

ISSUED BY
The New Mexico Human Services Department



**REQUEST FOR INFORMATION (RFI) FOR:
Management of Non-Medicaid Behavioral Health Funding and Service Provision**

AN RFI FOR QUALIFIED ORGANIZATIONS INTERESTED IN PERFORMING THE
ROLES AND RESPONSIBILITIES OF A BEHAVIORAL HEALTH ORGANIZATION THAT
MANAGES NON-MEDICAID BEHAVIORAL HEALTH SERVICES THROUGHOUT NEW
MEXICO

RFI # 14-630-7903-0001

State Of New Mexico
Human Services Department
P.O. Box 2348
Santa Fe, New Mexico 87504-2348
Sidonie Squier, Secretary

ISSUE DATE: January 17, 2014

Contents

I. INTRODUCTION.....	1
Program Overview.....	2
RFI Manager.....	3
Potential Functions of the Managing Organization	3
II. CONDITIONS GOVERNING THE RFI.....	5
A. Sequence of Events	5
B. Explanation of Events	5
1. Release of RFI	5
2. Acknowledgment of Receipt.....	5
3. Deadline for Questions	5
4. Response to Questions	5
5. Response Deadline.....	5
C. General Requirements	6
1. No Obligation	6
2. Governing Law	6
3. Clarifications.....	6
4. Basis for Response.....	6
5. Response Preparation Cost	6
6. Use of Information.....	6
7. Eligibility to Participate in Subsequent Procurement	6
8. Ownership of Materials.....	6
9. Unsolicited Proposals.....	7
10. Acceptance.....	7
III. RESPONSE FORMAT AND ORGANIZATION	7
A. Number of Responses.....	7
B. Number of Copies	7
C. Response Format	7
D. Page Limit	7
E. Electronic Copy of Response	8
IV. PROPOSAL CONTENT	8
VI. APPENDIX A	9

Purpose of this Request for Information (RFI)

This Request for Information (RFI) will help inform the State of New Mexico in its preparation of a Request for Proposals (RFP) for the delivery of certain administrative and quality oversight functions for the New Mexico Behavioral Health Collaborative. The New Mexico Human Services Department (HSD) on behalf of the New Mexico Behavioral Health Collaborative (Collaborative) is seeking an organization to manage the non-Medicaid behavioral health services offered by the State through its own general appropriations and through several federally funded grant programs.

I. INTRODUCTION

New Mexico's behavioral health system has been in the process of significant change for well over a decade. A Gaps and Needs Analysis in 2002 encouraged New Mexico to create a more responsive and more integrated behavioral health system that would support communities and people living with mental illness and substance use disorders who wish to fully participate in their communities. The state is committed to supporting a behavioral health system with family-focused and individually-centered services that foster an individual's capacity for recovery and resiliency.

In 2004 the state agencies funding services and working on behavioral health policy began to operate together as the New Mexico Interagency Behavioral Health Collaborative, comprised of cabinet secretaries and directors of 17 state departments and agencies. The Collaborative, with its advisory body, The Behavioral Health Planning Council, has for the last eight years held a statewide entity contract for the management of 'carved out' Medicaid dollars as well as state general funds and other federal grant funds. In state fiscal year 2013, the statewide entity managed roughly \$380 million contract for management of Medicaid and non-Medicaid behavioral health services.

This system of "braided funding" helped move the behavioral health system in New Mexico towards a more integrated service delivery system and led to the creation of "medical homes" for adults with serious mental illness and children with serious emotional disturbance; these Core Service Agencies (CSAs) became a focal point for managing the care of the state's most vulnerable members.

In 2011, the State began to more closely examine its Medicaid service delivery system and, through a series of state-wide meetings with stakeholders and Medicaid recipients, decided to take another step in the integration of services for individuals on Medicaid. The State filed a federal Section 1115 waiver seeking permission to fully integrate its Medicaid service delivery system, including bringing in all behavioral health and long term care services for Medicaid recipients. The waiver was approved in August of 2012 and the new program went live on January 1, 2014.

Centennial Care, the new Medicaid program, will provide physical, behavioral health and long term care services to the State’s Medicaid eligible recipients. Under Centennial Care, the Collaborative and the Human Services Department contracted with four managed care organizations (MCOs) to integrate behavioral health and physical health dollars beginning January 1, 2014. Central features of Centennial Care are more effective coordination of care for Medicaid recipients and the delivery of quality care with demonstrable health outcomes.

The State seeks to contract with an entity that will continue to manage the non-Medicaid behavioral health funds, including State General Funds, Federal and non-profit grant dollars awarded to the Human Services Department, Children, Youth and Families Department, the New Mexico Corrections Department and the New Mexico Aging and Long Term Services Department. It is anticipated that there will be roughly \$65 million in services to be managed under the new contract.

Because this book of business may be attractive to several different kinds of organizations, the State, through this RFI, seeks to explore interest and ideas from potential bidders.

Program Overview

The table below offers a brief overview of the fund pools to be managed under the new contract. More detailed descriptions of the fund pools will be included in any Request for Proposals.

<u>Fund Pools</u>	<u>Short Description</u>
Children’s Behavioral Health	This fund pool covers Medicaid covered behavioral health services for non-Medicaid eligible and some CYFD only services for Medicaid eligible infants, children, and youth.
Gender Specific Services	This fund pool covers specialized services for girls and young women.
Children, Youth and Family Department (CYFD) - Flex Fund (general fund)	This fund pool covers behavioral health services and supports for children and youth with no other source of funding.
Federal System Of Care Grant	This fund pool covers payments for Core Service Agency participation with SOC.
Federal Community MH Services Block Grant	This fund pool pays for Multi-Systemic Therapy (MST) and a number of other mental health services
State General Fund: Mental Health	Provides funding for several Mental Health services, including the provision of psychotropic medications by Core Service Agencies, jail diversion activities, Native American programs, sexual assault programs, and other mental health services.
State General Fund Mental Health - Forensic	Mental health funds required by statute and rule to pay for mental health forensic evaluations.
Native American Services	This fund pool pays for substance abuse services for Native Americans.
Federal Veterans and Families Support Services	Provides assessment, treatment, and referrals for New Mexico veterans and their families living with the effects of military service, deployment, and coming home, including the effects of trauma, substance use, and depression.
Federal Substance Abuse Prevention and Treatment (SAPT) Block Grant - Treatment	This fund pools pays for substance abuse treatment services, including set-aside funds allocated for treatment of women.
Federal Substance Abuse Prevention and Treatment (SAPT) Block Grant - Prevention	SAPT prevention pays for evidence- based prevention activities throughout New Mexico

Note: This is not a Request for Proposals. A contract will not be awarded based on submissions.

Federal Strategic Prevention Framework grant	A state prevention grant assisting several counties/communities working to change outcomes
General Fund specialized programs: Supportive Housing	Supportive Housing: direct placement into permanent housing and a service approach. Total Community Approach (TCA), a partnership between the Collaborative and local communities most affected by substance abuse addresses problems in those communities.
Federal Access To Recovery (ATR) Grant	ATR project increases and enhances treatment and recovery support services and offers client choices by sustaining and expanding its current voucher-based system, which has served more than 11,000 clients.
Federal Jail Diversion Grant	In partnership with the 11th Judicial Court (McKinley/San Juan) and 13th Judicial Court (Sandoval) the Veterans First Jail Diversion program targets Veterans and Native Americans who have been arrested but not sentenced
Federal Mental Health Transformation Grant (MHTG)	MHTG funds are used to 1) improve access to supportive house for adults with SMI; 2) develop an innovative role for Certified Peer Specialists; 3) expand coordination between housing agencies (LLAs) and CSAs; 4) outreach to traditionally underserved communities such as Native Americans, rural New Mexicans and veterans. Another program funded by the grant pays for women's residential support services.
Federal Screening Brief Intervention and Referral to Treatment (SBIRT)	SBIRT is designed to expand and enhance the state's continuum of care in primary care and community health settings and to support services for adults 18 or over at risk for, or diagnosed with, a substance use disorder.
NMCD Probation and Parole	Substance abuse, mental health, sex offender and residential treatment services for probationers and parolees under the supervision of the New Mexico Corrections Department.
NMCD Community Corrections	Services to high risk/high needs consumers who are at greater risk of recidivism because of lack of community support. Services include substance abuse, mental health, sex offender and residential treatment for probationers and parolees under the supervision of the New Mexico Corrections Department. Halfway house services and indigent services are also available for both NMCD programs.

RFI Manager

The agency has designated a RFI Manager who is responsible for the conduct of this pre-procurement activity whose name, address, and telephone number are listed below:

RFI Manager: Charmaine Espinosa
Office address: 37 Plaza La Prensa, Santa Fe, NM 87507
Office Phone#: 505-476-9259
Office Fax: 505-476-9272
Email Address: Charmaine.Espinosa@state.nm.us

All deliveries via express carrier shall be addressed and delivered as follows:

RFI Manager: Charmaine Espinosa
Human Services Department
Behavioral Health Services Division
Office address: 37 Plaza La Prensa, Santa Fe, NM 87507
Office Phone#: 505-476-9259
Office Fax: 505-476-9272
Email Address: Charmaine.Espinosa@state.nm.us

Potential Functions of the Managing Organization

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What follows is a brief description of the desired functions of the managing organization. Respondents to this RFI will help the State shape the final list of functions for an RFP.

1. Ensure that quality behavioral health services are provided to individuals not eligible for Medicaid and to Medicaid-eligible individuals seeking services not covered by Medicaid, as defined by the Collaborative; that providers are reimbursed timely and accurately; and that services promote prevention, recovery, resilience and efficient use of available resources.;
2. Provide some or all the following administrative services:
 - A. Payment of claims and invoices: this will include payment of both traditionally billed and invoiced claims;
 - B. Utilization management/continuity of care: this includes prior authorization of services requiring prior authorization (PA) and assistance to consumers, such as assuring that non-Medicaid members seeking services are linked to primary care providers and/or advising the MCO care coordinator of a Medicaid member seeking non-Medicaid services through this system;
 - C. Program integrity functions: this includes identifying patterns of fraud, waste and abuse in the system.
 - D. Fund management: this includes working with the state to do at least one mid-year reallocation of funds to assure that all funds are spent and that no provider overspends a fund allocation;
 - E. Member and provider customer service: this includes establishing a member and provider call center;
 - F. Quality assurance: this includes performing an agreed-to number of quality and clinical audits each year;
 - G. Provider contracting: this includes developing a network of providers as directed by the State. The State will explore the feasibility of using the Medicaid system's credentialing and re-credentialing processes;
 - H. Data reporting: this include transmitting data required for federal and state reporting, providing regular reports of service utilization by demographic variables and directing required data to the State's data warehouse; and
 - I. Resolving grievances and appeals: this is not a Medicaid process but the entity will be expected to deal with member grievances and appeals that ultimately go to the Collaborative CEO.
 - J. Coordination with Medicaid-only MCOs to ensure seamless transition of consumers from Medicaid to Non-Medicaid and Non-Medicaid to Medicaid fund sources, as consumers Medicaid eligibility changes.

In addition, a contractor will be required to:

3. Work cooperatively with State contracting partners, including but not limited to State agencies, Centennial Care managed care organizations, and other contractors identified by the State; and
4. Work cooperatively with State advisory bodies, including the Behavioral Health Planning Council and provider professional associations.

II. CONDITIONS GOVERNING THE RFI

A. Sequence of Events

The RFI Manager will make every effort to adhere to the following schedule:

Action	Responsible Party	Due Dates *
1. Issue RFI	SPD	January 17, 2014
2. Acknowledgement of Receipt	Potential Respondents	January 24, 2014
3. Deadline for Questions	Potential Respondents	January 24, 2014
4. Response to Questions	RFI Manager	January 28, 2014
5. Submission of Response	Respondents	February 7, 2014

** Dates subject to change at the discretion of the Department*

B. Explanation of Events

- 1. Release of RFI**
This RFI is being issued on the date indicated in the Sequence of Events, above, by The New Mexico Human Services Department (HSD) on behalf of the New Mexico Behavioral Health Collaborative.
- 2. Acknowledgment of Receipt**
The Acknowledgment of Receipt form in Appendix A will be used to indicate the respondent's intent to participate in and respond to this RFI. The Acknowledgment of Receipt form should be received by 5:00 p.m. Mountain Time on the date indicated in the Sequence of Events, above.
- 3. Deadline for Questions**
Questions regarding this RFI must be submitted in writing, by e-mail, to the RFI Manager and must be received by 5:00 Mountain Time on the date indicated in the Sequence of Events, above.
- 4. Response to Questions**
Written responses to questions shall be provided to those companies that have returned the Acknowledgment of Receipt form by the date indicated in the Sequence of Events, above.
- 5. Response Deadline**
Five (5) copies of the RFI response shall be delivered to the RFI Manager by no later than 2:00 p.m. Mountain Time on the date indicated in the Sequence of Events, above. Responses received after the due date and time will not be considered. Responses shall be labeled, "Response to RFI – Management of Non-Medicaid Behavioral Health Funding and Service Provision".

C. General Requirements

Submission of a response constitutes acceptance of, and consent to, the following General Requirements:

1. **No Obligation**
This RFI in no manner obligates HSD, the State of New Mexico, or any of its agencies to the issuance of an RFP or to the eventual rental, lease or purchase of any services or equipment that may be described, implied, or proposed.
2. **Governing Law**
This RFI and any subsequent RFP that may be issued by HSD, or any other agency of the State of New Mexico, shall be governed by the laws of the State of New Mexico.
3. **Clarifications**
All requests for clarifications shall be directed to the RFI Manager. No other individual may respond.
4. **Basis for Response**
Only information supplied by RFI Manager in writing, whether on paper or electronically, or in this RFI should be used in the preparation of responses.
5. **Response Preparation Cost**
Any cost incurred by the respondent in the preparation, transmittal or presentation of any response or material submitted in response to this RFI will be borne solely by the respondent.
6. **Use of Information**
The State of New Mexico reserves all rights available to it by law. If an RFP or other type of solicitation results from this RFI, respondents to this RFI are hereby notified that all information, documentation, and any specific content or approaches included in RFI responses will be analyzed, may appear in various reports and may be used in the resulting solicitation. Therefore, do not submit any copyrighted, proprietary or confidential information. The State of New Mexico cannot guarantee the confidentiality of the information submitted.
7. **Eligibility to Participate in Subsequent Procurement**
If the State of New Mexico decides to issue an RFP or other form of solicitation, those parties who choose to respond to this RFI, as well as those parties who choose not to respond to this RFI, will be eligible to participate in that procurement.
8. **Ownership of Materials**
Ownership of all data, material, and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and be subject to public inspection in accordance with the New Mexico Open Records Act.

9. **Unsolicited Proposals**

Unsolicited proposals addressing any or all aspects of this RFI, or any similar project, will not be accepted and will be returned to sender.

10. **Acceptance**

The State of New Mexico reserves the right to reject responses that arrive late, or do not meet all of the specified requirements.

III. RESPONSE FORMAT AND ORGANIZATION

A. **Number of Responses**

Respondents may submit only one (1) response to this RFI.

B. **Number of Copies**

Respondents shall provide five (5) copies of their response.

C. **Response Format**

Responses shall be typewritten on standard 8 1/2 x 11 paper and placed within a binder. Please use 12 pt. font and standard margins.

The respondent's response to this RFI shall be organized in the following format:

1. Acknowledgement of Receipt Form (Appendix A)
2. Response to RFI Requirements
3. Other Supporting Materials/Documentation

It is **STRONGLY** recommended that anyone considering responding to this RFI complete and return the Acknowledgement of Receipt Form (Appendix A) in order to receive any updates, as they arise. However, return of the Acknowledgement of Receipt Form is **NOT** required for submitting a response to this RFI.

Respondents may attach other materials that they believe may improve the quality of their responses.

D. **Page Limit**

Respondents are shall limit their responses to 15 single-sided pages, not counting the Acknowledgement Form or any supporting or other pre-printed materials that may be provided.

E. Electronic Copy of Response

Respondents shall include an electronic version of their narrative response, preferably in editable form (i.e. not in PDF format). This can be provided on CD-ROM or flash drive. MS Word format is preferred. Only a single copy of the electronic submittal is needed.

IV. PROPOSAL CONTENT

Respondents shall respond to each of the following questions. For ease of reading, please restate each question followed by your answer. Keep your answers brief—the state is seeking information that will lead to final decisions about the breadth of the responsibilities to be procured through the RFP process.

1. Briefly describe your organization, its legal status and, if you are currently licensed to do business in New Mexico, under what licensing authority.
2. From the descriptions of the different potential functions the state is seeking to procure from a contractor, please briefly describe the breadth of experience your organization has had with each of these functions.
3. How would you advise the State to pay for the services it seeks? A flat per member per month? On claims/invoices paid basis with a per-member per-month fee for the administrative functions? Another method including a single contract amount?
4. Describe your organization's experience in providing technical assistance to provider agencies needing assistance with billing and data collection.
5. How would your organization approach care coordination for non-Medicaid members who may not have access to a primary care provider? How would you approach coordinating care for Medicaid members who seek non-Medicaid services through this system? Briefly describe your experience with these populations.
6. Describe which functions outlined in this RFI would cause you to be less or more interested in this book of business.
7. If the ultimate contract required it, how would your organization measure and track outcomes of behavioral health services?
8. 8. Briefly describe any systems you have in place now that would enable you to pay claims and/or invoices.

V. APPENDIX A

**ACKNOWLEDGEMENT OF RECEIPT FORM
RFI # 14-630-7903-0001**

In acknowledgment of receipt of this Request for Information, the undersigned agrees that he/she has received a complete copy, beginning with the title page and table of contents, and ending with Appendix A.

The acknowledgment of receipt shall be signed and returned to the RFI Manager no later than on the date indicated in the Sequence of Events. This will also insure that you will receive copies of all Offeror written questions and the State's written responses to those questions.

Return of this form acknowledges receipt by the Vendor of the above referenced RFI. Please indicate below your planned actions regarding the RFI:

We will submit a response to the RFI by the response deadline.
 No, we will not submit a response.

COMPANY: _____

REPRESENTED BY: _____ TITLE: _____

E-MAIL ADDRESS: _____

PHONE NO.: _____ FAX NO.: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

SIGNATURE: _____ DATE: _____

This name and address will be used for all correspondence related to the Request for Information.

Please return to:

Name: Charmaine Espinosa, Procurement Manager
Address: Human Services Department
Behavioral Health Services Division
37 Plaza La Prensa, Santa Fe, NM 87507
Phone#: 505-476-9259
Fax: 505-476-9272
Email: Charmaine.Espinosa@state.nm.us

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