

Request for Proposal

Occupational Therapy, Physical Therapy, and Speech Therapy Services (OT/PT/Speech)

May 28, 2021

MACOMB COUNTY COMMUNITY MENTAL HEALTH

Guided by the values, strengths, and informed choices of the people we serve, Macomb County Community Mental Health provides an array of quality services which promote community participation, self-sufficiency, and independence

MACOMB COUNTY COMMUNITY MENTAL HEALTH SERVICES
REQUEST FOR PROPOSAL:
Occupational Therapy, Physical Therapy, And Speech Therapy Services
(OT/PT/Speech)

OVERVIEW:

Macomb County Community Mental Health Services (MCCMHS) announces a Request for Proposal (RFP) for **Occupational, Physical, and Speech Therapy Services (OT/PT/Speech)** from qualified vendors to provide OT/PT/Speech services to all Medicaid eligible persons in Macomb County. OT/PT/Speech Services are each expected to result in a functional improvement that is significant to the individual's ability to perform tasks of daily living appropriate to his or her chronological development or functional status. These functional improvements should be able to be realized in a reasonable amount of time and should be maintainable for the person served.

Occupational, Physical, and Speech Therapy service providers will be expected to operate in one or all the service areas. The successful bidder(s) will secure or have established a physical location for services, staff for service delivery with appropriate licensing, applicable organizational accreditation, as well as obtain appropriate State of Michigan Certification and Licensing.

The provider should be prepared to provide one of or all the following services: Occupational Therapy, Physical Therapy, Speech Therapy (Speech Therapy, SLP, speech-language pathology, ST, and speech-language therapy may be used synonymously) and all that delivery of these services entail based on the requirements in the Michigan Department of Health and Human Services (MDHHS) Medicaid Provider Manual.

Occupational Therapy service providers should be prepared to provide some of or all, but not necessarily limited to, the following services: group therapy in a group of two to eight individuals; manual therapy techniques; wheelchair management/propulsion training; independent living skills training; coordinating and using other therapies, interventions, or services with an assisted technology device (ATD); training or technical assistance for professionals providing other education or rehabilitation services to the beneficiary receiving ATD services; neuromuscular re-education of movement, balance, coordination, kinesthetic sense, posture, and/or proprioception for sitting and/or standing activities; evaluating the needs of the person served, including a functional evaluation of the individual; and selecting, providing for the acquisition of the device, designing, fitting, customizing, adapting, applying, retaining, or replacing the ATD, including orthotics.

Physical Therapy service providers should be prepared to provide some of or all, but not necessarily limited to, the following services: group therapy provided in a group of two to eight persons served; gait training; training in functional mobility skills; stretching for improved flexibility; and modalities to allow gains of function, strength, or mobility.

Speech Therapy service providers should be prepared to provide some of or all, but not necessarily limited to, the following services for: articulation; language; fluency; oral function; training in the use of a speech-generating device (SGD)/Augmentative and Alternative

Communication (AAC) device/Augmentative Communication Device (ACD); evaluation and instruction in the use of an oral-pharyngeal prosthesis; voice; rehabilitation of executive skills function status post neurological insult; and Audiologic/Aural Rehabilitation.

MCCMHS is **not** re-bidding its current provider panel. However, existing providers who desire to expand their program to offer any of these services not currently providing, the provider would be required to submit a proposal. Bidders **must** be familiar with employer/employee contractual relationships, Medicaid Provider Agreements, and other requirements found in federal regulations (42 CFR 431.107).

Bidders must be prepared to provide a copy of their Corporate Compliance Plan as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). A “Keys to Developing a Regulatory Compliance Plan” is enclosed. Bidders, if selected to contract, must be prepared to submit the MCCMHS “Provider Information Disclosure Request” form (see enclosed). The completion of this form **is not** required as part of the RFP submission process; it is required as part of the contractual process.

Bidders must acknowledge any relationship between the bidder’s principal officers and board members and any member of MCCMHS (to include staff employees, Board members, and principal Directors). Disclosure must also be made regarding the bidder’s relationship, if any, with any member of the Macomb County Board of Commissioners or any Macomb County Department Head or any member of the Office of the Macomb County Executive.

PERSON/INDIVIDUAL SERVED DESCRIPTION:

Persons to be served with Occupational Therapy, Physical Therapy, and/or Speech Therapy (OT/PT/Speech) services will be adults or children who have been diagnosed with a severe mental illness, severe emotional disturbance, or an intellectual or developmental disability.

PROGRAM GOALS:

The primary goal in OT/PT/Speech service delivery is expected to result in measurable improvement that is significant to the persons’ served ability to perform daily living tasks appropriate to his/her chronological, developmental, or functional status; measurable improvement that is significant to the persons’ served ability to perform mobility skills appropriate to his/her chronological, developmental, or functional status; and/or measurable improvement that is significant to the persons’ served ability to demonstrate communication and/or oral motor function appropriate to his/her chronological, developmental, cognitive, or functional status.

PROGRAM STRUCTURE:

Referral to the OT/PT/Speech program will come from the MCCMHS Division of Managed Care (which authorizes services) and/or the MCCMHS Case Management agencies. The Primary Case Holder (broker) agencies will facilitate the person-centered plan and provide the coordination for all needed services. As indicated in the person-centered plan, the OT/PT/Speech program(s) will provide any related Occupational, Physical, or Speech Therapy services needed to the individual.

The contractor will provide services to the individual according to MCCMHS standards and negotiated contract language. Staffing will also be in accordance with Michigan Medicaid guidelines as well as the needs of the person served, which will be identified in the individuals' person-centered plans.

RESPONSIBILITIES:

- The Provider shall be able to demonstrate knowledge of and experience with Medicaid rules and regulations.
- The Provider shall be able to demonstrate competency and knowledge of the Michigan mental health system in relation to MCCMHS.
- The Provider shall demonstrate knowledge of Person-Centered Planning processes and principles.
- The Provider shall engage in the development of relationships with the individual in his/her community.
- The Provider shall support persons served and/or family-controlled service arrangements as required to successfully reach the individual's goals and objectives.

GENERAL ADMINISTRATIVE FUNCTIONS:

- The Provider shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
- The Provider shall comply with all Federal and Michigan Laws, regulations and the Michigan Administrative Code, the Michigan Mental Health Code, and the Michigan Department of Health and Human Services (MDHHS) Contractual obligations.
- The Provider shall assure that all policies and procedures comply with requirements of MCCMHS and the MDHHS.
- The Provider shall be responsible to be knowledgeable of eligibility for services and resources to persons served as referrals for such services resources are necessary.

PROVIDER REQUIREMENTS:

- The Provider should have a minimum of two (2) years' experience in working with individuals with serious mental illnesses as well as Substance Use Disorders and/or personality disorders.
- The Provider must have the organizational capacity to provide the services described in this RFP.
- The Provider must be able to begin services and accept new referrals based on individual's choice during the 2021 Fiscal Year. It is anticipated that MCCMHS will be able to identify potential persons served by or before 10/1/2021. If the Provider cannot provide all the services outlined in this RFP by 10/1/2021, they should submit a timeline for a plan for full implementation.
- The OT/PT/Speech Provider shall have a plan to ensure all required trainings are completed by staff to allow for implementation of services.

FISCAL MANAGEMENT RESPONSIBILITIES TO MCCMHS:

- The Provider shall have a solid financial foundation and have demonstrated sound fiscal practices for several years.
- The Provider shall provide proof of current liability insurance to protect the interests and obligations being delegated by MCCMHS.

INFORMATION SUPPORTS RESPONSIBILITIES TO MCCMHS:

- The Provider shall have policies and procedures in place, and an environment that protects the information of persons served.
- The Provider shall utilize and participate in the MCCMHS FOCUS data system for claims submission.

QUALITY MANAGEMENT RESPONSIBILITIES TO MCCMHS:

- The Provider shall assure that provided services are documented in the record of each person served as required by the MDHHS and the Centers for Medicare and Medicaid Services.
- The Provider shall support and assist MCCMHS to evaluate, on an annual basis at minimum, the competency and training of staff employed by the provider.
- The Provider shall assure that staff employed by the Provider receives initial and ongoing education in all MCCMHS required trainings.
- The Provider shall possess licensure or certification as needed and/or required and accreditation by a nationally recognized accreditation organization.
- The Provider shall have the capacity to meet the reporting requirements of MCCMHS as outlined in the MCCMHS contract with the MDHHS.

RECIPIENT RIGHTS RESPONSIBILITIES:

- The Provider shall comply with all Recipient Rights provisions as described in the Michigan Mental Health Code, the MDHHS Administrative Rules, MCCMHS' contract with MDHHS and policies of MCCMHS.
- The Provider shall take steps to ensure that persons served will be protected from rights violations while receiving mental health services.
- The Provider shall assign a Recipient Rights Coordinator to ensure that staff are trained in recipient rights and that persons served and/or families are informed of rights guaranteed by the Michigan Mental Health Code. All training for recipient rights must be provided by the MCCMHS' Office of Recipient Rights. Initial Recipient Rights training and bi-annual training for Recipient Rights **must** be completed face-to-face.
- The Provider shall make available to all employees, staff, persons served, and/or families, and shall post in a conspicuous location the following:
 - A summary of all rights guaranteed by the Michigan Mental Health Code.
 - Instructions on how to contact the MCCMHS' Office of Recipient Rights.
 - The MDHHS Office of Recipient Rights reporting requirements poster for staff.
 - Provide for unrestricted access to Rights Complaint forms and "Your Rights" booklet to the individual(s), families and others.

REPORTING REQUIREMENTS:

The successful bidder must be able to meet MDHHS and MCCMHS reporting requirements within established guidelines, must be HIPAA (Health Insurance Portability & Accountability Act of 1996) compliant, and must be able to submit electronic service claims data to MCCMHS in the required format. General reporting requirements include, but are not limited to, the following:

- 1) Persons served Quality Indicators and Persons served Satisfaction Measures as required by MDHHS and MCCMHS
- 2) Persons served demographic data as required by MDHHS and MCCMHS
- 3) Persons served encounter/claims data
- 4) Performance indicators for persons served data for each quarter
- 5) Independent reviews and/or audits
- 6) Annual Quality Report and Annual Compliance Report in compliance with the contract

CONTENT OF PROPOSAL:

1. Organization's Qualifications and Experience: Overview of the Provider organization, the number and nature of the staff to be employed for this project, and the type of technology systems the organization has in place. The Provider should describe any qualifications and/or experience and/or demonstrated competency specifically related to OT/PT/Speech programming and/or providing services to individuals with developmental disabilities and/or the severely mentally ill. The Provider should describe the composition of their Board of Directors and principal staff. The Provider should also provide a detail of the following:
 - MCCMHS Provider Profile Application
 - Annual audited financial statement for the past two years, if any.
 - Criminal background check of the organization's principal staff.
 - Reference to any litigation involving the organization during the past five years.
 - Reference to any "substantiated" Recipient Rights violations by the organization of principal staff over the past five years.
2. Description of Scope of Work: The proposal should describe a work plan indicating the Provider's approach that will accomplish the specific tasks outlined in the RFP. The Provider should describe the philosophy that will be utilized, along with the interest and capacity to meet the requirements outlined in this RFP. The Provider's approach must include an explanation of the system that will be utilized to perform the requested services.
3. Identification of Anticipated Problems: The proposal should identify and describe any anticipated or potential problems, the approach to resolving these problems and any special assistance that will be requested from MCCMHS.
4. Conflict of Interest: The Provider should identify any potential conflict of interest that exists regarding the service provider's ability to respond to this Request for Proposal.

This includes a description of their relationship to MCCMHS or any of its agents/agencies, together with a statement explaining why such relationships do not constitute a conflict of interest relative to performing the service outlined in the proposal.

5. Provider Assurances: The selected Provider will be required to assume responsibility for all services offered in their proposal. The Provider must agree not to discriminate against employees or applicants for employment on the basis of race, religion, color, national origin or handicap.
6. Costing of Services: The Provider must include their proposed unit rate for all applicable Medicaid billable codes relevant to the bidders proposed service lines. Please include all codes and unit rates for each service line you wish to provide.

PROPOSAL EVALUATION:

Submitted proposals will be evaluated in the following areas by the MCCMHS' Procurement Review Committee:

- Experience, Expertise, Staff Training & Development
- Service Provision
- Contract Compliance/Accreditation*
- Finance/Staff Cost
- Thoroughness of Proposal

* It is the expectation that Provider be accredited by a nationally recognized organization or are in the process of obtaining accreditation.

In addition, the MCCMHS' Procurement Review Committee will also review the following:

- The number and scope of conditions, if any, attached to the bid
- Whether the bidder is presently in default to MCCMHS for any reason
- The number and scope of recipient rights complaints and/or corporate compliance issues associated with the bidder and/or the bidder's parent organization

N.B. Please be advised that ALL information submitted in response to public Request for Proposals may be divulged under the provisions of the Freedom of Information Act (FOIA). Confidential or proprietary information cannot be shielded from disclosure under the FOIA requirements for a public bid process.