

Mid Shore Behavioral Health Inc.
28578 Mary's Court, Suite 1
Easton, MD 21601



REQUEST FOR PROPOSALS

Urgent Care Clinic:

Wicomico County

Issued: May 11, 2022

Due: June 10, 2022, by 4:00 pm

Prospective applicants who have received this document from a source other than the Issuing Officer should immediately contact the Issuing Officer and provide their name and mailing address in order that addenda to the RFP or other communications can be sent to them. Any prospective applicant who fails to notify the Issuing Officer with this information assumes the complete responsibility in the event they do not receive communications from the Issuing Officer prior to the RFP closing date.

ISSUING OFFICER:
Kathryn G. Dilley
Executive Director

I. BACKGROUND AND OVERVIEW

The Behavioral Health Administration (BHA) has moved to decentralize the management of behavioral health services to Maryland Medicaid recipients and eligible uninsured residents by developing Local Behavioral Health authorities, Core Service Agencies, and Local Addictions Authorities. The Core Service Agency (CSA) acting as the designee of the Maryland Department of Health (hereafter known as “the Department”), shall complete a competitive procurement for its respective jurisdiction for all grant-funded activities.

Mid Shore Behavioral Health, Inc. (MSBH) is the Core Service Agency (CSA) serving Kent, Queen Anne’s, Caroline, Talbot and Dorchester Counties. MSBH is seeking proposals for the provision of Urgent Care Services for consumers living in Wicomico County on the Eastern Shore of Maryland. MSBH is responsible for planning, systems management of the Public Behavioral Health Systems for the residents of the mid-shore counties of Maryland.

II. SCOPE OF WORK

Respondents must address the following requirements in the Scope of Work in their response to this RFP.

The Urgent Care Clinic service model is a service available for adults in need of immediate access to mental health evaluation to be supported by an Outpatient Mental Health Clinic provider. Eligible respondents must comply with Title 10 Maryland Department of Health Subtitle 63 Community-Based Behavioral Health Programs and Services regulatory and licensure requirements. The service is to be delivered to prevent psychiatric crises, emergencies and/or hospitalizations, and to increase access to outpatient mental health services, both therapy and psychiatric services if indicated. Evaluation, crisis stabilization and referral by a licensed behavioral health provider are the primary components of the service and proposal response. This provider(s) is expected to provide access to services for consumers of Wicomico County. The provider may respond to Urgent Care services to be rendered in one or both counties in need of a provider.

III. GOALS

The selected provider(s) will be required to meet the following goals and objectives as they relate to this RFP.

1. Provide service to adult individuals in need of urgent mental health care services, evaluation, and referral for medication management if indicated.
2. Ensure prioritization of urgent care services to individuals referred by the Eastern Shore Operations Center (ESOC), Eastern Shore Crisis Response/Mobile Crisis Teams, local emergency departments, primary care physicians, psychiatric inpatient units, detention centers/correctional facility behavioral health programs, and other community-based programs.
3. Provide timely access to qualified mental health professionals in order to ensure continuity of care and/or prevent psychiatric crisis, emergencies and/or hospitalization.

4. Provide access to qualified Behavioral Health Professionals, authorized under the Health Occupational Article and according to COMAR 10.63, for urgent care clinic appointments for consumers with immediate needs within two business days as available.
5. When clinically indicated, provide access to psychiatric evaluations for medication management within 30 days of the initial urgent appointment for county consumers; preferably within two weeks when medically necessary.
6. Utilize SharePoint platform in coordination with Eastern Shore Operations Center (ESOC) for urgent care appointment monitoring and scheduling.
7. Document referrals of consumers to community-based services and programs as indicated and appropriate and/or follow up appointments.
8. Work collaboratively with MSBH and BHA and other committees identified to problem solve crisis delivery issues in the region.

IV. OBJECTIVES

1. To provide timely access to qualified Behavioral Health Professionals in Wicomico County authorized under 10.63.01 in order to ensure continuity of care and/or prevent psychiatric crisis, emergencies and/or hospitalizations.
2. To provide timely access to psychiatric specialty care in Wicomico County, and support psychiatry continuity of care when individuals are transitioning from care elsewhere in the Public Mental Health System.
3. To effectively manage intake, follow up appointment, no show rates for appointment using an urgent care service model.
4. Establish outcomes and evaluation methods in collaboration with MSBH.
5. Participate in the Behavioral Health Services Network (BHSN) with MSBH and continue to problem solve crisis delivery issues in the region through participation in the MSBH managed Workgroups.

V. PROCUREMENT PROCESS

MSBH is requesting proposals for the provision of Urgent Care Services for Wicomico County contract for FY2023, July 1, 2022-June 30, 2023.

VI. ELIGIBILITY

Any licensed or incorporated agency or organization, public or private, may apply under a Request for Proposals. The applicant must be a Community-Based Behavioral Health Programs provider as delineated in the COMAR 10.63.01. and be licensed and approved as an Outpatient Mental Health Clinic services provider by the Office of Health Care Quality, The Behavioral Health Administration's Office of Behavioral Health Licensure, and the State of Maryland Administrative Service Organization.

VII. ISSUING OFFICE

Request for Proposals will be issued by: Mid Shore Behavioral Health, Inc.

28578 Mary's Court, Suite 1 Easton, MD 21601

The issuing officer is Kathryn G. Dilley, Executive Director

Email: kdilley@midshorebehavioralhealth.org

VIII. Request for Proposal Timeline

1. Pre-Bid Conference Call:

Pre-Bid Conference is scheduled for: Thursday, May 19, 2022, 11:00am-12:00pm

Attendance is not required.

Participation will be by Virtual Go To link

FY23 UCC Pre-Bid Conference Call

Please join my meeting from your computer, tablet or smartphone.

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You can also dial in using your phone.

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2. Proposal Submission and Deadline Date

The deadline for submission of proposals is June 10, 2022, no later than 4:00PM. Submissions are to be made electronically to Kathryn G. Dilley at kdilley@midshorebehavioralhealth.org

3. Selection and Respondent Selection Notification

The MSBH Programs Services Committee comprising MSBH Board of Directors members will review all submissions. The respondent selection notification date is June 17, 2022.

IX: Proposal Submission Format and Evaluation Criteria

1. Format of Proposals

Proposals will be received electronically. Proposals must indicate RFP title: MSBH: Urgent Care Services: (Bidder Name and Date of Proposal).

2. Evaluation Criteria

- **Technical**

At a minimum, each proposal will include the following items in the stated order: all pages must be numbered; each section should begin on a new page and be clearly labeled; all of the listed components must be included. **Proposals submitted that do not include the components listed below will be considered non-responsive and therefore not reviewed for funding.**

Respondents will prepare a narrative summary, providing an overview of how their organization will meet the objectives and implement the plans of the proposal.

- The proposal is consistent with MSBH Goals and Objectives.
- There is a demonstrated willingness to accept and benefit from MSBH oversight and guidance.

- The proposal is responsive to terms, conditions, and time of performance.
- The proposal is complete and thorough.
- A full understanding of the need, purpose, expectations, and complexities of the work to be performed is demonstrated.
- The approach, methodology, techniques, and manpower to be used are clearly defined and sound. Each should be sufficient to meet proposal requirements and should be logical and well organized.

1. Organizational Capacity

The applicant complies with relevant Federal, State and County laws, regulations and guidelines, as well as conditions imposed by BHA. Briefly state the bidder's organizational history, structure, nature and scope of business activities. The bidder has satisfactory experience working with persons with mental illnesses and has experience providing individualized and flexible care/services. Where applicable, the role of the governing board is briefly described.

The proposal demonstrates an understanding of the population to be served, number of persons to be served, eligibility criteria, as well as the importance of consumer input and collaboration, community integration, consumer rights protection, and community support for the program.

Attach an organizational chart depicting the relationship of the project to the current organization. Describe experience and relevant former activities of the organization which demonstrate an ability to attain the specific objectives of the proposed project.

2. System Integration

The proposal describes working with various community organizations, local government, private/public agencies and citizens groups. The proposed program is well integrated with other service provisions, primary care and substance use treatment providers.

The bidder demonstrates the ability to establish and maintain relationships with local health, behavioral health systems managers. Letters of Support welcome to demonstrate relationship.

3. Budget and Service Location Appointment Frequency

- **Appointment Frequency by Site/County:** Variable of three to five days available appointments per week based on jurisdictional need and ability to meet service deliverable.
- **Wicomico County:** \$13,748 Annually
(Value based on three-year utilization cost and data analysis)

Respondents need to provide a budget narrative. Respondents need to indicate service provision in Wicomico County or both counties to be served.

4. Performance Evaluation/Contract Monitoring

Description includes bidder's compliance with data collection and reporting capacity, outlining baseline and outcome targets for metrics specifically related to proposal objectives.

X. PROVIDER CONTRACT AND MONITORING

Upon selection, accompanying the final notification letter will be two copies of the standardized Agreement to Provide Services (“the contract”), as approved by MSBH. These must be reviewed thoroughly and signed by appropriate officials of the respondent. The contract must have original signatures and be returned to Mid Shore Behavioral Health, Inc. 28578 Mary’s Court, Suite 1, Easton MD 21601. Any contract resulting from this RFP will reflect July 1, 2022-June 30, 2023, service delivery dates.

MSBH will engage in ongoing, periodic monitoring activities to evaluate the quality of service delivery and essential ingredients of the program. Activities shall include, but are not limited to the following:

- Site visits at least annually to evaluate and document compliance with administrative and programmatic requirements, including but not limited to evidence in the medical record of a diversity of referral sources and relationships with relevant organizations for referral and linkage to care.
- Review of administrative data reports and claims data to evaluate program effectiveness.
Review of policy and personnel records to ensure administrative compliance.
Participation in any provider meetings as required by MSBH
Collection and submission of programmatic data, as required by MSBH.