



## ADDENDUM #2

### RFA-2021-DLTSS-08-SERVI

#### ServiceLink Aging and Disability Resource Center Services

On February 26, 2020, the New Hampshire Department of Health and Human Services published a Request for Applications, soliciting applications to provide Aging and Disability Resource Center ServiceLink services in ten (10) geographic areas of the state.

The Department is publishing this addendum to:

1. **Delete and replace Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.1, ServiceLink Administrative Requirements, Paragraph 2.1.1, General Requirements, Subparagraph 2.1.1.6, with the following:**

2.1.1.6. The selected Applicant must maintain a waitlist of individuals who **have been determined as eligible for Medicaid/Medicare supports and services, and/or other publically funded supports and services**, and are ready to receive services but are unable to receive services due unavailability of funding or resources. The selected Applicant must:

2.1.1.6.1. Document information in the Refer 7 system for each individual waiting for services, in accordance with Department policies and procedures.

2.1.1.6.2. Monitor the wait time for individuals to receive services, from the date of initial contact with ServiceLink to the date individuals receive services for which they are eligible.

2.1.1.6.3. Provide quarterly reports to the Department that include, but are not limited to:

2.1.1.6.3.1. The wait time for each individual by the type of service.

2.1.1.6.3.2. Reason for wait time.

2. **Delete and replace Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.3, Consumer Program Eligibility and Enrollment, Paragraph 2.3.1, Long Term Supports and Services (LTSS) Eligibility Determination Services, Subparagraph 2.3.1.3, with the following:**

2.3.1.3 The selected Applicant must collaborate with state and community programs that serve Medicare beneficiaries in rural areas to determine program eligibility for individuals seeking services, facilitate enrollment of individuals when indicated, and to ensure individuals requesting services have access to information, tools, resources, and education about Medicare via referrals to



ServiceLink. State and community programs may include, but are not limited to:

2.3.1.3.1. NH Family Caregiver Program.

2.3.1.3.2. State Nutrition Consultant for New Hampshire Meals on Wheels and Congregate Meals.

**3. Delete and replace Appendix A, ServiceLink Scope of Services, Section 2, Scope of Work, Subsection 2.4, Specialty Program Services, Paragraph 2.4.5, Veteran Directed Care (VD-Care) a/k/a Veterans Independence Program (VIP) , Subparagraph 2.4.5.5, with the following:**

2.4.5.4 The selected Applicant must contact veterans referred to the VD-Care program by telephone, email, or other recognized means of communication, with approval from the Department, within three (3) business days of receiving a referral from the VAMC.