



Registration of Interest (ROI)

Emergency Transitional Residential Intervention
Forsyth County
ROI #0522-002

Response to Registration of Interest Form Due:
Friday, May 27, 2022

Partners Health Management
901 S. New Hope Road
Gastonia, NC 28054

Partners reserves the right to modify this ROI to correct any errors or to clarify requirements. Any changes will be posted on our website at www.partnersbhm.org. Notification of any changes will be listed in a Provider Alert and/or Provider Communication Bulletin.

Corporate Office:
901 South New Hope Rd.,
Gastonia, NC 28054

Elkin Region Office:
200 Elkin Business Park Dr.
Elkin, NC 28621

Hickory Region Office:
1985 Tate Blvd SE, Suite 529
Hickory, NC 28602

Key Information

ROI Number: Registration of Interest (ROI) #0522-002

Title: Emergency Transitional Residential Intervention in Forsyth County

Organization: Partners Health Management
901 S. New Hope Road
Gastonia, NC 28054

Issue Date: May 27, 2022

Due Date: June 24, 2022 by 5:00 PM

Submit Registration of Interest (ROI) Forms through the link at:

<https://www.cognitoforms.com/PartnersBehavioralHealthManagement2/roi0522002emergencytransitionalresidentialinterventionforsythcounty>

Questions: Email questions to providers@partnersbhm.org with the ROI #0522-002 in the subject line

Introduction

Effective February 1, 2013, Partners Behavioral Health Management (Partners) began operation as a Managed Care Organization (MCO) under the Medicaid 1915(b)/(c) Waivers. Partners has a service area that reaches from the Virginia border in Surry County to the South Carolina border in Gaston and Cleveland counties. Partners is responsible for managing county, state and Medicaid-funded mental health, intellectual/developmental disability and substance abuse services. As a single point of accountability for all public funding for behavioral health care, Partners authorizes the utilization and payment of services for citizens in the fourteen-county catchment area. Managed Care Organizations in North Carolina, including Partners, are charged with improving access and the quality of services, empowering consumers and improving outcomes of individuals served.

Partners has full accreditation as a Managed Behavioral Healthcare Organization by NCQA, an accreditation body that certifies health care and health plan-related organizations. With representatives from each of its participating counties, a board of directors governs the organization.

Partners is initiating this Registration of Interest (ROI) to solicit responses from appropriately qualified organizations to provide Residential Level II, Family/Program Type services to enrollees who are eligible due to a mental health, intellectual or development disability or substance use disorder. This ROI is specifically to identify Partners' Network Providers interested in and qualified to provide Emergency Transitional Residential Intervention with a license for Residential Level II, Family/Program Type.

Organizations approved to provide Residential Treatment Level III services will adhere to all relevant NC Division of Medical Assistance Clinical Coverage Policies, NC Department of Health and Human Services Service Definitions, Partners requirements, and any other related laws and regulations.

Scope of Work

This ROI is to identify qualified **MH/SU** behavioral health providers interested and willing to provide **Emergency Transitional Residential Intervention** services located in Forsyth County.

Emergency Transitional Residential Intervention (RI) is a residential treatment – Level II/Family/Program Type that provides structure, therapeutic, and supervised environment for youth who are experiencing a crisis, however, do not meet the imminent danger to self or others threshold and can be diverted from an emergency department visit or inpatient hospitalization short term while a sound long term plan is formulated and executed. Crisis is characterized as serious conflict in current environment, adding to emotional dysregulation, requiring removal to allow de-escalation and re-evaluation/assessment and further development of the crisis plan as needed. This service is intended to support the youth in a safe and healthy environment, prevent abuse and neglect, and provide short term treatment during a time of transition.

This service includes the following activities:

- Individualized and intensive supervision and structure of daily living designed to minimize the occurrence of disruptive behaviors related to family and psychosocial stressors and to help restore at minimum the previous level of functioning.
- Education to impart information about the beneficiary's diagnosis, condition, and treatment to the beneficiary, family/guardian, caregivers, or other individuals involved with the beneficiary's care.
- Specific and individualized interventions including identifying triggers that lead to crises, interventions to assist in anger management, relearning relevant social skills, family and/or caregiver communication skills, stress management, relationship support, intensive crisis or crisis prevention and management, and de-escalation interventions exclusive of physical restraints.
- Coordinate therapeutic interventions with existing clinician or provider or identify appropriate clinical needs during transition.
- Ensure coordination with community services and resources, including connecting with schools, vocational programs, and other service and physical health providers.
 - Discuss and coordinate school transportation and/or completion of assignments during temporary stay
 - Discuss and coordinate child's social/emotional/behavioral needs
 - Discuss and coordinate any medical/dental needs
- Medication Review by qualified staff, may be conducted with member's physician, pharmacist, or nurse with written procedures.
- Distribution of prescribed medications by qualified staff with written procedures.
- Direct and active intervention in assisting children and youth to remain involved in naturally occurring community support systems and supporting the development of personal resources (assets, protective factors, etc.). This includes trained staff to work with the family and/or natural supports.
- 24/7 supervision with awake staff.

- 24/7 availability of provider agency staff and therapeutic parents for immediate response and placement.
- 24/7 emergency/crisis support from provider Qualified Professional (QP) staff for Emergency Transitional RI therapeutic parents to avoid burn out of families serving high needs youth.
- 24/7 availability of licensed clinical staff for clinical assessment and consultation or memorandum of agreement with a behavioral health provider for this purpose.
- The Emergency Transitional RI provider is the First Responder while the youth are in an Emergency Transitional Home.

Population Served:

Children and adolescents, ages 5-21, with mental health and/or substance use and I/DD, not functionally eligible for the NC Innovations Waiver program, but are in crisis due to their condition and presenting symptoms.

Staffing Requirements:

Provider staff supervising Emergency Transitional RI will assist the LME/MCO in arranging appropriate ongoing services such as mental health services, substance use treatment, other specialized assessments and services, and medical services.

Treatment is provided in a structured setting with qualified and trained provider staff support and therapeutic parents who are present and or available at all times of the day. A minimum of one provider staff (QP) is required to always supervise no more than six total homes/programs, regardless of level of treatment. If the provider QP is supervising IAFT, TFC, or AFL homes, they may supervise no more than a maximum of two (2) Emergency Transitional RI homes/programs that count toward the total number of homes. The QP shall have a minimum two years of experience working directly with youth and families.

The provider agency shall have licensed clinical staff or an agreement with a behavioral health provider to provide clinical assessment prior to the service, if not completed by referring provider prior to service entry. Licensed clinical staff also oversee all clinical interventions, provide outpatient therapy (inclusive of family therapy) as needed, and consultation 24 hours per day. Licensed clinical staff are North Carolina Licensed Marriage and Family Therapist, Licensed Clinical Social Worker, or Licensed Professional Counselor. Associate licenses may be utilized with two years of experience with the population.

Agency shall have a licensed psychiatric prescriber (North Carolina Licensed Psychiatrist, Psychiatric-Mental Health Nurse Practitioner (PMHNP), Licensed Physician Assistant) available for medical and psychiatric oversight and consultation. The Licensed Psychiatric Prescriber will provide psychiatric evaluation and consultation as needed.

The provider agency must follow minimum requirements in 131D and 122C rules, including:

- Skills and competencies of this service provider must be at a level that offers psycho-educational and relational support, behavioral modeling of interventions, and supervision.
- These preplanned, structured interventions occur as required and outlined in the member’s service plan.
- Residential Treatment Level II is a 24-hour service.
- This service is licensed under the Division of Health Service Regulation 122-C for residential treatment.

Additional information regarding the service can be found in the included services definition - Partners Health Management, Alternative or “in Lieu of” Service Description, Emergency Transitional Residential Intervention.

Issuance of an ROI, RFI, or RFP does not guarantee a financial award, nor does it indicate a commitment on the part of the issuer to pursue further contractual relationship.

Provider Requirements

An organization must meet the following:

- a. Submit the ROI form and completed budget in their entirety by the submission deadline as listed above;
- b. Provider qualifications, procedures, and standards established by Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH/DD/SAS);
- c. the requirements under 10A NCAC 27G;
- d. Have at **minimum 5 years of Behavioral Health experience**
- e. Be credentialed by Partners;
- f. Provider agrees to comply with Partners’ monitoring and reporting process;
- g. Provide the service in a facility licensed by the Division of Health Services Regulation, under the provisions in NCGS 122c: Mental Health, Developmental Disabilities and Substance Abuse Act, by meeting all standards required for licensure as a Residential Treatment Level II facility;
- h. Within one year of enrollment as a provider of this service with DMA, the organization must achieve national accreditation with at least one of the designated accrediting agencies approved by DHHS;
- i. The organization shall be established as a legally constituted entity capable of meeting all of the requirements of Provider Credentialing, The Medicaid Enrollment Agreement, Medicaid Bulletins, and service implementation standards; and
- j. In partnership with Partners, the provider organization shall collaborate with relevant community stakeholders for access to services, care coordination, and continuity of care.

Rates

Rates for this service will be determine by Partners. Rate considerations will include but not be limited to target population served, number of beds provided, evidenced based practices used, and staff qualifications.

Frequently Asked Questions (FAQs)

Any Frequently Asked Questions (FAQs) will be posted to the Partners’ website with the ROI within 15 calendar days from the RFI release date. Please contact Network Development at providers@partnersbhm.org with any questions.

Exclusionary Criteria

Applicant proposals will be excluded from scoring, review and potential award if the following occur:

1. Provider/vendor does not submit proposal by the submission deadline;
2. Provider/vendor does not submit proposal through mechanisms as directed in this RFI;
3. Provider/vendor does not submit proposal in format and/or using forms as directed in this RFI; and
4. Provider/vendor does not sign and date the forms as indicated.

Reporting

Providers must submit any monthly reports to the MCO through their Provider Network Account Specialist.

Additional General Information

The following outlines additional information related to the request for information:

- Titles and headings in this ROI and any subsequent ROI or RFP are for convenience only and shall have no binding force or effect.
- All proposals are subject to the terms and conditions outlined herein. All responses will be controlled by such terms and conditions. The attachment of other terms and conditions by any individual and firm/agency may be grounds for rejection of that individual or firm's/agency's proposal.
- In submitting its proposal, applicants agree not to use the results therefrom or as part of any news release or commercial advertising without prior written approval of Partners.
- All responses, inquiries, or correspondences relating to or in reference to the RFI, and all other reports, charts, displays, schedules, exhibits, and other documentation submitted by the individual or firm/agency will become the property of Partners when received.
- Pursuant to the provision of G.S. 143-54, and under penalty of perjury, the signer of any proposal submitted in response to this RFI thereby certifies that this proposal has not been arrived at collusively or otherwise in violation of either Federal or North Carolina antitrust laws.
- The transmittal letter must be signed and dated by an official authorized to legally enter into a contract with Partners. The individual or firm/agency shall submit with its proposal the name, mailing address, 8 email address and fax and telephone number of the person(s) with authority to bind the party and answer questions or provide clarification concerning the proposal.
- Individuals or firms/agencies may propose to subcontract portions of work provided that their proposals clearly indicate the scope of the work to be subcontracted, and to whom. All information required about the prime grantee is also required for each proposed subcontractor.
- Trade secrets or similar proprietary data which the individual or firm/agency does not wish disclosed to other than personnel involved in the evaluation will be kept confidential to the extent permitted by NCAC TO1: 05B.1501 and G.S. 132-1.3 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL." Any section of the proposal that is to remain confidential shall also be so marked in boldface on the title page of that section.

Disposition of Proposals

After the processing the ROI/RFI/RFP, one copy of each proposal is retained by Partners. Unless return of additional copies of the proposals are requested by the applicants upon submission, all other copies will be destroyed. This request should appear in a cover letter accompanying the proposal.

Freedom of Information

The North Carolina Public Records Law under Chapter 132 of the North Carolina General Statutes guarantees that the public has access to the public records of governmental bodies in North Carolina. The public records and public information compiled by the agencies of North Carolina government or its subdivisions are the property of the people. Therefore, it is the policy of the State that the people may obtain copies of their public records and public information free or at minimal cost unless otherwise specifically provided by law.

Submission of ROI Response Form

There is one (1) form to submit in response to this ROI. Please follow the directions below:

ROI Response Form: Click on the below link, complete the form and submit by **5 pm on Friday, June 24, 2022.**

<https://www.cognitofrms.com/PartnersBehavioralHealthManagement2/roi0522002emergencytransitionalresidentialinterventionforsythcounty>

Completed forms must be submitted by 5 pm on Friday, June 24, 2022. to be eligible for review.

Resources

Medicaid and Health Choice Clinical Coverage Policies

<https://medicaid.ncdhhs.gov/media/11239/open>

NC DHHS Division of MH/DD/SA Services Service Definitions

<https://www.ncdhhs.gov/media/15048/download?attachment>

NCDHHS APSM 45-2 Records Management and Documentation Manual:

<https://www.ncdhhs.gov/document/apsm-45-2-records-management-and-documentation-manuals>

NCDHHS NC Division of Health Service Regulation Mental Health Licensure and Certification

<https://info.ncdhhs.gov/dhsr/mhlcs/mhpage.html>

10 A NCAC 27 G NC Rules for MH/DD/SA Services and Facilities

<http://reports.oah.state.nc.us/ncac/title%2010a%20-%20health%20and%20human%20services/chapter%2027%20-%20mental%20health,%20community%20facilities%20and%20services/chapter%2027%20rules.pdf>

Medicaid and Health Choice Partners Rates Schedule

<https://providers.partnersbhm.org/claims-information/>

Partners Health Alternative or “in Lieu of” Service Description Emergency Transitional Residential Intervention

<https://providers.partnersbhm.org/wp-content/uploads/partners-In-lieu-of-service-request-emergency-transitional-residential-intervention.pdf>