



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFP-2023-DLTSS-02-COMMU

No.	Question	Answer
1.	<p>General</p> <p>What is anticipated volume of participants served per month?</p>	<p>The average number of children served monthly since July 1, 2021 is 172.</p>
2.	<p>General</p> <p>What is the average length of time that a participant receives care coordination?</p>	<p>The Department does not maintain records for the length of time each participant receives services under this program. However, participants can receive care coordination anywhere from less than one year to 20 years, depending on condition and need.</p>
3.	<p>General</p> <p>Will all recipients require the same intensity of care coordination? Or is care coordination determined by, as an example, risk stratification?</p> <p>i. For example, medically complex/technologically dependent recipients require enhanced care coordination (intense program, high touch/follow up) vs. Special health care needs recipients not depending on technology to sustain life require less intense program (low touch care coordination)</p>	<p>Care coordination services vary depending on the complexity of the case and participant and family's needs. Complexity levels are determined using a tool provided by the Department.</p>
4.	<p>General</p> <p>Who is the current Contractor for these services?</p>	<p>Amoskeag Health. A link to the current contract containing these services is published on the Secretary of State's website here: https://sos.nh.gov/media/phrd3ucj/035-gc-agenda-063021.pdf</p>
5.	<p>Section 1, Introduction, Subsection 1.3, Contract Period</p>	<p>The Contract resulting from this RFP is anticipated to be effective July 1, 2022 or upon Governor and Executive Council approval,</p>

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Community-Based Care Coordination for Children with Medical Complexity**



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	What is the Department's plan if the contract resulting from this RFP is not approved by July 1, 2022?	whichever is later, through June 30, 2023. Services will begin on the Contract Effective Date.
6.	<p>Section 3, Statement of Work, Subsection 3.1, Covered Populations</p> <p>This RFP is specific to three counties, is it the intent of the Department to expand the scope to include other counties?</p>	No, not in State Fiscal Year (SFY) 2023. In SFY 2024, DHHS anticipates procuring enhanced care coordination services across the state, in all counties.
7.	<p>Section 3, Statement of Work, Subsection 3.2, Scope of Services, Paragraph 3.2.3</p> <p>What information technology system will the selected Vendor be required to use for this scope of work?</p>	The Department's system is the legacy system used to manage the BFCSS program for children and youth with special health care needs. It is maintained and supported by the State of New Hampshire Department of Information Technology, Application Systems Development (DoIT, ASD) and is accessed through the State of New Hampshire secured Citrix portal for contracted staff. Access requires a two-step verification process.
8.	<p>Section 3, Statement of Work, Subsection 3.2, Scope of Services. Paragraph 3.2.6</p> <p>Is face-to-face care coordination required?</p>	Yes. However, face-to-face communication can be accomplished using web-based meeting software applications. In-person visits are not required.
9.	<p>Section 3, Statement of Work, Subsection 3.2, Scope of Services. Paragraph 3.2.6</p> <p>Does the Department have a designated template or training that providers are required to follow for family centered plans?</p>	The Department does not have a designated template or standard training that the selected Vendor will be required to follow for family-centered plans at this time.
10.	<p>Section 3, Statement of Work, Subsection 3.2, Scope of Services.</p>	There is no requirement for staff to be located in New Hampshire. However, families may request care coordinators to attend

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	<p>Paragraph 3.2.6, Subparagraph 3.2.6.8 Do Care Coordinator staff need to be located in new Hampshire or can experienced Care Coordinators be remote and in another state?</p>	<p>appointments and/or meetings in the local region. In addition, care coordinators are required to meet in person with state office staff and participate in training, at least monthly. See Addendum #2.</p>
11.	<p>Section 3, Statement of Work, Subsection 3.3, Staffing. 1) How many staff are intended to be trained? 2) What is the minimum frequency of supervision?</p>	<ol style="list-style-type: none"> 1 The Department is seeking proposals from Vendors that include identifying the number of staff needed to complete the work requirements. 2 The Department is seeking proposals from Vendors that include establishing and maintaining program personnel policies and procedures. The Vendor is responsible for the frequency of training and supervision of care team members. State-level training may occur during monthly meetings.
12.	<p>Section 3, Statement of Work, Subsection 3.3, Staffing. What is the typical caseload per staff member?</p>	<p>The Department is seeking proposals from Vendors that include delivering and coordinating services. Currently, caseloads range from 25 to 74, based on the number of hours worked and complexity of the assigned cases.</p>
13.	<p>Appendix A - P37 and Standard Exhibits, Exhibit C, Payment Terms How will the selected Vendor be reimbursed for services provided under the resulting contract?</p>	<p>Proposers must complete Appendix D, Budget Sheet for State Fiscal Year 2023. Payment will be on a cost reimbursement basis for actual expenditures incurred in the fulfillment of this Agreement, and shall be in accordance with the approved line items in the Contractor's Budget Sheet.</p>
14.	<p>Appendix A - P37 and Standard Exhibits, Exhibit C, Payment Terms What type backup and level of detail is required for invoicing?</p>	<p>Required backup documentation for invoicing for services under any contract resulting from this RFP will be determined during contract negotiations with the selected Vendor.</p>
15.	<p>Appendix D, Budget Sheet</p>	<p>A link to the budget template in Excel format is located on the</p>

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	The form asks for "Total Program Cost," "Contractor Share/Match," and "Funded by DHHS contract share." Could the agency please provide us definitions on what goes into each category?	Department's website at https://www.dhhs.nh.gov/business/forms.htm . Instructions for completing the form are included.
16.	Appendix D, Budget Sheet The Budget Form looks like an Excel file. Could we have a copy of the Excel file to complete the form?	To download a budget template in Excel format, please visit the Department's website at New Hampshire Department of Health and Human Services, Vendors/RFP, Vendor Contract Exhibits & Forms, Appendix D, Budget Form here: https://www.dhhs.nh.gov/business/forms.htm .