



## ADDENDUM #2

RFA-2024-DLTSS-03-ADRCS

Aging and Disability Resource Center Services

**Aging and Disability Resource Center Services (Formerly known as ServiceLink)  
(Changes are in bold, underlined and italicized text below to enable vendors  
to quickly recognize changes in paragraphs and/or wording.)**

On February 28<sup>th</sup>, 2024, the New Hampshire Department of Health and Human Services, Division of Long Term Supports and Services (“Department”) published a Request for Applications (solicitation) from qualified Vendors to provide Aging and Disability Resource Center (ADRC) services in ten (10) geographic areas of the state, as defined in Appendix D, Geographic Areas. ADRC services assist all individuals, including those over age 60, and adults with physical, intellectual, and/or developmental disabilities, and behavioral/mental health concerns.

The Department anticipates awarding one (1) or more contract(s) for the services in this solicitation. Vendors may submit applications to provide services in one (1) or more Geographic Areas, as described in Appendix D. A separate application is required for each Geographic Area for which Vendors are applying.

In addition, Vendors may also apply to provide any of the four (4) unique regional services outlined in Section 4. A Vendor must be selected as an ADRC covering the general scope of services in order to provide any of the unique regional services.

The Department is publishing this addendum to:

1. Add Section 2, Statement of Work, Subsection 2.1., Provisions applicable to all services, Paragraph 2.1.2., to read:

**2.1.2. The Selected Vendor(s) must respond to the needs of individuals who call or walk into an ADRC office. If an individual's identified need is better served by a different ADRC office, the Selected Vendor(s) must collaborate to provide a warm hand-off and to best meet the individual's needs. This is inclusive of Services with Unique Regional Scopes in Section 4.**

2. Delete and replace Section 2, Scope of Services, Subsection 2.6., Information & Referral and Person-Centered Options Counseling, Paragraph 2.6.1, Subparagraph 2.6.1.3., to read:

**2.6.1.3. Assist and support in navigating hospital discharge protocols, including individual I+R needs identified through these protocols.**

3. Delete and replace Section 2, Scope of Services, Subsection 2.9., State Health Insurance Program (SHIP) Assistance, paragraph 2.9.4., to read:



**2.9.4. The Selected Vendor(s) must provide monthly targeted community outreach in order to:**

4. Delete and replace Section 3, Performance Measures and Reporting Requirements, Subsection 3.3., to read:

**3.3. The Selected Vendor(s) must provide a monthly written report on capacity to provide home and community-based visits to the Department, by the 15<sup>th</sup> day of the following month.**

5. Delete and replace Section 3, Performance Measures and Reporting Requirements, Subsection 3.7., to read:

**3.7. The Selected Vendor(s) must report Medicaid Application and Forms Assistance Contacts to the Department on a monthly basis, by the 15<sup>th</sup> day of the following month.**

6. Delete and replace Section 4, Services with Unique Regional Scopes, Subsection 4.2., Senior Medicare Patrol (SMP) Services, Paragraph 4.2.3., to read:

**4.2.3. The Selected Vendor(s) must provide SMP Services within their geographic area(s) to increase community awareness and prevention of health care fraud and abuse through education, counseling, assistance and outreach for individuals with Medicare, with a specific emphasis on those with the greatest need. The SMP Program is a statewide program, therefore if there is a vacancy in a specific region, the Department will require other regions to help support the overall need of the program.**