section 4.2.1 of the technical proposal. |

* + 1. **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.

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| Connections Case Management, LLC does not serve clients in any other states. |

* + 1. **Reserved**

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* + 1. **Reserved**