

# Request For Proposal

FOR PSYCHOSOCIAL REHABILITATION

JUNE 2024

This solicitation should not be interpreted as a contract (implicit, explicit, or implied), nor does it imply any form of agreement to any potential candidate. In addition, no inference should be made that Trillium will purchase and/or implement in the future any of the programs or services proposed by the respondents.



**Trillium**  
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

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## EXECUTIVE SUMMARY

Trillium Health Resources is a Local Management Entity (LME)/Managed Care Organization (MCO) that oversees publicly funded behavioral health, substance use, and intellectual/developmental disability services for 46 counties in eastern NC. The mission of Trillium Health Resources is “Transforming lives and building community well-being through partnership and proven solutions.”

The purpose of this RFP is to invite service providers to submit a proposal for the implementation of Psychosocial Rehabilitation into the provider network for both Brunswick and New Hanover County.

## GENERAL/BACKGROUND INFORMATION

Psychosocial Rehabilitation service is designed to help adults with mental health and other psychiatric concerns increase their functioning so that they can be successful and satisfied in the environment of their choice with the least amount of ongoing professional intervention. Psychosocial Rehabilitation focuses on recovery, skill and resource development related to life in the community and to increasing the participant’s ability to live as independently as possible, to manage their lives with as little professional intervention as possible, and to participate in community opportunities related to vocational, functional, social and educational goals.

We have identified a need for Psychosocial Rehabilitation in the provider network for both Brunswick and New Hanover County. Trillium will support the expansion of this service in either of these counties with Medicaid funding. Trillium Health Resources will work closely with the selected provider to ensure that the service is being provided as clinically indicated.

## SCOPE OF WORK

The goal of the RFP is to recruit and develop Psychosocial Rehabilitation providers in both Brunswick and New Hanover County; no other counties may be targeted for this selected RFP. There are no startup funds available.

## COMPLIANCE

The selected provider MUST agree to:

1. Comply fully with the following:
  - a. a. Clinical Coverage Policy 8A: “Psychosocial Rehabilitation”
  - b. b. APSM 45-2: “Records Management and Documentation Manual”
  - c. c. APSM 95-2: “Clients Rights Rules in Community Mental Health, Developmental Disabilities and Substance Abuse Services”

- d. 42 CFR, PART 2
  - e. HIPAA
  - f. Accreditation standards
  - g. Any applicable local, state and federal regulations
  - h. The Trillium Health Resources Benefit Plan
  - i. Submissions of TARs and claims in accordance with the Medicaid Benefit Plan
  - j. PCP Instructional Manual
  - k. The Trillium Health Resources Provider Manual
  - l. The North Carolina Information Exchange Authority (NCHIEA) Healthcare provider information [exchange guidelines and implementation timelines documented here](#).
2. Complete steps to demonstrate readiness to provide the service:
    - a. a. Obtain licensure from Division of Health Service Regulation.
    - b. b. Hire and/or train required staff.
    - c. c. Obtain equipment needed for provision of services.
    - d. d. Develop protocols/procedures in your agency's standard format to ensure that the Psychosocial Rehabilitation service is provided in compliance with Clinical Coverage Policy 8A.
  3. Provide weekly updates on progress to the Trillium Project Coordinator until the project is complete and the service has been implemented.
    - a. If the selected provider is unable to comply with the award/contract requirements, Trillium Health Resources has the right to terminate the contract for Psychosocial Rehabilitation site or service and recoup funds, if applicable.

## TIMELINE/SCHEDULE REQUIREMENTS

### Guidelines for Trillium Input:

#### Timeline

**\*\*\*All timelines are tentative and subject to change**

Question & Answer (Q&A) Submission Deadline                      June 14, 2024

Q&A Results Posted on Trillium's Website	June 21, 2024
Proposed Submission Deadline	July 31, 2024
RFP Award Notification	August 30, 2024

## ELIGIBILITY REQUIREMENTS

Applicants must meet the following requirements:

- ▲ Enrollment in NC Tracks;
- ▲ National accreditation within three (3) years of enrollment;
- ▲ Identification of evidence-based approaches proposed for the Psychosocial Rehabilitation program;
- ▲ Experience in operating successful Psychosocial Rehabilitation or similar programs and provide data related to recovery outcomes;
- ▲ Adherence to all program, staffing and training requirements set forth in Clinical Coverage Policy 8A: "Psychosocial Rehabilitation";
- ▲ Without sanction(s), including but not limited to the following:
  1. LME/MCO: Contract termination or suspension, referral freeze, unresolved Plan of Correction, outstanding overpayment, prepayment review, and/or payment suspension;
  2. DHB: Contract termination or suspension, prepayment review, and/or outstanding final overpayment;
  3. DMH/DD/SAS: Revocation and/or unresolved Plan of Correction;
  4. DHSR: Unresolved Type A or B Penalty under Article 3, Active Suspension of Admissions, Active Summary Suspension, Active Notice of Revocation or Revocation in Effect;
  5. US Internal Revenue Service or NC Department of Revenue: Unresolved tax or payroll liabilities;
  6. NC Secretary of State: Administrative Dissolution, Revocation of Authority, Notice of Grounds for other reason, and/or Revenue Suspension. Providers organized as a Corporate entity must have a "Current – Active" registration with the NC Secretary of State;
- ▲ Adherence to all programming, staffing, and training requirements set forth in 10A NCAC 27G.

## FORMATTING REQUIREMENTS

Trillium's goal is to review all proposals. However, this goal must be balanced against Trillium's obligation to ensure equitable treatment of the received proposals. **For this reason Trillium as established the following formatting requirements. If you do not adhere to these requirements, your proposal will be screened out and returned to you without review.**

- ▲ All proposals must be submitted electronically through [RFP- PSR Application](#), Trillium's Solicitation Portal.

- ▲ Any attachment pages must be typed in black, double-spaced, using a font of Times New Roman 12, with 1" margins.
- ▲ Any specified page limits cannot be exceeded.
- ▲ Materials with printing on both sides will be excluded from review.
- ▲ Attached pages should be clearly labeled and numbered consecutively from beginning to end so that information can be located easily.

## REQUIRED PROPOSAL COMPONENTS

### ▲ **Cover Letter (Attachment A)**

- Summary of proposed project and intent to submit proposal
- Summary description of strategy/plan and how it meets project goals and measurable objectives
- Letter must be signed by an **officer** of the company
- Sanction disclosure

### ▲ **Project Narrative**, including all 5 sections listed below and supporting documentation, as needed (**insert # of characters or pages under each Section**)

#### ○ **Section A: Company/Organizational Information**

- ▲ Description of the company and its professional history as it relates to the services sought under this RFP
- ▲ Complete copies of the organization's last fiscal year's financials including the audit opinion, the balance sheet, statements of income, retained earnings, cash flows, management letters, and the notes to the financial statements (Attachment C) OR
- ▲ If independently audited financial statements do not exist, the provider/vendor should state the reason and submit sufficient information to be evaluated.

#### ○ **Section B: Project Plan**

- ▲ Description of what is being proposed and how it will be accomplished, as related to the intent of the RFP and performance measures identified in Section E.
- ▲ Schedule/timeline for the service or project, which will serve as the basis for monitoring progress and adjusting activities as necessary, including:
  - All activities required to accomplish the key objectives of the project.
  - Target dates for the proposed activities, where appropriate.
  - Information on the proposed start and completion dates of the key objectives and activities.

### ○ **Section C: Personnel**

- ▲ Provide comprehensive chart of personnel positions for the project/service, including the CEO any other executive/leadership positions, to reflect the role of each position, their level of effort and qualifications (Attachment D).
- ▲ Personnel charts for any subcontractors used, if applicable (Attachment E). Personnel charts may be submitted as attachments, labeled and paginated.

### ○ **Section D: Budget**

- ▲ Line Item Budget (template provided electronically as Attachment F)
  - The budget should be complete and include all the costs of any personnel, supplies, and activities required by the service or project.
  - Ensure that the service or project is feasible within the budget created.
  - Make sure the budget is reasonable and is based on actual costs.
- ▲ Detailed Budget Narrative
  - The budget narrative must describe each budget item and relate it to the appropriate service/project activity.
  - It must closely follow the content of the budget detail worksheet and provide justification for all proposed costs listed in the budget worksheet (particularly, supplies, travel, and equipment) and demonstrate that they are reasonable.
  - The narrative must explain how any fringe benefits were calculated, how any travel costs were estimated, why particular items of equipment or supplies must be purchased, and how overhead or indirect costs, if applicable, were calculated.
- ▲ The Budget Summary Form must be used to summarize all costs and expenses.

## PROPOSAL EVALUATION INFORMATION

- ▲ All proposals will be reviewed for compliance with the mandatory requirements stated within the RFP. Proposals deemed non-responsive will be eliminated from further review.
- ▲ The (Trillium Contract Manager or appointed person) may contact the Provider/Vendor for clarification of any response.
- ▲ Responsive proposals will be evaluated on the factors that have been assigned a point value. The proposal will be reviewed and scored according to the quality of your response to the requirements in Sections A-E. The responsible Provider(s)/Vendor(s) with the highest score(s) will be selected as a finalist or the finalist based upon the proposals submitted.

- ▲ Finalist Providers/Vendors may be asked to submit revised proposals or make a presentation for the purpose of obtaining best and final offers. If so, points will be recalculated accordingly, and points awarded will be added to the previously assigned points to attain final scores.
- ▲ The responsible Provider/Vendor whose proposal is most advantageous to Trillium, taking into consideration the evaluation factors, will be recommended for contract award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.
- ▲ Recommendations are made to Executive Management who has the final decision-making authority.

## ADMINISTRATIVE INFORMATION

### **Award Notices**

All organizations will receive notification from Trillium when awards are determined.

### **Administrative Requirements**

- ▲ The organization awarded the RFP must comply with all terms and conditions of the awarded contract. These terms and conditions will be provided in the award contract for signature.
- ▲
- ▲ The awardee will be held accountable for the information provided in the proposal relating to performance targets. Trillium will consider the organization's progress in meeting goals, objectives and schedules based on the contracted criteria. Failure to meet stated goals, objectives and schedules may result in suspension or termination of the contract, or in reduction, withholding and/or repayment of funding.

## TRILLIUM CONTACT INFORMATION

Please send any questions about this RFP through the [Questions](#) link prior to June 15, 2024.