**RFP 23-75072 – Member Support Services**

**Attachment F: Technical Proposal – Addendum 2**

**Respondent:**

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**Instructions:**

Request for Proposal (RFP) is a solicitation by the State of Indiana in which organizations are invited to compete for a contract amongst other respondents in a formal evaluation process. Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation. The evaluation of a proposal can only be based upon the information provided by the Respondent in its proposal submission. Therefore, a competitive proposal will thoroughly answer the questions listed. The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document and supplemental attachments.

Please review the requirements in Attachment K, Scope of Work, carefully. Please describe your relevant experience and explain how you propose to perform the work. Please explain how you propose to execute each Section in its entirety, including but not limited to the specific elements highlighted below by Section, and describe all relevant experience. Respondents are strongly encouraged to submit inventive proposals for addressing the Program’s goals that go beyond the minimum requirements set forth in Attachment K of this RFP.

For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities.

Respondents must organize their proposal in the exact order of questions provided in this document followed by their answers. While text boxes have been provided below, the Respondent may respond in the format of their choosing provided their response maintains the order proposed in this template. Diagrams, certificates, graphics and other exhibits should be referenced within the relevant answer field and included as legible attachments. Attachments and exhibits may be provided in a separate file; however, the technical proposal must contain an adequate description of the contents. In other words, the technical proposal should stand on its own and must contain enough information to understand separate exhibits and attachments **A Technical Proposal is a requirement for proposal submission. Failure to submit this form would impact your proposal’s responsiveness.** Respondents should also submit a complete Attachment L – Case Scenarios.

Please submit your Technical Proposal in 10-point font with standard margins. If submitted in PDF format, the files should not be locked.A complete technical proposal, including attachments and exhibits, should not exceed 100 pages in 10-point font with standard margins.

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1. **Overview**
   1. Give a brief overview of your proposal.
   2. Describe your company and proposed project staff’s background and experience and how it will benefit the State in this Contract. Include the following information, at a minimum:
      1. Programs you have initiated in other states in the past 5 years that can be replicable in Indiana to help the State meet its goals as identified in Attachment K, Scope of Work.
      2. Programs you intend to initiate that would be specific to Indiana as part of this Contract.
      3. Examples of how you have worked with other states in a collaborative manner to address changing program needs and priorities.
   3. Any instances in which you or any related holding company, parent company, subsidiary, or intermediary company have been subject to any of the conditions listed below during the past five (5) years for services that relate to those contemplated by this RFP. If any of the following conditions apply, please provide full details of each occurrence.
      1. Contracts that were terminated for convenience, non-performance, non-allocation of funds, or any other reason for which termination occurred before the completion of the originally contracted term.
      2. Occurrences where the Respondent has either been subject to default or has received notice of default or failure to perform on a contract. Provide full details related to the default or notice of default including the other party’s name, and contact information.
      3. Formal sanctions or complaints.
      4. Corrective actions.
      5. Damages, penalties, or related assessments, or payment withholds not earned. Include the estimated value of each incident with the details of the occurrence.
      6. Known litigation, administrative or regulatory proceedings, or similar matters.
   4. Describe the experience of all subcontractors who will be participating in work related directly to the individuals being served.
   5. Describe your experience successfully navigating a period of transition with any state clients for similar work and how you would support FSSA to successfully implement the requirements of the Scope of Work during a period of broader reform and transition.

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1. **Background** (Section 1.0)

Confirm your acceptance of the requirements in Section 1 as written, and please describe your approach to meeting all the requirements as defined in Section 1 of the Scope of Work. Specifically describe your approach to the following items:

1. Beneficiary support services duties as defined in 42 CFR § 438.71.
2. Serving a population of adults over the age of 60 including those accessing long-term services and supports
3. Meeting the State’s defined timeline for readiness implementation

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1. **General Responsibilities** (Section 2.1)

Confirm your acceptance of the requirements in Section 2.1, and please describe your approach to meeting all the general requirements identified in the Section 2.1 of the Scope of Work. Specifically, describe your approach to:

* 1. Advocating on behalf of a member according to the member’s unique and expressed Issues, concerns, and/or needs
  2. Conducting analysis of complaints and Issues raised to the MSS Contractor related to MLTSS plans and aligned Duals-Special Needs Plans (D-SNPs)
  3. Identifying and reporting to State on systemic problems based on the Issues members are expressing
  4. Determining what baseline Medicare knowledge and awareness the MSS Contractor must have to be able to serve members, considering that a large percentage of future Pathways members will be duals

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1. **Access Point for MCE Education & Member Issues** (Section 2.2)

Confirm your acceptance of the requirements in Section 2.2 and please describe your approach to meeting all the requirements identified in the Section 2.2 of the Scope of Work. Please describe how your approach to MCE education and member Issues would address day-to-day Issues, as well as changing program needs and priorities. Make sure to address all components described in Section 2.2 of the Scope of Work, including but not limited to how you would approach the following:

* 1. General Education and Understanding Managed Care
     1. Collecting and providing relevant, current, and accurate information to assist members with navigating Issues with their MCE
  2. Rights and Responsibilities of Members
  3. Education and Support for Changing MLTSS Health Plans
  4. Member Issue Resolution
     1. Education around grievance and appeals processes
     2. Maintaining consistency with the member’s preferences and desired outcomes (person-centeredness)
  5. Member Issue Management
     1. Issue management processes
     2. Proposed timelines for Issue assignment, handling, and resolution
     3. Issue reporting to the State
  6. Provider Access Support
  7. Care Coordination and Service Coordination Support
     1. Outreach and coordination with care coordinators, service coordinators, MCEs, Medicare Advantage Organizations, and providers according to the member’s preferences, with the member’s informed consent and/or at the member’s request as part of Issue resolution
  8. Plan Change and Disenrollment

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1. **Grievance and Appeals** (Section 2.3)

Confirm your acceptance of the requirements in Section 2.~~2~~ 3 and please describe your approach to meeting all the requirements identified in the Section 2.~~2~~ 3 of the Scope of Work. Specifically describe:

* 1. Your system and process for supporting members in navigating the Grievance and Appeals process ~~receiving and support the filing of grievances, and appeals~~, including how your system ensures all policy and processing requirements are met. Denote any steps or plans related to providing education to members who are also enrolled in an aligned D-SNP and have access to unified grievances and appeals processes.
  2. How you will align or create seamless processes for supporting members with navigating their grievances and/or appeals.

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1. **Communications and Helpline (Section 3)**

Confirm your acceptance of the requirements in Section 3, and please describe your approach to meeting all the requirements identified in the Section 3 of the Scope of Work. Please describe how you plan to fulfill your Communications and Helpline responsibilities. Be sure to address all components described in Section 3 of the Scope of Work, including but not limited to:

* 1. Methods of Interaction and In-person requirements
     1. How you will specifically identify, support, and address the needs of the subset of the Pathways population who will request and/or require in-person assistance in addition to or instead of other forms of assistance; describe where and how in-person and in-home assistance will be offered
  2. Member Materials
  3. Helpline
     1. How you will provide translation and interpreter services to non-English speakers who call the helpline during regular business hours
     2. Call recording
  4. Website

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1. **Coordination with Other Contractors (Section 4)**

Confirm your acceptance of the requirements in Section 4, and please describe your approach to meeting all the requirements identified in the Section 4 of the Scope of Work. Describe your approach to coordinating with other contractors, including but not limited to:

* 1. MCEs
  2. Medicare Advantage/D-SNP Plans
  3. Level of Care and Intake Vendor, Enrollment Broker
  4. Providers and Community Resources, including Community Resource Referrals and Warm Hand-Offs
  5. Other State Vendors & Programs
  6. Joint Outreach

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1. **Technology Requirements (Section 5)**

Confirm your acceptance of the requirements in Section 5, and please describe your approach to meeting all the requirements identified in the Section 5 of the Scope of Work. Specifically, describe your approach to:

* 1. Developing and maintaining an information and case tracking database with the capability to document, track, and report on all Member Support Services Program contacts and complaints, by category, as detailed in Section 5 of the Scope of Work.

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1. **Conflict of Interest (Section 6)**

Confirm your acceptance of the requirements in Section 6, and please respond to all requirements detailed in Section 6 of the Scope of Work. Acknowledge your compliance with all requirements therein and describe how you will mitigate any conflicts should they arise in the future.

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1. **Staffing (Section 7)**

Confirm your acceptance of the requirements in Section 7, and please describe your approach to meeting all the requirements identified in the Section 7 of the Scope of Work. Specifically:

* 1. Describe in detail your recruitment plan, staffing plan and expected staffing levels, making sure to include all required positions indicated in Section 7.1 Key Staff and Section 7.3 Other Staff Positions, and describe how this plan will enable you to fulfill all Contract requirements and deliver high quality, operationally efficient services.
  2. For Key Staff, provide resumes or if the position is unfilled, job descriptions, that include the responsibilities and qualifications of the position such as, but not limited to: education, professional credentials, work experience and membership in professional or community associations.
  3. Describe your plans to address and minimize staff turnover and processes to solicit staff feedback.
  4. Describe your process for ensuring all staff have the appropriate credentials, education, experience and orientation to fulfill the requirements of their position (including subcontractors’ staff)
  5. Describe in detail your staff training plans (including subcontractors’ staff) and ongoing policies and procedures for training all staff.

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1. **Monitoring and Reporting Requirements (Section 8)**

Confirm your acceptance of the requirements in Section 8, and please describe your approach to meeting all the requirements identified in the Section 8 of the Scope of Work. Specifically, describe:

* 1. Your plan to provide the reports described in the Scope of Work
  2. Provide sample performance reports if available. How you will identify trends in Issues, grievances, and appeals and their resolution in order to assist the State in its support of members and provide information needed for State oversight of the MLTSS plans
  3. Additional data/reports you are capable of providing that can help the State evaluate the success of the MLTSS program and any recurrent Issues
  4. Your internal operational structure that will support the compilation of your own performance data

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1. **Disaster Recovery (Sections 9-10)**

Confirm your acceptance of the requirements in Sections 9-10, and please describe your approach to meeting all the requirements identified in the Section 9-10 of the Scope of Work. Describe your plan to maintain continuity of the services in the Scope of Work in the case of a disaster, database outage, or other contingency. Please respond to all components of Section 9. Business Contingency and Disaster Recovery Plans and Section 10. Database Outages, Breaches, and Disaster Recovery Notification.

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1. **Incoming & Outgoing Transition Activities (Section 11)**

Confirm your acceptance of the requirements in Section 11, and please describe your approach to meeting all the requirements identified in the Section 11 of the Scope of Work. Specifically, describe:

* 1. Your approach to implementation Activities, including but not limited to:
     1. A plan for implementation activities demonstrating your understanding of the scope and complexity of the incoming implementation activities within the timeframe specified
     2. Methods for ensuring timely go-live
     3. Needs for new staff knowledge
     4. A comprehensive project management plan
  2. Your plan for completing all components of the required readiness review in a timely and effective manner
  3. Your approach to completing the duties outlined in Scope of Work Sections 11.3 Outgoing Transition Activities and 11.4 Transition Plan in the event of contract termination or expiration including a general end-of-contract transition plan.

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1. **Health Equity and Cultural Competency (Section 12)**

Confirm your acceptance of the requirements in Section 12, and please describe your approach to meeting all the requirements identified in the Section 12 of the Scope of Work. Detail your Equity and Cultural Competency plan, keeping in alignment with the applicable Office of Minority Health’s National Standards on Culturally and Linguistically Appropriate Services (CLAS) Standards.

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1. **Quality Assurance (Section 13)**

Confirm your acceptance of the requirements in Section 13, and please describe your approach to meeting all the requirements identified in the Section 13 of the Scope of Work. Specifically, describe:

* 1. Your approach to quality assurance under the parameters of the Scope of Work. Make sure to address all components of quality assurance, including but not limited to:
     1. Quality Assurance and Quality Improvement
     2. Quality Management and Improvement Program
     3. Review of LTSS Program Data
  2. How you will meet the following quality goals throughout the execution of the Scope of Work:

Providing member support that is person-centered, member-driven, and involves family members, legal guardians, informal caregivers, Supported Decision Makers, and/or Authorized Representatives (as applicable and/or determined by the member).

* + 1. Ensuring smooth transitions for members who need to be referred to a different entity such as, but not limited to, an MCE, physician, or another entity
    2. Providing support for members in the appeals and grievances processes
  1. Describe your approach and methods for surveying client satisfaction and how you will analyze and address the findings.

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1. **Subcontracting (Section 14)**

Confirm your acceptance of the requirements in Section 14, and please describe your approach to meeting all the requirements identified in the Section 14 of the Scope of Work. For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications and experience, and how you will maintain oversight of the subcontractors’ activities. Additionally, please:

* 1. Summarize your proposed subcontracts and plans to ensure that all subcontract agreements comply with the requirements set forth in Section 14.
  2. Describe the metrics used to evaluate prospective subcontractors’ abilities to perform delegated activities prior to delegation.
  3. Describe the policies and procedures used for auditing and monitoring subcontractors’ performance.
  4. Describe the enforcement policies and corrective action used for non-performance, including examples.
  5. Specify the quality goals and performance oversight activities that will be required of subcontractors providing direct services.

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1. **Invoicing and Payments (Section 15)**

Confirm your acceptance of the requirements in Section 15, and please describe your approach to meeting all the requirements identified in the Section 15 of the Scope of Work.

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1. **Key Performance Measures and Contractor Performance (Section 16)**

Confirm your acceptance of the requirements in Section 16, and please describe your approach to meeting all the requirements identified in the Section 16 of the Scope of Work. Confirm your acceptance of the State’s performance standards and describe:

* 1. How you will meet the State’s performance standards.
  2. In the event that performance standards are not met, your plan to allocate additional resources to prevent future lapses and resolve any Issues affected by unmet standards.

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