

Questions and Answers

1. *What schools in each county will be served?*

The specific schools served within each county will be determined in collaboration with the school administration and based on the unique needs of the county.

2. *Since there is no startup/administrative funding or support outside of direct therapy, how will the program be initiated, connected with each school system, and organized to start making referrals for this service? What role will Trillium play in the startup?*

Referrals will be made through the school directly to the providers. The specifics of this process will be outlined in the Memorandum of Agreement between the school and the chosen providers. Providers should be prepared to accept multiple insurance plans.

3. *If a provider does not have a direct connection with a listed county and cannot obtain a referral, will that disqualify them from obtaining a contract?*

Yes

4. *Q. How long does it take after submitting a request for services?*

The RFP awards are set to be announced on August 30, 2024.

5. *If the school district requests additional services, such as professional development training for staff or crisis management, who is responsible for covering the cost?*

The scope of this RFP is only for School Based Therapy. The organization providing school-based therapy is responsible for ensuring that staff are trained according to Clinical Coverage Policy 8C Outpatient Behavioral Health Services Provided by Direct-Enrolled Providers.

- 6. The RFP specifies 10 specific counties where services are being recruited. How will Trillium address a situation where a provider has an existing agreement with a school district in a county not included in the list of 10, but is within the Trillium service area and the provider is not currently contracted with Trillium?**

Please email NetworkServicesSupport@TrilliumNC.org and provide more information.

- 7. What is the timeframe of the contract?**

Award notifications for selected providers will begin on August 30, 2024. The contracting timeline will depend on the current status of the selected providers.

- 8. Which schools will participate in the program?**

A list of the counties in need is posted in the RFP at [Trillium Health Resources](#). The specific schools will be determined based on the needs of the county school districts. The exact schools where services will be provided will be outlined and agreed upon by the school district and the selected provider prior to the commencement of services.

- 9. Will the agency bill individual clients through their insurance?**

A. Yes

- 10. Should Medicaid be billed for school-based counseling, or is there a different budget source?**

Medicaid or other insurance

- 11. Is it required for counseling staff to be on-site?**

Yes

- 12. How do individuals at the schools enroll in school-based therapy?**

Referrals will be made through the school directly to the providers. Specific details of this process will be outlined in the Memorandum of Agreement between the school and the chosen providers.

- 13. Where can we find or receive the fee scale for this service? Will it be the same as for basic outpatient therapy services?**

Upon award, rates will be included in the contract.

14. *Within each county, will more than one provider/agency be chosen?*

The number of providers selected per county will depend on the capabilities of the providers and the service needs of the schools.

15. *Why has Trillium limited the RFP to 10 specific counties*

These counties have been identified as having a need for school-based therapy services.

16. *Is this a salaried position?*

Trillium does not provide funding for the staffing of school-based therapists.

17. *Will this service be provided for children from kindergarten to 12th grade?*

School-based therapy services are available to all students within the school setting. The specific age groups served will be determined by the needs of the school district.

18. *Q. We are interested in joining the school-based therapy program. Could you provide more information on what is required and how we can participate?*

Please apply for school-based therapy services through the posted RFP at [Trillium Health Resources](#). More information on service requirements can be found under Clinical Coverage Policy 8C, located at [Medicaid NCDHHS](#).

19. *Q. Will Trillium oversee school-based therapy for clients who are not covered by Vaya?*

This school-based therapy recruitment opportunity is specifically for Trillium Health Resources; however, providers can contract with multiple health plans to serve students with varying insurance.

20. *Are certified school counselors qualified to provide counseling within the school, or is it restricted to licensed clinicians?*

The awarded Provider is responsible for ensuring staff are qualified per Clinical Coverage Policy 8C.

21. *What credentials are required for the counseling staff?*

Please refer to Clinical Coverage Policy 8C

22. Q. Are there plans to expand school-based services to additional schools that are not currently enrolled?

At this time, all counties identified for the expansion of school-based therapy services are listed in the RFP.

23. Q. Will there be any requirements for non-Medicaid students (e.g., those with private insurance or those without insurance)?

Providers are expected to meet the mental health needs of all students and accept multiple health plans.

24. Q. Will staff be present at the school daily, or will there be set days for specific schools?

The days and location of practitioners within the schools will be determined based on the providers' capabilities and the schools' service needs.

25. Q. The RFP requires a separate application for each county. If a provider is applying for multiple counties, do they need to submit a separate application for each one?

Yes

26. Q. Does this position require travel of more than 50 miles round trip per site?

Services will be provided within the school setting.

27. Q. What qualifications are required for the organization?

Please refer to Clinical Coverage Policy 8C and RFP requirements.

28. What constitutes family support for school-based counseling?

Family support is defined by the member and can include whomever the member identifies as their support system.

29. Can the need for school-based therapy services be met via telehealth?

No, telehealth only does not meet the requirements of this recruitment.