



June 30, 2021

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

Re: RFS 22-67778, Case Management Services

Dear Mr. Brandon-Friedman and members of the evaluation committee:

Inspire Case Management, Inc. is pleased to submit the attached proposal to the Indiana Department of Administration (on behalf of BDDS, DDRS, and FSSA) for Case Management Services.

As required by RFS Section 2.2, Transmittal Letter, we have included below the required information.

2.2.1 Agreement with Requirement listed in Section 1

The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.

Inspire Case Management has read and understands RFS Section 1, *General Information and Request Services*. Inspire agree to meet the full requirements, conditions, and terms.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section 2.4 of this RFS. The letter must also contain a statement indicating the Respondent's willingness 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.

Inspire Case Management currently provides the full scope of services required in the RFS for current clients today, within 36 central Indiana counties. Inspire has had consistent growth since inception and is well positioned for continued growth. Inspire Case Management is willing and able to provide services to all Indiana counties.

Below is a snapshot of Inspire's competencies and capabilities. Furthermore, Inspire Case Management agrees to and is amenable to the terms/conditions set forth in this RFS, and within the State's contract terms, as written. Inspire Case Management has however respectfully submitted a redlined version of the State's sample contract, with a few requested edits for the State's review.

- Services provided: Medicaid State plan services, as well as medical, social, educational, and other services.
- CARF certified
- Inspire Case Management owners have 30+ years of case management experience, combined.
- Steady predicted growth averaging ~25 clients/month since inception.
- Effective management, quality assurance, and training structure to navigate quality case management.
- Relentless focus on continuous quality improvement and value-added services to enhance and advocate for consumer satisfaction.

2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.

Mandy Trimble, Co-Owner, is the principal contact for this proposal and the authorized individual to commit Inspire to its representations in this proposal. By signing this transmittal letter, Ms. Trimble certifies that the information offered herein meets all general conditions included in the information requested in this RFS.

Mandy Trimble
Address 7862 W. 950 N. Fairland, IN 46126
Phone: 317-652-6928
Email: mtrimble@inspirecm.com

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor/respondent addresses.

Inspire Case Management understands that the IDOA will notify Inspire via email through our representative, Mandy Trimble.

2.2.5 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq. (see section 1.15).

Provide the following information:

- List all documents, or sections of documents, for which statutory exemption to the APRA is being claimed;
- Specify which statutory exception of APRA applies for each document, or section of the document;
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document or section of the document.
- Provide a separate redacted (for public release) version of the document.

Inspire Case Management understands proposals are subject to APRA and appreciates the ability to redact information. That said, Inspire does not have anything information presented in its proposal to be deemed as such.

2.2.6 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

As IDOA (on behalf of BDS, DDRS, FSSA) considers capabilities of suppliers submitting a proposal for this opportunity, we would like to highlight Inspire Case Management's capabilities to continue to provide exceptional Medicaid Case Management services.

Inspire Case Management is CARF certified and consists of experienced dedicated professionals with vast experience in this field. Inspire operates from a standpoint of transparency and quality service, stemming from experience serving this clientele, and Inspire owners/management staff have worked for many of the companies currently providing case management services. Inspire is well positioned from an organization standpoint to handle continued and/or rapid growth.

Please do not hesitate to contact me if any additional information or clarification is desired. I can be reached at (317) 652-6928, or mtrimble@inspirecm.com

Sincerely,



Mandy Trimble
Co-Owner/Case Manager
Inspire Case Management
Phone: 317-652-6928
Email: mtrimble@inspirecm.com