

REQUEST FOR PROPOSALS (RFP): *Adult Targeted Case Management*

Pre-Proposal Conference Held: November 17, 2023 | 10 a.m.

BHSB Facilitators:

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QUESTIONS AND ANSWERS

Posted: November 28, 2023

Can the provider be a startup mental health case management services agency?

No, it cannot be a startup agency. Please refer to the eligibility requirements in the RFP.

Which licenses are essential for starting a mental health agency?

The provider must be licensed in Maryland as a Community Mental Health provider under COMAR (Code of Maryland Regulations) 10.21.19. 10.21.20. 10.21.21 OR have 3 years' experience as a mental health case management provider, and this experience must include serving high risk populations to adults with serious mental illness. You can find any additional licensure inquiries via MDH website or BHSB provider relations. As an FYI, BHSB will allow for additional time during this process to account for providers that need to go through the licensure process.

Is there a formal training program already available in Baltimore City addressing entitlements, specifically on the SSI/SSDI Recovery Model? If not, do you have criteria for this training?

SOAR training is available through the following website:

<https://www.samhsa.gov/soar>

SOAR training in Maryland is a two-part process with providers completing the online course and then attending either a virtual or in-person training that is state specific to the process here in Maryland. In the new year, those

participating in the training must agree to complete at least 1-2 claims within that first year to remain eligible to submit SOAR applications.

BHSB will provide any support necessary with state and local SOAR representatives.

What is the rate of payment for services for mental health case management?

The Fee Schedule listed on COMAR for reimbursement in the Public Behavioral Health System (Effective 7/1/23) states that Mental Health Case Management Annual Assessment/Daily Rate = \$154.74. Providers may bill for participants in Level I—General maximum of 2 days of service each month; providers may bill for participants in Level II—Intensive a maximum of 5 days of service each month.

Will you verify you received the application?

Survey Monkey Apply will confirm that your application was received. You may feel free to contact procurements@bhsbaltimore.org to double-check that we have it.

Do you refer clients for the targeted case management or is the awardee responsible for all marketing?

BHSB does not refer directly. We expect that the provider will market their program, but BHSB will also promote the program.

The provider is responsible for referral follow-up and screening.

The Appendices requests submission of a Line-Item Budget. Since this is not a grant-funded program, do we still need to submit a budget?

Yes. The budget should demonstrate the plan for sustainability of the program based on projected costs and fee-for-service revenue. Please provide a projected budget that demonstrates your plan for sustainability based on projected program costs and fee-for-service-revenue.

For providers who have applied for this program before, can we reuse our old responses to the narrative section?

It is at the applicant's discretion how to answer questions, and we cannot give advice or suggestions on how to apply or answer questions.

What are the criteria to receive payment? What paperwork is required to be submitted to Optum for fee-for-service?



Once the Centers for Medicare and Medicaid Services approves your organization, you will receive an NPI number and Medicaid ID which will allow you to register with Optum and receive Medicaid reimbursements.

More detailed information on claim submission process can be found here: [Final Optum Maryland Billing Appendix.pdf](#)

Will the provider need to have both telehealth and in-person services available?

No. It is expected that most services will be provided in-person. There is some allowance for services to be provided by telehealth. The BHA Post Emergency letter states: Case Management shall continue telehealth services as permitted under state of emergency. Reimplementing all other rules regarding the service, such as length of service unit in effect prior to the state of emergency.

What is expected regarding paperwork? How labor intensive is it to get a client approved? How often do they need to be renewed? What do providers need to submit claims? Are they paid a flat rate per service day?

The paperwork for eligibility is both clinical (the case management form) and demographic (The Data Capture Form) The Case Management form consists of the level of service the consumer needs, social elements that impact diagnosis, the consumer's medical diagnosis, a risk assessment, additional information on why this consumer needs community treatment to prevent inpatient stays, what benefits they need assistance with, etc.

More detailed information on claim submission process can be found here: [Final Optum Maryland Billing Appendix.pdf](#) Final_Optum Maryland Billing Appendix.pdf

Does the organization's main office need to be located in Baltimore? Will it suffice to have a secondary office location where clients can be seen regularly?

The main office does not need to be in Baltimore, but the applicant must have a location regularly serving clients in the city.

Do the supervisors and administrators need to be based at the Baltimore office?

No. However, the Baltimore location must be a place accessible to clients.

Is there a maximum number of billable units per month?

The maximum is two units of service per month, and five units for intensive services.

Please refer to the Optum provider manual for more information on the claims process. <https://www.optum.com/content/dam/o4-dam/resources/pdfs/guides/optum-nevada-provider-manual-2023.pdf>
[Maryland Provider Manual Product Implementations BH2535 REVISED-9.13.22-FINAL.pdf \(optum.com\)](#)

Can the Baltimore location be a Virtual Office?

No. There must be a physical location available to consumers in the city.

Is this award for one year? Would the provider need to resubmit an application if they are selected, or would it be prohibited from submitting future proposals?

This Adult Targeted Case Management program is reprocured every five years. Selected applicants will not need to reapply to a Request for Proposal in that timeframe.

Does this service need to be accredited by CARF or another recognized accrediting body?

This service line doesn't require accreditation.

Please provide a current list of case management contractors.

Grade Medical Center
Address: 600 Metro Dr. Suite 110, Baltimore MD 21215
Contact information: Sequoia Alexander; salexander@lifebridgehealth.org
410-627-3182

Johns Hopkins Bayview
Address: 1821 Portal Street Baltimore MD 21222
Contact information: Terri Haugh; thaugh1@jh.edu
410-284-5020

People Encouraging People
Address: 4201 Primrose Avenue Baltimore MD 21215
Contact information: Shadiyah Anderson; shadiyah@peponline.org
410-764-8560

University of MD Medical Center
Address: 701 W. Pratt Street Baltimore MD 21201
Contact information: Wayne Wood; wwood@som.umaryland.edu
410-328-0810



Behavioral Health System
Baltimore

Wraparound MD

Address: 1100 Bolton Street Suite 1500 Baltimore MD 21201
Contact information: Zina DeLancey; zdelancey@wraparoundmd.com
443-799-5618

Leading by Example

Address: 5026 Campbell Blvd Suite H Nottingham MD 21236
Contact information: Racheal Nolen; rnolen@leadingbyexamplellc.com
443-438-7614

Unlimited Bounds

Address: 11 E. Mount Royal Avenue, Baltimore MD 21202
Contact information: Denise Christopher; dchristopher.ubys@gmail.com
443-449-5135

Empowering Minds Resource Center

Address: 1800 N. Charles St. Suite 804 Baltimore MD 21201
Contact Information: Wade McLaughlin; wmclaughlin@emrcgroup.org
443-204-7275

K.E.Y.S Development

Address: 7501 Liberty Rd. Baltimore MD 21207
Contact Information: Erika Robinson; erobinson@keysdev.com
443-429-2536

Optimum

Address: 2300 Garrison Blvd Ste 104 Baltimore MD 21216
Contact Information: James Omotosho; james@optimummd.com
410-233-6200

If programs do not have their most recent license from the state yet, can we use the last one available in our application?

Yes. Please submit the most recent available. Be aware that the quality team may ask for a more recent license later in the procurement process.

There is a difference between a financial audit and a financial review, so I want to be absolutely clear if an audit is needed vs a financial review.

Our preference is for an audit. If a recent (within the last fiscal year or two) audit is not available, a profit and loss statement accompanied by a balance sheet is acceptable.

Is there anyone that we can reach out to with technical issues with SM Apply?

Yes, please email procurements@bhsbaltimore.org with any questions.

Can we use staff assigned to other programs by designating specific hours for case management services?

Yes.

When will a decision be made?

We anticipate sending selection and non-selection letters by February 5, 2024. Please bear in mind that there are several internal/external factors in the procurement process that could either expedite or delay notification.

End of Questions and Answers