

Attachment B

Written Questions

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

| Question ID | RFP Reference (page number, section number, paragraph) | Specific RFP Language | Question | Answers |
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| <i>Example</i> | <i>Page 7, section 1.15, C</i> | J. Vendors may submit multiple bid | <i>May vendors submit more than one bid?</i> | <i>yes See section 1.15, J</i> |
| 1 | | | Will the state be paying for/assisting with the training and 'site development' process required by the Homebuilders Program? | No |
| 2 | Page 12, section 2.2D | Vendor must be an Outpatient Behavioral Health (OBH) Services Program, certified by the Division of Provider Services and Quality Assurance (DPSQA), and able to bill Medicaid. For verification purposes, vendor must submit current Medicaid number and proof of DPSQA certification as an OBH Services Program. | This statement will exclude all Independent Licensed Practitioners from bidding on the contracts. In the past, ILP's have been included in Intensive Family Services. I would ask this be reviewed and possibly corrected by an addendum so ILP's may participate in this RFP. Thank you for your attention to this situation. | No |
| 3 | page 12, sec 2.2 E | Vendor must be an Outpatient Behavioral Health service Program, certified by the Division of Provider Services and Quality Assurance, and able to bill Medicaid. For verification purposes, vendor must submit current Medicaid number and proof of DPSQA certification as an OBH services Program. | Do I have to be approved by Medicaid and have a number and certification before I can apply for the BID. OR can I apply after the Bid is sent in? | <i>The Vendor must submit a current Medicaid number with the bid.</i> |
| 4 | Page 2, section 1.1 Page 14, section 2.3, K | DCFS is interested in proposals for all 10 areas for statewide coverage. One vendor per county will be selected. Preference will be given to those responses that have the capacity to cover all counties in an area. | 1. Are you looking for a Homebuilders team for each county in an area or one or more teams covering an entire area, preferably from the same vendor? 2. Are there sizes for teams per HB standards - usually teams of 3-5 f/t therapists per 1 f/t supervisor and p/t program manager? Or, will there be a different expected team size in certain locations? | <i>1. One or more teams covering an entire area, preferably from the same vendor. 2. The sizes for teams are Homebuilders standards. Refer to amended RFP.</i> |

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| 5 | Page 5, section 1.14, A | Contractor(s) shall submit a daily rate and rate justification. | <p>1. This section refers to a daily rate but the bid sheet and section noted in the rows below refers to an hourly rate, broken down by .25 hours. Can you confirm you are asking for an hourly rate? We have only billed for Homebuilders services in other states using a daily or monthly rate to provide capacity.</p> <p>2. Also, is the cost of initial and ongoing Homebuilders "site development" process (training, consultation, site visits, fidelity reviews, etc) supposed to be built by the Contractor into the daily or hourly rate?</p> <p>3. And, concrete funds, which are typically \$200-\$500 per family...are those also to be built into the daily/hourly rate?</p> <p>4. Also, given the intense training and shadowing component of this model for new staff, # of families served the first year with new hires is less than the 2nd year. Should we take this into consideration in providing a daily/hourly rate or would you like us to break this down to Yr 1, 2, and 3?</p> | <p>1. Refer to amended RFP.</p> <p>2. 3. 4. Vendor should take these costs into consideration when providing an hourly rate that will be consistent over the term of the contract.</p> |
| 6 | Page 14, section 2.4, E | Contractor shall bill Arkansas Medicaid for all eligible services and will bill DCFS as a payment of last resort. | Homebuilders is not designed as a medical model. Is there any flexibility to this billing process or a way to clarify the billing that would be covered under Medicaid and what would be covered under DCFS? | <i>No, contractor must bill Medicaid for all Medicaid-eligible services.</i> |
| 7 | Page 14, sections 2.5, C | Contractor's invoicing must reflect documentation of time and billable rate broken into .25 hour increments. | Does this include time travelling, paperwork, required consultation and supervision meetings, collateral contacts, etc....all required under the Homebuilders model? | Yes |
| 8 | Page 12, section 2.2, B | This section (1-3) refers to the required Homebuilders staff. | This section does not include the role of the Program Manager, which is part of the Homebuilders model from the Institute. This person serves as back up for the supervisor, supervises the supervisor, manages the contract and is the person connecting with the State regarding the program. Are proposals able to add this role in? The Program Manager must meet the same requirements as the Supervisor since they serve as back-up, being fully trained in the model. | <i>See updated RFP.</i> |

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| 9 | Page 12, section 2.2, B, #3 | At least one Supervisor must have a license for independent practice or be board eligible. | Is this for medicaid billing purposes or is this licensed Supervisor responsible for providing the primary supervision of staff, or both? All staff, per the Homebuilders model, are required to live within 1 hour of 80% of the families served. Is this also a requirement for this role if this role does not have to be a primary Supervisor? Please explain the purpose of this licensed Supervisor, different from a Supervisor without a license. | <i>This is not a separate role. See updated RFP.</i> |
| 10 | Page 12, section 2.2, D | Vendor MUST be an OBH Services Program, certified by the DPSQA, and able to bill Medicaid, MUST submit current Medicaid number and proof of DPSQA certification as an OBH Services Program | IF an organization is in the application process to receive this certification AND has a licensed Medicaid provider on staff or one that can be hired, will the Medicaid # of the individual suffice while the organization waits for certification which can take 6 months? | <i>No. Vendor must be certified by DPSQA as an OBH Services Program, and submit proof of certification with its bid.</i> |
| 11 | Page 13, section 2.3, G | Caseloads must be limited to 2-5 families per therapist. | The Homebuilders model is 2-3 families per therapist, with 3 being an exception for a very short period of time. I assume it is ok to base our rate on the Homebuilders model for caseload size? | <i>See updated RFP.</i> |
| 12 | Page 14, section 2.3, L | Contractor shall have on file with the DCFS In-Home Program manager, the results of a check with the Arkansas Maltreatment Central Registry and the results of a criminal background check for any current or prospective employee providing services through this contract. | <p>1. If an employee for the Contractor has already been background checked in this way for Arkansas, for a different program, do they need to pursue this process again, for the purposes of this contract?</p> <p>2. Also, if an employee included in this contract lives in another state and provides consultation as part of this contract, do you require they go through the background record check in just Arkansas or also their state of residence?</p> <p>3. Do you require the background record check of an employee with the Institute for Family Development, who serves as a Consultant to the Contractor (required by the Homebuilders model), who also lives in another state?</p> <p>The Consultant does not meet with clients apart from Homebuilders staff and only interacts with clients when doing a site review and observing the therapist or supervisor in their home visit with clients.</p> | <i>1. No, if the background check is within the timeframe 2. The background check is required for both Arkansas and their state of residence 3. No</i> |