

Request for Proposal
Chanda Center for Health
Complementary and Integrative Health (CIH)
Consumer-Directed Financial Management Services



Contact Information

The Chanda Center for Health

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Subject Line: Please include CIH RFP in the beginning subject line

Introduction

Based in Lakewood, Colorado, The Chanda Center for Health's mission is to deliver, advocate & educate for integrative therapy and other complementary services to reduce health disparities and costs by improving health equity and outcomes for individuals with physical disabilities. Built to meet the needs of our community, the Chanda Center for Health maintains a therapeutic, collaborative, and accessible culture. Individualized healthcare is the heart of what we do, making us very excited about our advocacy role in helping create and deliver services via a Colorado Medicaid Waiver.

The Colorado Complementary & Integrative Health (CIH) Waiver was originally launched in 2009 for a limited demographic & geographic and provides adult day health, homemaker, personal care, respite, complementary and integrative health services (i.e. acupuncture, chiropractic, & massage therapy), consumer-directed attendant support services, home delivered meals, home modification, in-home support services, life skills training, medication reminder, non-medical transportation, peer mentorship, personal emergency response systems, remote support technology, and transition setup services to individuals ages 65 or older and individuals with physical disabilities ages 18-64 years who meet a hospital or nursing facility level of care.

In 2021, through continued advocacy, the CIH Waiver was expanded demographically & geographically to include the entire state of Colorado and the following diagnosis. Additional details and eligibility can be found at: <https://hcpf.colorado.gov/complementary-integrative-health-waiver-cih>.

Opportunity Overview

The Chanda Center for Health (CCFH) is an approved provider of some of the CIH waiver services including acupuncture, chiropractic, and massage therapy onsite at its clinic in Lakewood, CO through contracted service providers. Due to the increased desire for service by eligible Medicaid consumers and limited providers, the Chanda Center for Health is developing a consumer-directed program and seeking to collaborate & contract with an experienced Financial Management Services (FMS) provider to oversee the administrative support necessary for credentialing CCFH contracted service providers through CIH participants self-directed these services. The Chanda Center for Health is the primary Medicaid provider and will oversee the deliverables, and quality of the FMS services provided within this contract.

This is a unique opportunity for an FMS or similarly structured entity & the CCFH to offer their services to eligible CIH waiver participants wanting services to be geographically limited providers and through a self-directed model, which results in choosing a provider in their community with the outcome increasing access to integrative health services for people with physical disabilities and improved health outcomes.

Proposed Services & Deliverables (see process flows)

Following is a description of the ongoing services and deliverables required.

1. Create & process applications for acupuncturists, massage therapists, and chiropractors based on consumer requests.
 - W9
 - Background check
 - Licensure
 - Proof of Liability Insurance naming CCFH
 - CCFH Provider Contract
 - Meets CIH Provider Disability Competent requirements.
2. Create an onboarding process for consumers.
 - Enrollment documents from consumer
 - i. How to find a provider
 - ii. Provider enrollment forms
 - Collect PAR from a case manager.
 - Upload units into the system
 - Collect updated PARs
3. Create and Document Treatment time & notes.
 - App for clock-in & clock-out
 - App to include SOAP during clock out for compliance.
 - App to include approval of services and time for consumer
4. Create and Process Payment and Bill Medicaid
 - Provide payment (2x per month), based on participant approval of hours submitted in the app.
 - Process Medicaid claims for reimbursement
5. Oversee provider & consumer training modules for the app, payment/claim issues, and customer service needs.
6. Oversee licensure & liability new dates (collect from providers and file in records)
7. Provide access to a consumer and provider portal, as well as a portal for CCFH that holds data to support oversight & audits as needed.
8. Provide customer service to consumers and providers via 800# and email address. This customer service will be focused on providing support and answering questions related to the enrollment of consumers and providers and any associated time and payment processing and any related technical issues that may be encountered.

Timeline

Item	Date	Comment
RFP Publish Date	7/17/23	
Questions Due	7/28/23	All questions should be sent to ch@chandaplan.org and should be organized according to the Proposed Services and Deliverables section above. <i>Subject Line: Please include CIH RFP in the beginning subject line</i>
Questions Answered & Virtual Project Overview (meet & greet)	8/10/23	A virtual event will be held on this day. We will be sending out information to this distribution list
Proposals Due	8/24/23	All proposals should be sent to ch@chandaplan.org by midnight Mountain time <i>Subject Line: Please include CIH RFP in the beginning subject line</i>
Proposal Review & Scoring	8/25/23 - 9/11/23	CCFH will convene an assessment team who will use the requirements and selection criteria to score the proposals received.
Winner Announced	9/15/23	
Project Kick Off	10/2/23	

Elements of Proposal

Each bidder is required to submit a proposal in the following format. We ask that your proposal not exceed 20 pages, that redundancy be avoided, and that your responses are concise.

Cover Letter	No more than one page and must include a contact name, email, and phone number.
Organization Overview	Describe your organization's history, size, location, and staffing model/organizational structure.
Experience	Description of all contracts within the last ten (10) years with a focus on administering self-directed services for W9 (independent contractors) providers and Medicaid / MCO contracts.
Systems	Using the proposed services and deliverables section of this RFP, describe your technology solution that will be used to administer this program.
Business Processes	Using the proposed services and deliverables section of this RFP, describe your business processes that support seamless self-directed services with a heavy focus on W9 providers. Please also describe how your staffing model is structured to provide these services, that would be helpful as well.
Staff	Provide key resumes related to the support of proposal (no more than five)

References	Provide two references related to FMS services provided within the last five years. Please include the following: <ul style="list-style-type: none"> • Agency • Brief Description of Services • Description of Technology Solutions used. • Duration of Services Provided • Name, Email, and Phone Number
Disclosures	Please disclose any contract issues/breaches of contracts that you have encountered in the past 10 years
Price	There are two aspects related to price. <ul style="list-style-type: none"> • One-time administrative fee for program setup • FMS Services / Per Member Per Month (PMPM) for consumers who use services in a given month
Timeline	Using the proposed services and deliverables section of this RFP, please share a timeline for implementation and go-live date. Given that the project will kick off will be Monday 10/2/23, our preference is that the project is launched to consumers and providers no later than Monday, February 5 th .

Selection Criteria

The following criteria and weighting will be used to select the winner.

- Price: 40%
- Systems and Processes: 20%
- Experience: 20%
- Cultural Alignment: 10%
- Implementation Timeline: 10%

Process Flows

The Chanda Center for Health, CIH Waiver integrative health services Consumer Model is further described in the process flows below. The FMS is represented in yellow boxes:

Exhibit 1: Referral / Enrollment

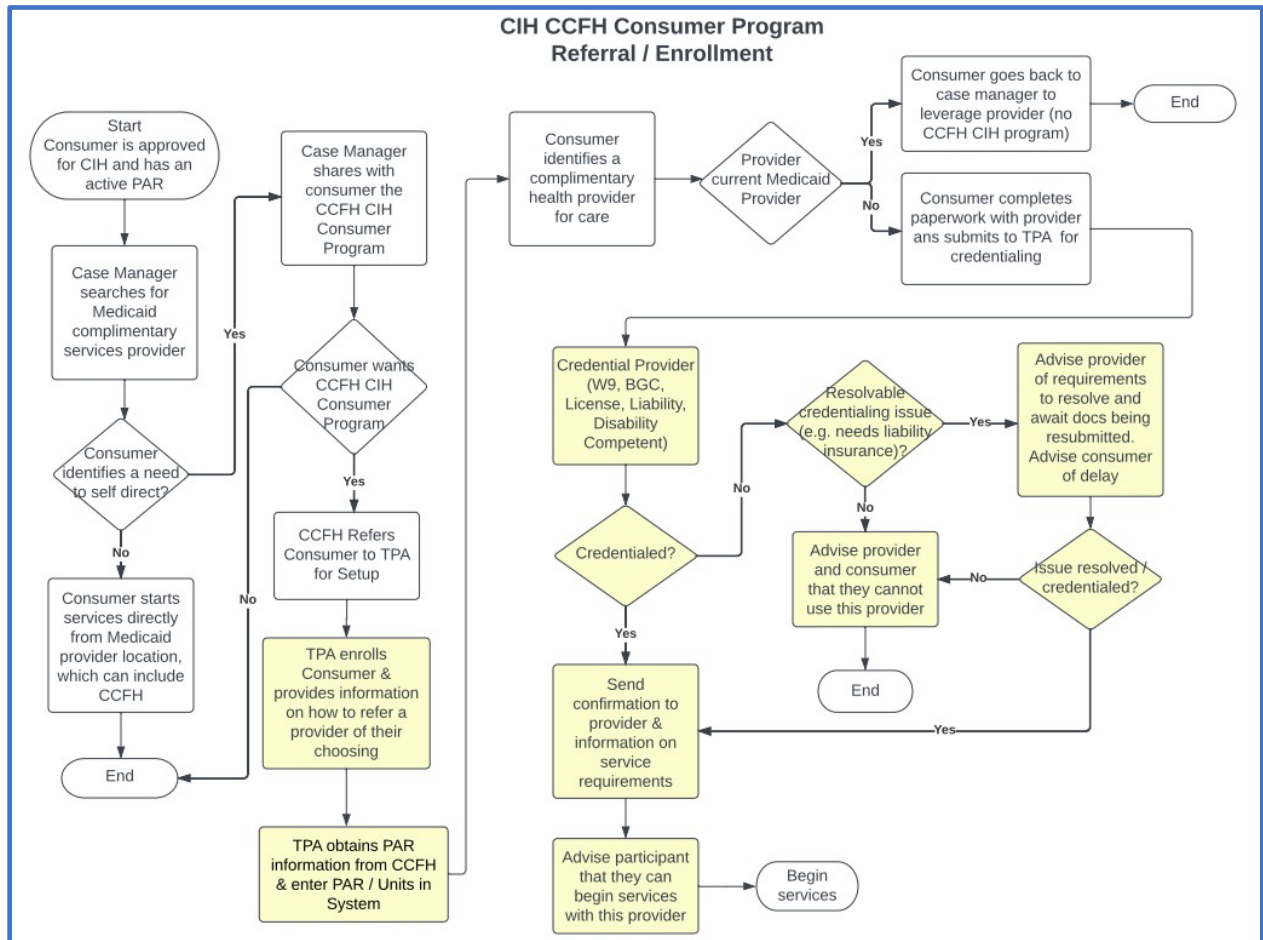


Exhibit 2: Service Delivery

