

July 17, 2014

Dear Vendor:

This letter is to announce the release of The Ohio Department of Medicaid (ODM) Request for Information (RFI) for the purpose of obtaining input from entities that are interested in serving as a Balancing Incentive Program (BIP) No Wrong Door/Single Entry Point (NWD/SEP) agency. Entities that are established as NWD/SEP agencies will provide services that are core components of the current Aging and Disability Resource Network (ADRN). A BIP NWD/SEP agency will provide services within the long-term services and support (LTSS) delivery system to all individuals seeking information, referrals, and eligibility in Ohio LTSS programs, regardless of the individual's age or type of disability. Specifically, ODM is seeking comments and suggestions to help:

1. Determine the number of NWD/SEP agencies that are needed in each region of the state;
2. Identify which entities are best suited to provide services within the NWD/SEP LTSS delivery system;
3. Evaluate whether the NWD/SEP agency duties are compatible with the current LTSS delivery system; and
4. Evaluate whether the associated NWD/SEP agency service rates are appropriate.

The depth of knowledge and experience present in the collective stakeholder community provides an excellent opportunity to gather relevant and valuable information to help inform the development process connected with this project. This RFI is only the first significant effort to reach out to and draw on that expertise.

Respondents should note that no contract will be awarded pursuant to this RFI and that responding to, or not responding to, this RFI will neither increase nor decrease any respondent's chance of being awarded a contract from a subsequent solicitation by ODM. Please be advised as well that the contents of your response will be considered public information and will be made available upon request by interested parties. Therefore, respondents should not include any confidential or proprietary information in its response to ODM.

If you are interested in responding for this important project, please obtain the RFI through the Ohio Department of Administrative Services (DAS) web site <https://procure.ohio.gov/proc/index.asp>, and follow these instructions:

- * Select "Find it Fast" on the left side of the page
- * Select the Type as "Doc/Bid/Schedule #"
- * Enter the MCD RFP number **ODM14159005** in the search box
- * Press the button "Find it Fast"

If you experience problems opening the above referenced DAS URL, please contact the ODM Office of Contracts and Procurement at the following telephone number: (614) 728-8034.

Thank you for your attention to this request.

Sincerely,

(Signature on File)

Heather L. Sullivan
Senior Legal Counsel
Office of Contracts and Procurement

Request for Information # ODM-1415-9005

Development of the Balancing Incentive Program (BIP) No Wrong Door/Single Entry Point (NWD/SEP) Agency

Section I – General Information

The Ohio Department of Medicaid (ODM) releases this Request for Information (RFI) for the purpose of obtaining input from entities that are interested in serving as a Balancing Incentive Program (BIP) No Wrong Door/Single Entry Point (NWD/SEP) agency. Entities that are established as NWD/SEP agencies will provide services that are core components of the current Aging and Disability Resource Network (ADRN). A BIP NWD/SEP agency will provide services within the long-term services and support (LTSS) delivery system to all individuals seeking information, referrals, and eligibility in Ohio LTSS programs, regardless of the individual's age or type of disability. Specifically, ODM is seeking comments and suggestions to help:

1. Determine the number of NWD/SEP agencies that are needed in each region of the state;
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Respondents should note that no contract will be awarded pursuant to this RFI and that responding to, or not responding to, this RFI will neither increase nor decrease any respondent's chance of being awarded a contract from a subsequent solicitation. NWD/SEP agencies will be determined by local need and will be subcontracted directly with each area ADRN lead agency, which is the local Area Agency on Aging (AAA). Please be advised as well that the contents of your response will be considered public information and will be made available upon request by interested parties.

Interested Parties may ask clarifying questions regarding this RFI. To ask a question, Interested Parties must use the following Internet process:

1. **Access the DAS Web Page at <http://procure.ohio.gov/proc/index.asp>**
2. **Select "Find it Fast" in the left navigation bar;**
3. **Select "Doc/Bid/Schedule#;"**
4. **Type in RFI Number **ODM14159005**;**
5. **Click the "Find it Fast" Button to locate the RFI; and,**
6. **Follow the instructions to send an e-mail question.**

Questions about this RFI must reference the relevant part of this RFI, the heading for the provision under question, and the page number of the RFI where the provision can be found. The Interested Party must also include the name of a representative of the Interested Party, the company name and business phone number. ODM may, at its option, disregard any questions which do not appropriately reference an RFI provision or location, or which do not include identification for the originator of the question. ODM will not respond to any questions submitted after 10:00 a.m. on the date the Q&A period closes. The answers provided by ODM may be accessed by following the instructions above, once the Q&A period closes and ODM posts the Q&A Document.

ODM responses to all questions asked via the Internet will be posted on the Internet website dedicated to this RFI, for reference by all Interested Parties. Interested Parties questions shall only be answered inside this forum. Clarifying questions asked and ODM responses to them comprise the “ODM Q&A Document” for this RFI. ODM reserves the right to determine when to post (i.e., as received or after the closing of the Q&A period) official answers to vendor questions.

Vendor proposals in response to this RFI are to take into account any information communicated by ODM in the Final Q&A Document for the RFI. It is the responsibility of all Interested Parties to check this site for responses to questions, as well as for any amendments or other pertinent information regarding this RFI.

Anticipated Timetable

DATE	EVENT/ACTIVITY
July 17, 2014	ODM releases the RFI to the Vendor Community on the internet: Q&A period opens -RFI becomes active -Interested Parties may submit inquiries.
August 5, 2014	Q&A period closes; 8 a.m. (for inquiries for RFI clarification) -No further inquiries will be accepted -ODM will provide answers to the inquiries as they come in that will make up the Final Q&A Document
August 19, 2014	Deadline for Interested Parties to submit responses to ODM (3 p.m.)
TBD	Interested Party interviews (at ODM discretion)

Section II – Background

The Balancing Incentive Program (BIP) is an opportunity through Section 10202 of the Patient Protection and Affordable Care Act that offers states an opportunity to make changes that will improve the access and delivery of non-institutional long-term services and supports (LTSS). States may earn increased FMAP on community based long term care expenditures to help those states that do not have balance between institutional and non-institutional LTSS spending to transform their long-term care systems by: 1) Lowering costs through improved systems performance and efficiency; 2) Creating tools to facilitate person-centered assessment and care-planning; and 3) Improving quality measurement and oversight. Additionally, BIP provides new opportunities to serve more individuals in home and community-based settings, adding to the available tools for states to administer services and activities in the most integrated settings, as required by the Supreme Court’s 1999 Olmstead decision. Ohio's BIP application was approved effective July 1, 2013. The BIP period expires September 30, 2015, at which time all

required structural reforms must be completed and Ohio is expected to reach a 50% benchmark of total Medicaid LTSS expenditures on community-based (non-institutional) services.

BIP requires States to implement three primary structural changes:

1. A no wrong door/single entry point system (NWD/SEP);
2. Core standardized assessment instruments; and
3. Conflict-free case management services.

1. No Wrong Door/Single Entry Point (NWD/SEP) System

No wrong door (NWD) refers to people getting connected to LTSS from any entity within the BIP network, regardless of age, need, or disability type (e.g., older adults, people with a physical disability, people with an intellectual or developmental disability, people with behavioral health needs, etc.). Individuals can approach any of the NWD/SEP agencies within the BIP network to determine service needs. NWD/SEP agencies will serve all individuals during the screening and referral process. Single entry point refers to one consistent point for anyone, anywhere to access the LTSS system. In Ohio, the single entry points will be the identified ADRN partners, the BIP website, and the 1-800 number. The same network, website, and 1-800 number will be used by anyone to access information about LTSS in Ohio. When people enter a NWD/SEP, they will be provided the same, consistent information, and will be evaluated consistently across the state for LTSS.

Ohio's plan for a NWD/SEP system includes three components:

- A system of Aging and Disability Resource Networks (ADRN). Ohio has implemented a NWD/SEP model using the twelve ADRNs that have formed around the state. Ohio's twelve Area Agencies on Aging (AAAs) serve as the statutorily-designated lead agencies in the ADRN. The network itself is comprised of many partners including, but not limited to, Centers for Independent Living (CILs), County Departments of Job and Family Services (CDJFS), 2-1-1 information and referral providers, community mental health boards, County Boards for Developmental Disabilities, long-term care ombudsmen, the case management agencies for the Ohio Home Care waiver, managed care entities, hospitals, physician offices, and other partners as determined by local needs and relationships. Not all current ADRN partners are expected to be NWD/SEP agencies for the purposes of achieving Ohio's BIP goals. An interested entity does not have to be a current partner in the ADRN in order to reply to this RFI or to a subsequent solicitation.
- A comprehensive website that will offer a listing of all Medicaid-funded LTSS with information on financial and programmatic eligibility criteria, and services offered. Individuals seeking LTSS will be able to complete an online person-centered Level 1 screening to help identify his/her needs and possible eligibility for LTSS. Based on the outcome of this screening, the individual may be directed to his/her local NWD/SEP agency for additional screening or assistance. For non-Medicaid consumers, the website will also contain listings of LTSS provided by other resources, including locally-funded programs and private pay options.
- A statewide 1-800 number through which an individual will be routed automatically to the NWD/SEP in his/her area. The 1-800 number will also offer a live operator when a caller needs assistance navigating the automated system, needs translator services, or wants to speak directly with someone.

2. Conflict-Free Case Management Services

BIP states need to ensure that the LTSS delivery system is free from conflicts of interest. Ideally, a different agency or entity will perform:

1. Functional assessment
2. Eligibility determination
3. Case management
4. Service delivery

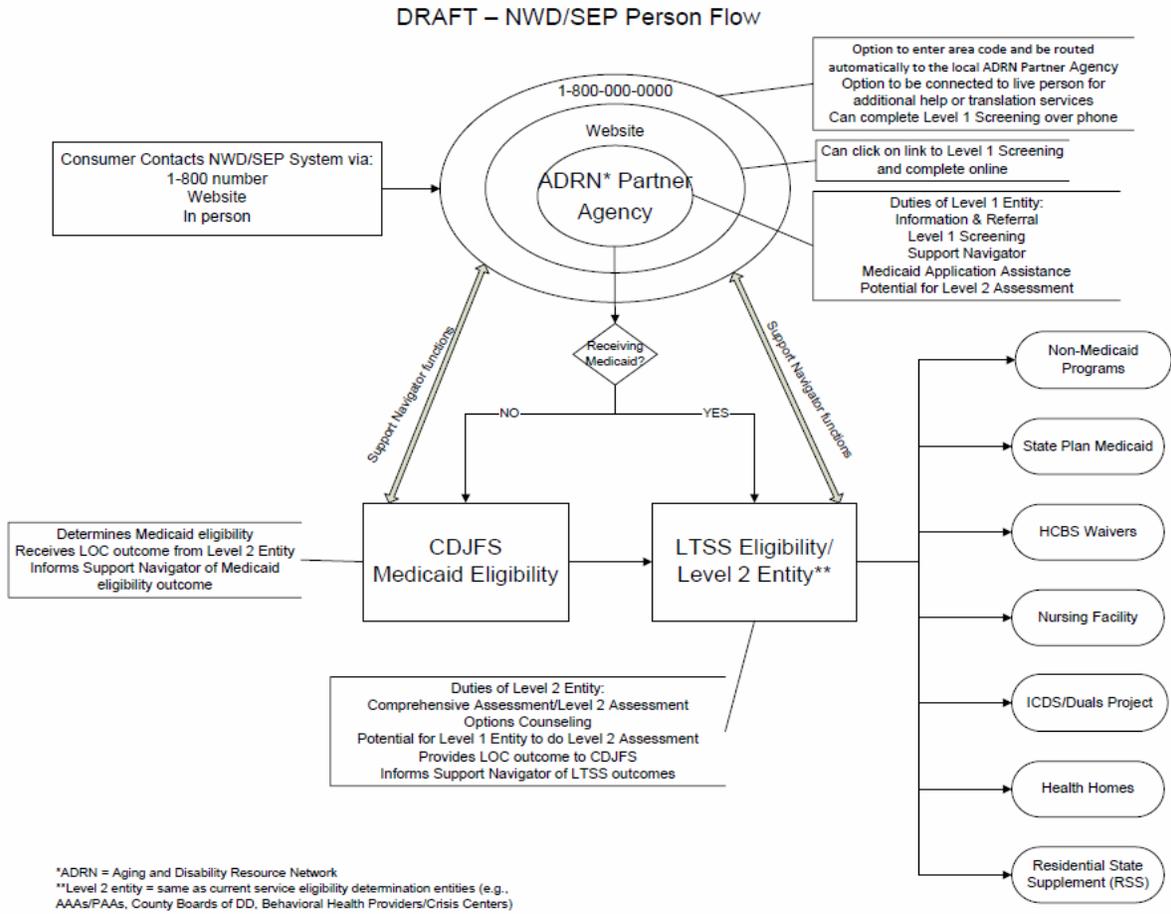
When there is overlap, appropriate safeguards such as administrative firewalls, must be put into place to lessen the risk of potential conflict.

3. Core Standardized Assessment (CSA) Instruments

BIP requires the development of a person-centered Level 1 screen to identify potential Medicaid eligibility and the need for LTSS. (Note: the BIP Level 1 screen is not to be confused with a Pre-Admission Screening/Resident Review (PASRR) Level 1 screening). The BIP Level 1 screen will be incorporated into the new Medicaid comprehensive assessment and case management IT system. Individuals will access the Level 1 screen via any of the three NWD/SEP system access points: 1-800 number, website, or in person at an NWD/SEP agency. Individuals who appear to have potential eligibility for Medicaid-funded LTSS have the option to have their Medicaid financial eligibility explored through the Medicaid eligibility IT system and their LTSS eligibility through a Level 2 assessment and/or level of care assessment. Those who do not appear eligible based on the Level 1 screen will be referred to community and private pay resources.

Ohio is also required to develop core standardized assessment (CSA) instruments for determining eligibility for LTSS and to develop a person-centered, individual service plan to address an individual's needs. These CSAs are referred to as the Level 2 Assessment. Ohio has been developing improved Level 2 assessment tools to determine institutional level of care during the past few years. Included in these development efforts is the production of an assessment tool specifically for children for nursing facility programs, which Ohio has never had before. Both the children's tool and adults' tool will be incorporated into ODM's new comprehensive assessment and case management IT system for nursing facility level of care programs. Ohio is also producing a new developmental disability-based level of care tool through the Ohio Department of Developmental Disabilities (DODD).

This diagram depicts the draft process flow for the BIP NWD/SEP system:



Section III – Requirements

NWD/SEP Agency Requirements

Agencies or organizations seeking to be selected to serve as a NWD/SEP agency should have demonstrated prior experience working with older adults, people with disabilities of all ages and/or children and with providing LTSS information and referral services to individuals and families. All NWD/SEP agencies are required to maintain physical locations where agency staff can meet in person with individuals seeking assistance. Locations must be accessible to older adults, individuals with disabilities, and users of public transportation. All NWD/SEP agencies must agree to serve all individuals who present with a LTSS need regardless of their age or disability. Additionally, all NWD/SEP agencies must provide both the Level 1 screening and support navigator service.

Specific NWD/SEP agency requirements include:

1. If ODM determines that the agency requires modifications to its physical structure to meet the required accommodation standards, the agency will modify the physical structure in any way necessary to become accessible to older adults, individuals with disabilities, and users of public transportation.
2. Staff will be on-site to accept inquiries about LTSS and complete Level 1 screens for any individual (via in-person, website, 1-800#) during the following hours of operation (at a minimum):
 - Monday through Thursday 7:00 a.m. to 7:00 p.m.
 - Friday 7:00 AM to 5:00 PM
 - Saturday 8:00 AM to 5:00 PM
3. Staff will be on-site to provide comprehensive information about community LTSS, LTSS eligibility determinations, community LTSS program options counseling, and program enrollment assistance during the minimum hours of operation as stated above.
4. Staff will return phone calls and answer messages left during non-operating hours within 24 hours of receiving messages (via telephone or internet).
5. Staff will ensure a consistent experience for all consumers so that individuals accessing the system at different NWD/SEP agencies experience a similar process and are provided a consistent core set of information about community LTSS options in the state by following standardized processes for:
 - Conducting Level 1 screens;
 - Providing information and referrals; and
 - Conducting eligibility determinations.
6. Staff will utilize standardized processes and the BIP LTSS information and referral website to provide:
 - Information about community LTSS options
 - Referrals to community LTSS options

7. Staff will utilize the Medicaid comprehensive assessment and case management system to, at a minimum, conduct the Level 1 screen for Medicaid eligibility and LTSS

8. Support Navigator Services

Every individual who completes a Level 1 screen, regardless if the screen was completed in person at the NWD/SEP agency over the phone via the toll-free line, or electronically using the statewide website, will have access to the services of a support navigator. It is anticipated that not all individuals will require assistance from a support navigator, but for those who do, the amount of assistance will vary depending on the needs of the individual. Support navigation services range from computer-based information and referral to the direct help from a support navigator to the person and their family.

The NWD/SEP agency is expected to offer the assistance of a support navigator to those who need help contacting the agency(ies) administering programs identified through the Level 1 screen to meet the individual's LTSS needs. For those individuals who require more hands-on assistance with the referral process, the support navigator will work actively with the individual to assist them with completing financial and other programmatic eligibility applications in addition to assisting with program referrals. If necessary to support the individual further, the support navigator will work with the individual until he or she is enrolled in the Medicaid program of his or her choice or, if not Medicaid eligible, referred to other resources.

Depending on which NWD/SEP agency completed the Level 1 screen, an additional referral for a Level 2 assessment may not be necessary. When the individual is linked with the appropriate agency(ies) the individual may need to complete a Level 2 assessment to determine program eligibility. At this time, the assessor responsible for the completion of the Level 2 assessment will also provide options counseling to the individual. Those individuals who are not eligible for Medicaid will also receive options counseling and decision support as part of the State's nursing home diversion activities.

9. Staff will ensure that all individuals are referred to the appropriate Level 2 assessment entity (based on the individual's age and/or type of disability or condition). This Level 2 assessment entity will:

- Provide community LTSS program options counseling and enrollment assistance.
- Provide assistance with selection among services and programs for which a person is qualified after his/her eligibility determination.

10. NWD/SEP agencies will be subject to performance measures as established by ODM. Examples of such performance measures include but are not limited to:

- Timeframes for returning phone calls or messages left at the agency.
- Timeframes for conducting Level 1 screens.
- Time from Level 1 screen to Level 2 assessment.
- Time from Level 2 assessment to receipt of services.
- Length of time for providing Support Navigator services.

Section IV – Anticipated Reimbursement and Need

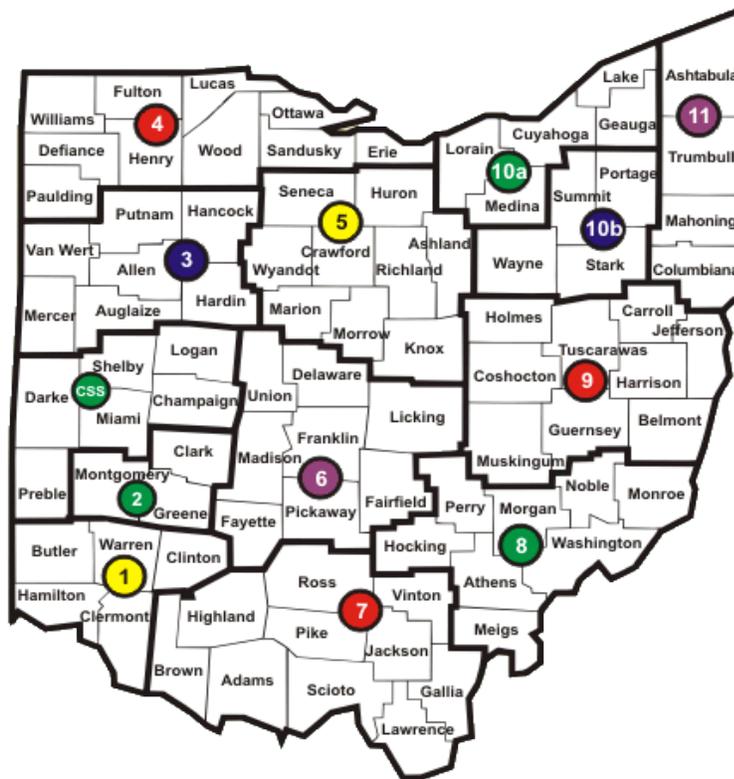
Anticipated reimbursement rates to NWD/SEP agencies:

Entities that currently provide services similar to screening and support navigator and that have existing methods of reimbursement for such will work with ODM to determine the most appropriate reimbursement method for the service.

1. Level 1 screen at rate of two screens per hour
 - \$12.19 per screen
2. Support Navigator services
 - \$46.74 per hour

Anticipated number of NWD/SEP agencies needed:

The NWD/SEP agency model is represented by the current ADRN structure of 12 ADRNs (depicted below).



1. Council on Aging of Southwestern Ohio – Butler, Clermont, Clinton, Hamilton, Warren counties
2. Area Agency on Aging PSA 2 – Clark, Champaign, Darke, Greene, Logan, Miami, Montgomery, Preble, Shelby counties
3. PSA 3 Agency on Aging – Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, Van Wert counties
4. Area Office on Aging of Northwestern Ohio – Defiance, Erie, Fulton, Henry, Lucas, Ottawa, Paulding, Sandusky, Williams, Wood counties

5. Ohio District 5 Area Agency on Aging – Ashland, Crawford, Huron, Knox, Marion, Morrow, Richland, Seneca, Wyandot counties
6. Central Ohio Area Agency on Aging – Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, Union counties
7. Area Agency on Aging District 7 – Adams, Brown, Gallia, Highland, Jackson, Lawrence, Pike, Ross, Scioto, Vinton counties
8. Buckeye Hills Area Agency on Aging – Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry, Washington counties
9. Area Agency on Aging Region 9 – Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, Tuscarawas counties
10. Western Reserve Area Agency on Aging (10A) – Cuyahoga, Geauga, Lake, Lorain, Medina counties
11. Area Agency on Aging 10B – Portage, Stark, Summit, Wayne counties
12. Area Agency on Aging 11 – Ashtabula, Columbiana, Mahoning, Trumbull counties

This table shows the anticipated need for NWD/SEP agencies by ADRN region:

ADRN Region	Number of NWD/SEP agencies needed
1	6
2	6
3	3
4	5
5	4
6	5-6
7	8
8	3
9	3
10a	8-10
10b	5-6
11	4
Statewide	60-64

Section V - Content of Response

- Please briefly describe your agency or organization, including the services you provide and the populations to whom you provide those services.
- Describe how your agency or organization meets the requirements listed in Section III of this RFI.
- Please describe your organizational capacity to meet the demand for screening and support navigator activities and how these functions will fit within your overall organizational structure.

- Do the rates for screening and support navigators seem adequate?
- Do the tasks associated with screening and support navigator adequately support individuals as they navigate the long term service and support delivery system?
- Does the projected number of NWD/SEP agencies appear adequate to meet the needs of your region?
- What are your expectations of the state in regard to this project?

We hope that the issuance of this RFI will generate constructive and substantial comment from all agencies and providers with interests in the development, design and ultimate implementation of this specific project. The comments and suggestions received will be used to inform and guide the next steps in this process.

Section VI - Trade Secrets Prohibition; Public Information Disclaimer

Vendors are prohibited from including any trade secret information, as defined in ORC section 1333.61, in their proposals in responses to any procurement efforts. ODM shall consider all proposals or similar responses voluntarily submitted to any ODM procurement document to be free of trade secrets, and such proposals if opened by ODM will, in their entirety, be made a part of the public record, and shall become the property of ODM.

Any proposal(s) received in response to any procurement effort and opened, reviewed by ODM are deemed to be public records pursuant to ORC section 149.43. For purposes of this section, the term “proposal” shall mean both the technical proposal (or application or other response documentation) and the cost proposal submitted by vendors/applicants and any attachments, addenda, appendices, or sample products.

Section VII - Submission

ODM requests submissions in both paper and electronic format. The information should be prepared and submitted in accordance with instructions found in this section. The submission must include:

- **Two (2)** paper copies (one signed original and one copy) and one CD-ROM copy of the submission;

Please ensure that all copies and all formats of the proposal are identical.

The vendor’s total submission must be received by the Office of Contracts and Procurement (OCP) no later than **3:00 p.m.** on **August 19, 2014**. Faxes or e-mailed submissions will not be accepted. Vendors are encouraged to hand-deliver to the address below, or use a private delivery company (e.g., FedEx, UPS) to deliver their submissions, as these types of companies deliver directly to ODM’s security desk in the building lobby where it will be received and date and time stamped.

Address for hand delivery or delivery by a private delivery company:

**Office of Contracts and Procurement
Ohio Department of Medicaid
R-1415-9005
50 West Town Street
Columbus, Ohio 43215
ATTN: RFP/RLB Unit**

Address for postal deliveries:

**Ohio Department of Medicaid
Office of Contracts and Procurement
R-1415-9005
PO Box 182709
Columbus, Ohio 43218-2709
ATTN: RFP/RLB Unit**

Please convert the entire submission into one single secure .pdf document saved to the CD-ROM submitted to ODM. If the submission's size necessitates more than a single .pdf document to contain the entire proposal, please use the fewest separate .pdf documents possible.

CD-ROMs should be labeled with the organization's name, the RFI number, and the submission date or due date. The requested CD-ROMs will be used by ODM for archiving purposes and for fulfillment of Public Records Requests.

All submissions must be received by OCP by the specified deadline. Materials received after the date and time as stated above will not be added to any previously received submissions.

OCP will accept submissions at any time during normal ODM business hours prior to the posted submission deadline (date and time). ODM is not responsible for submissions incorrectly addressed or for delivery to any ODM location other than the addresses specified above. No confirmation of mailed submissions can be provided.

Thank you for your interest in this project.