

October 23, 2018

Dear Potential Applicants,

Community Care, on behalf and in conjunction with Allegheny County Department of Human Services, issued a Request for Qualifications (RFQ) on October 9, 2018 to procure a network of Certified Assessment Centers (CACs) from among Allegheny County addiction treatment providers. Community Care has collected potential applicants' questions regarding the RFQ and verbally presented responses during the Applicants' Conference held at 10:00 a.m. on October 22, 2018. During the Applicants' Conference, additional questions were permitted, and preliminary verbal responses were shared with attendees. The following list includes all the questions received as of this date along with the corresponding answer. **The last date to submit questions to the RFQ Project Manager, [dempseyr@ccbh.com](mailto:dempseyr@ccbh.com), is Friday, November 9, 2018.** The final list of Q&As will be forwarded to only those applicants' who have submitted a timely letter of intent. **Letters of intent are due this Friday, October 26, 2018 by 4:00 p.m.**

### **Certified Assessment Center Q&As**

1. Two dates are mentioned as due date for RFQ proposal. In Section 5 of the RFQ, the timeline identifies the due date as November 23<sup>rd</sup> however the email and the RFQ also mentions November 27<sup>th</sup> as the due date, please clarify?
  - a. **The Application is due Tuesday, November 27, 2018. Please disregard the due date being November 23<sup>rd</sup> since this is the day after Thanksgiving holiday. We apologize for the discrepancy.**
2. What are the current timeframes for referrals from Level of Care Assessment to treatment provider?
  - a. Please refer to the DDAP Treatment Manual for the current standards  
[https://www.ddap.pa.gov/Professionals/Pages/For\\_Treatment\\_Providers.aspx](https://www.ddap.pa.gov/Professionals/Pages/For_Treatment_Providers.aspx)
3. Define in more detail "Mobilize community-based support teams to facilitate the warm handoff of post-overdose survivors and other priority populations through critical transition periods."
  - a. Please refer to DDAPs Warm Hand-off Guidelines and Protocols  
<https://www.ddap.pa.gov/Pages/Warm-Hand-Off.aspx>
4. Define in more detail "Impartial Manner".

- a. Impartial manner refers to organizations making referrals based on the level of care assessment determination which is not based on the range of SUD and recovery services provided by your own or affiliated organization.
5. Is ASAM the primary tool to use to determine level of care?
  - a. Yes.
6. If CAC does not provide buprenorphine treatment, what is expectation of making initial dose of buprenorphine available 24/7/365 per year?
  - a. The network of CACs will be asked to work together to make initial dose of buprenorphine available 24/7/365. The responsibility should not rest on one provider in one location.
7. What are considered extended business hours? Is the expectation to be operational 24/7 to meet all requirements of response times outlined in the RFQ?
  - a. The RFQ suggests the last call from PA Get Help Now would come at 5:00 p.m. leaving a 2-hour window to complete a level of care assessment if indicated. Under the proposed model, the extended business hours would be until 7:00 p.m.
8. Are any providers capable of meeting one-hour admission goal for priority population?
  - a. The goal is for providers become capable of meeting one-hour admission standards for priority population.
9. Is there an expectation for grant recipient to develop additional locations throughout Allegheny County or to partner with existing providers and referral systems to provide mobile assessment sites?
  - a. There is no expectation to develop additional locations.
  - b. There is an expectation CACs will partner with existing providers and referral sources
  - c. This is not a grant and prior year funds are not being reinvested into the development of the CACs.
10. Case management services – are the proposed case management services in addition to current case management services available in Allegheny County.
  - a. Current and additional as additional capacity is expected.
11. What length of time does the CAC have to achieve the proposed goals and outcomes in the RFQ?
  - a. Targets will be set during the implementation period.
12. Is the CAC expected to provide transportation?
  - a. The CAC is expected to meet the access and Warm Handoff standards. Respondents should consider how they will approach meeting those standards. If

providing transportation is included in that strategy, consider them operational costs.

13. Does data already exist for a baseline or is this going to be developed as part of the CAC process in collaboration with that county and CCBH and can this be shared with applicants?
  - a. This data does not exist in aggregate at this point however, Applicants are encouraged to submit the data they would like access to, so Community Care and DHS can work to provide available data to all the Applicants.
14. Is a marketing campaign to be included in our cost estimate/budget?
  - a. No – DHS in collaboration with Community Care will market CACs as the preferred pathway to access services.
15. What is the projected number of callers/assessments in a year?
  - a. Between July 1, 2017 and June 30, 2018 there were 6,323 level of care assessment completed for HealthChoices eligible recipients alone. The number of Level of Care Assessments completed by Allegheny County totaled 1,000 during the same period.
16. What is the timeline to begin and to full implementation?
  - a. Operational status is expected to be achieved by the end of the first quarter of 2019, and full operations are expected to be completed in approximately three months of the start.
17. Who is the lead from the county and CCBH that we will work with?
  - a. Community Care, DHS' OBH, BDAS and Allegheny HealthChoices Inc will create an implementation team that will include more than one representative from each agency due to the scope and breadth of the initiative across multiple providers.
18. Is this a multi-year budget?
  - a. No, this is not a multi-year budget. The request is to generate a budget that reflects the startup costs to become operational and an annual cost to maintain operations.
19. Is there a minimum requirement of completed assessments for each Certified Assessment Center? If so what is it?
  - a. There has not be a minimum requirement established.
20. How many Certified Assessment Centers do you plan to have within the county?
  - a. The number of CACs will be determined according to the number of qualifying respondents and their proposed service location within and around Allegheny County.

21. Will the assessments completed at CACs be program funded or will the rate be negotiable?
  - a. Level of Care Assessments are currently covered as in-plan services on a fee-for-service basis and will not be program funded.
  
22. One of the performance measures mentioned is “A minimum of 75% of individuals will receive a level of care assessment within 24 hours of initial contact” Providers can strive to meet 75% completion however we cannot control cancellations or no shows. With this issue in mind, how will cancellation and no shows factor into the expectation of 75% of individuals will receive an assessment.
  - a. This is a DDAP minimum standard. Cancellations and no shows will be factored into the 75% rate.
  
23. How long are the Certified Assessment Centers expected to provide case management services to the client? Does the case management service end once the client is linked to treatment?
  - a. Case management services should continue through until the person is engaged in the next level of care.
  
24. Will the data tracked and tools to track the data be standardized for all Certified Assessment Centers?
  - a. Yes
  
25. What are the requirements of each Certified Assessment Center’s capacity? Will each Center have a different capacity requirement for assessments?
  - a. Capacity for level of care assessments are not applicable. Any resident of Allegheny County, who needs or wishes to have a level of care assessment, is to have access to an assessment.
  
26. Will there be a contract or agreement with Allegheny County Jail to allow staff into the jail immediately to meet the expectation of assessing a priority population client referred from jail within 3 hours of referral?
  - a. Access to Level of Care Assessments are to be completed within 3 hours of the referral made at the point an individual is being released from custody. However, a provider can pursue an agreement with Allegheny County Jail.
  
27. Can you provide an estimate of the number of individuals that need these services within Allegheny County?
  - a. Please refer to the answer for question 15.
  
28. Can you provide an estimate of the expected number of referrals?
  - a. In September 2018, PA Get Help Now completed 59 SUD screenings. This number is expected to increase as PA Get Help Now is marketed as the method to access SUD treatment in Allegheny County.

29. What's the expected start date for the Certified Assessment Centers? What's the expected time between notifying the selected applicants and when Certified Assessment centers should be up and running?
- Refer to the answer provided for question 16.
30. How many Centers are anticipated in the community?
- Please refer to the answer for question 20
31. Transportation of patients – billable?
- Transportation is not billable under Medicaid. Please refer to the answer to question 12.
32. Will there be infrastructure for peers to bill for case management services – billable codes vs. requesting “supplemental” billable services?
- Peers can be reimbursed for the delivery of peer recovery services only.
33. How would the Centers be able to control for access to the treatment system of care? “within 14 days” – appointments are made that people don't keep with a significant % - will the Center get “credit” for the appt and follow-up made (even if the person doesn't or can't show)?
- The CAC is expected to monitor and improve their own ability to engage and motivate people to enter recovery regardless of peoples' treatment history. Please refer to the answer in question 22.
34. “Screenings LOCA referrals, case management services, transition support and follow-up support” – how does this differ from what the Centers of Excellence do?
- Centers of Excellence have standards and requirements beyond CACs. The target population is specific to individuals with opioid use disorders. A Level of Care Assessment performed by a CAC might result in the referral to a COE. There are several other differences. To learn more about the Centers of Excellence in Pennsylvania, visit [DDAP COE website](#)
35. How will the Center be able to bill for the transition and follow-up support?
- The Level of Care Assessment is a one-unit event however, a payment structure is being developed.
36. Will the referrals for Level of Care Assessments that POWER currently receives through DHS(CYF)contract continue to be submitted to POWER through CYF's KIDS system or will those referrals transition to being submitted via PA Get Help Now Helpline?
- The current process for CYF referrals will remain the same.
37. If the referrals for Level of Care Assessments will continue through the KIDS system for now, will the current process be transitioned to PA Get Help Now Helpline in the future?
- The question is no longer relevant considering the response to the answer given for questions 36.

38. What about succession planning, post first year award:
  - a. LOC are in plan services, in terms of additional funding, there has been no additional funding identified, but the county and CCBH is open to revisiting rates, CCBH is committed to ensuring this effort exists in the future.
  
39. Access Standards – Its complicated serving people who are “geographically challenged”, what will the access standards allow?
  - a. The access standards will not change. The organization should look at other partners that are more geographically proximate to the individual who is asking for services.
  
40. Are DHS and Community Care working on releasing the Engagement Center solicitation
  - a. Yes, a meeting was held to review the draft solicitation this morning.
  
41. Will organizations that are not accepted as a CAC be allowed to perform LOCAs
  - a. Yes, the county is not closing any side doors, but the PA Get Help phone number will be the preferred route for accessing substance use level of care assessments in Allegheny County.
  
42. If a CAC completes a LOCA and refers the person to another SUD provider, is the accepting provider required to do another Level of Care Assessment.
  - a. No. Even if an organization not a CAC, accepting providers will be required to accept the referral sources LOCA.
  
43. What kind of data will be available in real time.
  - a. Unable to answer this question at this point. The network of CAC, DHS and Community Care will decide this as a team.