



**New Hampshire Department of Health and Human Services
Improving Access to Information and Services for Individuals and Families
Needing Long Term Supports and Services: New Hampshire ServiceLink Program**

**ADDENDUM #2
RFP-2017-OHS-01-SERVI**

On July 15, 2016, The New Hampshire Department of Health and Human Services, published a Request for Proposals to solicit proposals from Vendors to provide ServiceLink services to assist all populations, including those over age 60, adults with physical, intellectual, development disability or mental illness, with improving access to information on the full range of long-term services and supports, and with improving access to public programs including Medicaid long-term support programs and benefits in New Hampshire.

Delete from Section 3.3.2.1 the reference to Appendix I: For more information about the Family Caregiver Support Program Fiscal Management Protocols, see Appendix I.

Add subsection 1 to Section 3.3.2.2.a.i. as follows:

1. Develop, implement, and operationalize the VD-HCBS Program, if a Vendor is not already providing the VD-HCBS program in New Hampshire, in accordance with the: 1) Department's Readiness Review to Deliver Veteran-Directed Home and Community-Based Care; and 2) the United States Veterans Health Administration, Office of Geriatrics and Extended Care, Veteran-Directed Home and Community-Based Services (VD-HCBS) Draft Interim Program Procedures (See Appendix J – NH VD-HCBS Program Readiness Review and Procedures, for both documents).

Replace Section 3.2.2.2, a, vii as follows:

- vii. Provide financial management services for bill paying and/or employer of record services in accordance with the in accordance with the United States Veterans Health Administration, Office of Geriatrics and Extended Care, Veteran-Directed Home and Community-Based Services (VD-HCBS) Draft Interim Program Procedures (See Appendix J – NH VD-HCBS Program Readiness Review and Procedures, for both documents).

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Replace Section 9. Additional Information as follows:

9. ADDITIONAL INFORMATION

- 9.1. Appendix A – Exceptions to Terms and Conditions**
- 9.2. Appendix B – Contract Minimum Requirements**
- 9.3. Appendix C – CLAS Requirements**
- 9.4. Appendix D – Budget**
- 9.5. Appendix E – Personnel Sheet**

The following Appendix Items (9.6 through 9.15) are found in the online Document Library (available July 21, 2016).

- 9.6. Appendix F - ACL National Options Counseling Standards**
- 9.7. Appendix G - Computer Use Policy Agreement**
- 9.8. Appendix H - Criteria for Fully Functioning ADRC**
- 9.9. Appendix I – Not used**
- 9.10. Appendix J - NH VD-HCBS Program Readiness Review and Procedures**
- 9.11. Appendix K - Preliminary Performance Monitoring, Tracking and Reporting**
- 9.12. Appendix L - Refer7 Manual**
- 9.13. Appendix M - ServiceLink Volume Metrics**
- 9.14. Appendix N - SHIP Federal Mission, Vision, Strategy, Performance Measures and Standards**
- 9.15. Appendix O - SMP Program Overview and Performance Measures**