



REQUEST FOR PROPOSALS:

**Opioid Use Disorder (OUD) Medical Patient
Engagement, Enrollment in Treatment and
Transitional Supports (MEETS):**

***Connecting Hospital Patients with Opioid Treatment
and Supports through Medical Rehabilitation***

Hospital System Applicants

Release Date: September 23, 2021

Pre-Proposal Conference: October 5, 2021, 1 pm

Proposal Due: October 29, 2021, 12 pm

Anticipated Award Notification: December 13, 2021

Anticipated Contract Start: January 3, 2022

Issued by:

Behavioral Health System Baltimore, Inc.
100 South Charles Street, Tower II, 8th Floor
Baltimore, Maryland 21201

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REQUEST FOR PROPOSALS

Opioid Use Disorder (OUD) Medical Patient Engagement, Enrollment in Treatment and Transitional Supports (MEETS)

I. Overview of the Project

A. OVERVIEW OF BHSB

Behavioral Health System Baltimore, Inc. (BHSB) is a non-profit organization tasked by Baltimore City to manage the city's public behavioral health system. As such, BHSB serves as the local behavioral health authority for Baltimore City. In this role, BHSB envisions a city where people live and thrive in communities that promote and support behavioral health and wellness.

BHSB is committed to enhancing the behavioral health and wellness of individuals, families, and communities through:

- The promotion of behavioral health and wellness prevention, early intervention, treatment, and recovery;
- The creation and leadership of an integrated network of providers that promotes universal access to comprehensive, data-driven services; and
- Advocacy and leadership of behavioral health-related efforts to align resources, programs, and policy.

BHSB is committed to promoting behavioral health equity in Baltimore City by ensuring that the behavioral health provider network is culturally and linguistically responsive to the diverse populations served; reducing behavioral health care access barriers for populations known to experience discrimination and marginalization; and supporting communities directly to develop services that are responsive to their unique strengths and needs.

B. OVERVIEW OF PROJECT

People who inject heroin and other substances often require hospitalization for serious medical complications related to drug use, including infection of bones (osteomyelitis), heart valves (endocarditis), and severe abscesses of the skin and spine (epidural abscess). Acute medical hospitalization presents a key opportunity to engage patients in effective treatment for opioid use disorder.

Because of these medical conditions, these patients often require prolonged sub-acute medical rehabilitation in a skilled nursing facility (SNF) after the acute hospital stay. In these settings, any treatment for opioid use disorder, including with medications such as methadone or buprenorphine, is often not continued for

administrative or logistical reasons. Without effective treatment, these patients are at extremely high risk for relapse and overdose after discharge from the SNF.

This project aims to overcome these administrative and logistical barriers to effective opioid use disorder treatment engagement and to connect patients with effective care prior to their discharge from the acute hospital. Hospital staff will work with existing addiction consultation services in their hospital to connect patients started on methadone or buprenorphine during their hospital stay to an outpatient community Opioid Treatment Program (OTP) that is part of the network of participating OTPs.

Hospitals participating in this project will hire a Social Work Care Manager and Peer Support Specialist who will work with patients through their hospital stay, through their sub-acute rehabilitation stay, and for up to 30 days following their discharge from SNF. Patients will have access to treatment for their opioid use disorder throughout this period and will be enrolled in outpatient OTP services upon discharge. The Social Work Care Manager and Peer Support Specialist will help ensure that patients are connected with other resources to support their recovery after discharge.

This project is currently operating at the University of Maryland Medical Center with the University of Maryland and IBR REACH OTPs providing opioid use disorder treatment services. The participating skilled nursing facilities are Future Care Charles Village, Westgate, and Caton Manor.

Through this Request for Proposals (RFP), BHSB is seeking up to two additional qualified hospitals and at least six additional skilled nursing facilities. BHSB is also seeking up to five additional OTPs through a separate RFP.

C. SCOPE OF SERVICE

Hospital partners are expected to complete the following as part of this project:

1. Identify and screen individuals that meet the project's eligibility criteria, which is outlined in the Focus Population section of this RFP
2. Initiate and coordinate buprenorphine and/or methadone medications with OTPs and skilled nursing facilities for at least 100 eligible participants (50 at each hospital)
3. Conduct consultations and/or medical education trainings related to buprenorphine and methadone for all participating hospitals, OTPs, and skilled nursing facilities
4. Hire one full-time Social Work Care Manager and one full-time Peer Support Specialist to work with project participants. These positions will be

responsible for serving the project participants at the SNFs, OTPs, and other community locations within the guidelines of the project

5. Provide regular supervision to project staff that are serving project participants
6. Provide education to participating SNF staff on the project in order to eliminate barriers to participation, admission, treatment, and discharge
7. Participate in the project's regularly scheduled monthly meetings, scheduled case conferences, and any additional meetings needed for project planning
8. Gather and submit data reports, including but not limited to:
 - a. Number of participants served during the reporting period
 - b. Linkages made to community resources
 - c. Data for Government Performance and Results Act (GPRA) reporting requirements¹

Each hospital applicant is responsible for identifying at least three skilled nursing facilities in Baltimore City to participate in this project. Applicants are encouraged to include SNFs with which they already have working relationships.

Selected hospitals are expected to ensure that the skilled nursing facilities complete the following once individuals have transferred into their care:

1. Assist with the coordination of participant's medication assisted treatment, ensuring safe storing and administering of the medication while the participants are admitted
2. Coordinate telehealth services and care with the OTP counselor and prescriber
3. Communicate consistent and effectively with the OTP counselor and prescriber to ensure there is ongoing access to the participant while admitted
4. Allow the project's social worker and peer specialist to have regular consistent contact with participants during their admission
5. Participate in project meetings, as needed

The project includes required training for all partners involved, including the hospital system and skilled nursing facilities.

D. FOCUS POPULATION

The eligibility criteria for individuals to participate in this project is:

- Adults (18 years or older) who meet the DMS-5 criteria for Opioid Use Disorder – moderate/severe and clinically appropriate to receive methadone or buprenorphine

¹ To learn more about GPRA requirements, go here: <https://www.samhsa.gov/grants/gpra-measurement-tools>

- Adults who are willing to receive their medication assisted treatment with one of the OTPs participating in this project
- Adults who meet medical criteria for acute care at a SNF following their discharge from the hospital

E. STAFFING REQUIREMENTS

Each selected hospital will hire 1.0 full-time equivalent (FTE) Social Work Care Manager, 1.0 FTE Peer Support Specialist, and 0.05 Physician.

Social Work Care Manager

This position will provide care coordination and resource linkage to adults who meet the eligibility criteria outlined in the Focus Population section of this RFP. The Social Work Care manager will collaborate with SNF staff and the OTP to ensure the consumer is connected to needed resources that will support recovery efforts upon discharge.

Responsibilities and Duties

- Engage with project participants during their admission at the hospital, continue during their admission at the SNF, and after discharge into the community
- Coordinate services, including medical care, substance use disorder treatment, and linkages to other community services
- Completes documentation accurately to capture wants, needs, and present issues or concerns
- Collaborate with OTPs to ensure consumers receive a referral to treatment and that treatment transfers seamlessly from the hospital to the SNF and then to the community
- Participate in relevant staff, community, professional, and inter-agency meetings, trainings, and conferences, when necessary
- Collects pertinent and timely project data, including data for GPRA reporting

Education/Experience

- Master's degree in Social Work from an accredited university; Licensure is preferred, but not required.
- Minimum of one year of experience working with individuals with substance use disorders and/or case management experience
- Knowledge of Baltimore City community resources, including entitlements, housing, medical services, etc.

Knowledge, Skills, and Abilities

- a. Knowledge about Medication Assisted Treatment for the treatment of Opioid Use Disorders
- b. Excellent interpersonal and communication skills
- c. Ability to work with culturally diverse patients, staff, and community populations
- d. Strong organizational, writing, and verbal communication skills
- e. Strong organizational, writing, and verbal communication skills
- f. Skilled in dealing with issues related to substance use disorders, human behavior, crisis intervention, family dynamics, and stages of change
- g. Knowledge of the Social Work Code of Ethics and HIPAA guidelines

Peer Support Specialist

This position is for an individual who has personal lived experience with substance use disorder treatment and is willing to use and share their personal, practical experience, knowledge, and firsthand insight with individuals experiencing active addiction. The Peer Support Specialist will utilize best practices to initiate and maintain relationships with participants in this project. Best practices include motivational interviewing techniques and non-confrontational and non-judgmental methods of drug education using a harm reduction model.

Responsibilities and Duties

- a. Engage with project participants during their admission at the hospital, continue during their admission at the SNF, and after their discharge into the community
- b. Continue to engage and support participants for up to one year after admission in the project
- c. Collaborate with the project's social worker to support and assist participants with resource linkage
- d. Collaborate with hospital and SNF staff and OTPs to promote a culture in which participants' point of view, experiences, and preferences are recognized, understood, and respected throughout their participation in the project
- e. Provide consultation concerning participants' experiences with symptoms, effects/side effects of medication, responses to treatment, and experience in recovery
- f. Support participants and providers to identify and understand stigma and discrimination associated with behavioral health disorders and develop strategies to reduce self-stigma among clients and stigma within treatment teams
- g. Maintain accurate documentation

- h. Collect pertinent and timely project data

Education/Experience

- a. Completed state approved Wellness Recovery Action Plan (WRAP) training and/or be certified as a Peer Support Specialist
- b. Have self-knowledge to manage their active recovery.
- c. Have knowledge and/or experience with the Harm Reduction model in substance use.

Skills, Knowledge, and Abilities

- a. Strong commitment to the right and ability of each person living with a behavioral health disorder to live in the community and have access to helpful, adequate, and continuous supports and services
- b. Knowledgeable of resources available to Baltimore City residents to be able to assist with linkage to treatment and support services
- c. Interpersonal skills sufficient to establish relationships with participants and to communicate and work effectively with others involved in the participant's treatment
- d. Ability to work well with treatment teams

Physician

This position will supervise the Social Work Care Manager and Peer Support Specialist and serve as the main point of contact for this project.

Responsibilities and Duties

- a. Oversee the clinical and administrative workflow of the project in its entirety
- b. Provide regular scheduled supervision to the Social Work Care Manager and Peer Support Specialist via in-person meetings and/or telephone conference
- c. Participate in monthly meetings and scheduled case conferences
- d. Provide medical education trainings related to buprenorphine and methadone for hospital staff, OTP staff, participating SNFs, and other related healthcare team members
- e. Ensure coordination of project participant's medication assisted treatment between the hospital, SNFs, and OTP

Experience

- a. Experience supervising Social Workers and Peer Support Specialists

F. FUNDING AVAILABILITY

Each selected hospital will be awarded \$156,156 annually. Due to the award period for this funding source, the award will be broken down into two separate contracts with the following funding periods:

- September 30, 2021 to June 30, 2022: \$117,117
- July 1, 2022 to September 29, 2022: \$39,039

This funding can cover the costs of the salaries and fringe for the required staff as outlined in the above section. The funding can also cover staff support line items, such as mileage reimbursement, communications, supplies, etc. Indirect costs are not allowable under this funding source.

G. CONTRACTING WITH BHSB

Applicants selected through this process will enter into a contractual agreement with BHSB. Following a notification of selection, BHSB will issue a Letter of Award that provides details about the contract and the process for executing it. Selected organizations will be required to submit a new budget on BHSB's budget form, which will be reviewed for allowable costs under the grant.

Please note that applicants may be asked to change their budgets and/or details of their proposals even if the proposal were selected for funding. Applicants new to BHSB's contract process are encouraged to review relevant forms available on our website here: <https://www.bhsbaltimore.org/for-providers/forms-for-providers>.

Contract Type and Payment

BHSB issues several types of contracts with different payment mechanisms based on the requirements of the funding source. The contract that will result from this procurement is described below. Applicants are encouraged to consider whether their organization will be able to operate with this payment mechanism before applying for these funds.

- Cost Reimbursement – Actual Expenditures
 - Vendor receives payment after costs are incurred and reported.
Payment is based on the costs reported for a specific period.

BHSB issues payments twice per month. Applicants should note that submitting required documents and reports late can result in delayed payment.

Contract Monitoring and Technical Assistance

Selected applicants will be required to submit regular Program and Financial reports to BHSB using an electronic contract management application. BHSB will review

these reports to monitor progress and contract compliance throughout the contract term.

Program Reports include an update on progress toward deliverables (e.g., number of people served, number of services delivered, etc.). Some program reports may also require organizations to attach a data report with additional information (e.g., consumer demographic information, process and/or outcomes data, etc.). BHSB monitors progress on these reports throughout the contract term and may offer technical assistance and support if deliverables are not being met.

Financial Reports are required to generate payment and involve submitting actual expenditures or invoices (depending on the contract type) and to monitor spending compared to the budget or award amount. If organizations are spending more or less than expected awarded throughout the contract term, BHSB may offer technical assistance and support to ensure the funding covers the contract term fully and may reduce funding if all funds are not likely to be expended by the end of the contract term.

Please note that submitting Program or Financial Reports late can result in delayed payment.

Verification of Services

BHSB audits all contracts to review whether the requirements set forth in the contract were completed as reported and that relevant federal, state, and local regulations were followed. This generally occurs after the conclusion of the contract period. Audits may be conducted remotely through a review of documents submitted to BHSB or on-site at the organization's location.

Applicants should be aware of best practices in documenting both programmatic and financial activities to aid in an efficient audit.

II. Overview of RFP

A. PURPOSE OF RFP

The purpose of this RFP is to select up to two hospitals to participate in the Opioid Use Disorder (OUD) Medical Patient Engagement, Enrollment in Treatment and Transitional Supports (MEETS) Project.

B. APPLICANT ELIGIBILITY

Applicants must meet all of the criteria outlined below to be considered eligible to be selected through this RFP process:

- Hospitals located in Baltimore City
- In Good Standing with accrediting agency

C. PROPOSAL TIMEFRAME AND SPECIFICATIONS

1. Timeline

Release Date:	September 23, 2021
Pre-Proposal Conference:	October 5, 2021, 1 pm
Proposal Due:	October 29, 2021, 12 pm
Anticipated Award Notification:	December 13, 2021
Anticipated Contract Start:	January 3, 2022

2. Pre-Proposal Conference

Date: October 5, 2021

Time: 1:00 pm

Location: Microsoft Teams meeting - Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only): 443-819-0973

Phone Conference ID: 840 393 507#

Please join five minutes early to leave time to troubleshoot. If you have any problems accessing the meeting, please contact Procurements@BHSBaltimore.org.

All questions related to this RFP should be submitted in advance to Procurements@BHSBaltimore.org no later than the close of business on **Friday, October 1, 2021**. There may be time at the end of the meeting to ask additional questions, depending on the number of questions submitted.

Questions posed prior to or during the Pre-Proposal Conference and BHSB's responses will be posted on BHSB's website at <https://www.bhsbaltimore.org/for-providers/funding-opportunities/> by **October 11, 2021**.

The questions and answers will also be emailed to all individuals who submitted questions. If you would like to be emailed this document but do not have a question, please let the Procurement Lead know by emailing Procurements@BHSBaltimore.org.

Questions received after this conference cannot be answered.

3. Proposal Due Date, Time, and Location

BHSB uses Survey Monkey Apply (SM Apply) to manage applications. All proposals must be submitted through this system. Applicants must register with the system ahead of time and submit narrative and supporting documents directly through the system. You are able to save your application and continue working on it before submitting it. BHSB encourages all applicants to test this system well in advance of submitting proposals.

Applicants can access SM Apply here: <https://bhsb.smapply.org/>

All proposals must be received no later than **12:00 pm (noon) EDT on October 29, 2021**. All submitted proposals become the property of BHSB. If you are having technical troubles related to submitting your proposal, contact BHSB before the due date/time at Procurements@BHSBaltimore.org

Proposals submitted after the due date/time cannot be considered.

4. Authorized Contact

Applicants are advised that the authorized contact person for all matters concerning this RFP is Shanna Borell whose contact information is listed below.

Shanna Borell, Procurement Lead
Email: Procurements@BHSBaltimore.org

5. Anticipated Service Term: September 30, 2021-September 29, 2022, with options to renew annually pending availability of funding and performance

D. AWARD OF CONTRACT

The submission of a proposal does not, in any way, guarantee an award. BHSB is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. BHSB reserves the right to withdraw an award prior to

execution of a contract with a selected applicant in BHSB's sole and absolute discretion.

BHSB will select the most qualified and responsive applicants through this RFP process. BHSB will enter into a contract with selected applicants following the notification of award. All selected applicants must comply with all terms and conditions applicable to contracts executed by BHSB.

E. RFP POSTPONEMENT/CANCELLATION

BHSB reserves the right to postpone or cancel this RFP, in whole or in part.

F. APPLICANT APPEAL RIGHTS

Applicants may file an appeal to the Procurement Lead within five days of notification of non-award. The Procurement Lead will review the appeal, examine any additional information provided by the protesting party, and respond to the protestor within ten working days of receipt of the appeal.

III. Format and Content of Proposal

A. PROPOSAL INSTRUCTIONS

Applicants must submit all required information using Survey Monkey Apply (SM Apply) accessible here: <https://bhsb.smapply.org/>.

Late proposals will not be considered.

It is the policy of BHSB to adhere to the rules and regulations in the Health Insurance Portability and Accountability Act (HIPAA). We do not anticipate that any proposal submitted in response to this RFP would include individually identifiable health information. However, if it does, please remember that protected health information (PHI) needs to be secured via encryption and should adhere to the Guide to IT Privacy and Security of Electronic Health Information:

<https://www.healthit.gov/topic/privacy-security-and-hipaa/health-it-privacy-and-security-resources-providers>.

B. PROPOSAL NARRATIVE OUTLINE AND RATING CRITERIA

The outline below shows the information being requested for applications and how points will be awarded during the review. Use SM Apply to submit your responses. See the instructions for more information about how to submit proposals.

1. Organizational Background and Capacity (25 points)

- a. Provide an overview of your hospital and/or hospital system, including where the hospital is located.
- b. Describe your organization's access to, experience working with, and continued capacity to work with individuals with Opioid Use Disorders with acute medical issues that need follow up care at a Skilled Nursing Facility (SNF). Provide details about how your hospital screens for opioid use disorders and how they initiate medication assisted treatments.
- c. Describe your organization's history forming partnerships with SNFs that treat individuals with Opioid Use Disorder.
- d. One major attribute of the successful implementation of this project is ensuring the appropriate departments and teams are not only a part of the project but also understand their role in it. Departments that have a role in implementation are medical inpatient, case management, social work, legal, and finance. Describe the hospital's defined roles illustrating inpatient leaders, administrators, inpatient workflow, and hierarchy/ inter-relationships of departments, including both medical and administrative staff, as it relates to this project.

2. Principles and Values (10 points)

- a. Describe your organization's commitment to racial and social justice and health equity. Include specific examples of what your organization does to illustrate this commitment.
- b. Describe your organization's commitment to providing services that are: recovery oriented, trauma informed, and person centered in a way that promotes equity and alleviates stigma for those receiving medication assisted treatment.

3. Service Delivery (35 points)

- a. Describe your organization's plan to provide all services as outlined in the Scope of Service section of this RFP.
- b. Describe how your organization will collaborate with SNFs to identify and engage individuals in need of services and ensure that all individuals referred will, with consent, be linked to and/or receive needed services. Participating hospitals have the responsibility of identifying at least three SNFs to partner within this project. Attach letters of support from each identified SNF that confirms the following:
 - i. The SNFs willingness to work with individuals with Opioid Use Disorders receiving medication assisted treatment
 - ii. Their willingness for their staff to receive training and support regarding this project
 - iii. Their willingness to have the project's Social Work Care Manager and Peer Support Specialist come into their facility to support the participants
 - iv. Their willingness to support and assist participants with telehealth sessions with OTP appointments
- c. Describe how your organization will facilitate effective transitions from one level of care to another.
- d. Describe your approach to providing a competent, integrated, holistic "whole health" approach to addressing substance use, mental health, and medical health.
- e. Describe how the proposed program would handle overdoses, suicide risk, and behavioral health crises when they occur, giving examples of how your organization has managed these in the recent past.

4. Staffing Plan (15 points)

- a. Describe your proposed staffing pattern, including supervisors, and how it will fulfill the staffing requirements in this RFP. Include an organizational chart that shows how this program will fit into your organization's overall structure.

- b. Describe whether your hospital has the appropriate medical staff to determine participant eligibility. This can include an Addiction Consultation Liaison Service and/or Board-Certified Addiction Specialist.
- c. Describe your plan to ensure adequate support and clinical supervision for the Social Work Care Manager and Peer Support Specialist, particularly since they will work off-site with participants.

5. Effectively Serving the Focus Population (5 points)

- a. Describe your organization's history and experience in serving medically fragile individuals with Opioid Use Disorders.

6. Program Evaluation and Quality Assurance (10 points)

- a. Describe how your organization obtains and incorporates feedback from people served and other stakeholders into the development, implementation, operation, and improvement of program services.
- b. Describe any previous experience your organization has implementing projects similar to this one. Were you able to meet all of the programmatic and financial deliverables and reporting requirements? If there were any quality concerns, how were they addressed.

7. Proposed Program Budget (10 points)

- a. Attach a line-item budget for the two grant periods listed in the Funding Availability section that includes anticipated revenue from grant funding and fee-for-service reimbursement and all expenses related to this project. BHSB has budget forms on its website that can be used, but they are not required for this submission.
- b. Provide a budget justification/narrative that explains the projected revenue and expenses in more detail.

8. Implementation Timeline (5 points)

- a. Provide a detailed timeline for implementation that includes all of the activities that you have committed to perform in your proposal. Show an outline of all the steps necessary to fully operationalize this project and by when each step would be completed.

9. Appendices

- o Accreditation Letter/Certificate
- o At least three Letters of Support from identified Skilled Nursing Facilities
- o Organizational chart
- o Line-Item Budget
- o Most recent site visit report from your accrediting organization, including Statement of Deficiencies

- Most recent Financial Audit and Management Letter, if applicable (or an explanation if this is not applicable)
- Most recent IRS 990 – Return of Organization Exempt from Income Taxes, if applicable (or an explanation if this is not applicable)
- Certificate of Good Standing from the Maryland Department of Assessments and Taxation