

State of New Hampshire Department of Health and Human Services

Request for Proposals (RFP) for Closed Loop Referral *Vendors Conference*

Office of the Commissioner and Bureau of Contracts & Procurement

October 04, 2023

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Disclaimer

This presentation includes brief descriptions of the RFP specifications and requirements, but does not fully elaborate on all required elements. As a result, this presentation does not supersede what is stated in the RFP or its appendices. Proposers are responsible for ensuring their proposal is complete and accurate according to the information and requirements contained in the full RFP.



While questions may be asked during this presentation, the Department is not obligated to answer questions during the presentation. As indicated in the RFP, any questions answered verbally will be non-binding. Questions provided in writing in accordance with the RFP will be answered, in writing, by the Department.



Agenda

1. Welcome and Meeting Overview
2. Background and Purpose
3. Vision
4. Q & A – Review of RFP
5. Overview of proposal
6. Next steps



Background and Purpose

NH Department of Health and Human Services seeks a whole person-centered care coordination platform for referrals across all health care and community service providers – a Closed Loop Referral system.

- Many clients have complex cases that rely on multiple providers, some may not have easy access to the Internet, transportation and needed services.
- Standalone systems (e.g., electronic medical records, case management, treatment locators, access points and resource centers) do not connect and support information and referral needs across health and community services systems, and often not with an optimum response time.

The Closed Loop Referral system will allow a client's entire network of care providers, with approved patient consent, to see the services an individual is receiving.

Leading to:

- Better health outcomes
- Informed policy decisions
- Efficient delivery of services to clients



Background and Purpose (cont.)

The Closed Loop Referral System will:

- Reduce time and effort in locating and securing services that meet client needs
- Preserve client consent rights to share personal information
- Document referral outcomes and support effective follow-up for clients and future service planning
- Reduce burden by allowing referrals to be created, accepted and acted upon, with reporting to ensure services are provided
- Comply with federal and state data sharing regulations
- Eliminate duplicate effort and reduce manual coordination for services

Supported with dedicated resources to engage providers for informative and efficient onboarding and growing of the network



Vision

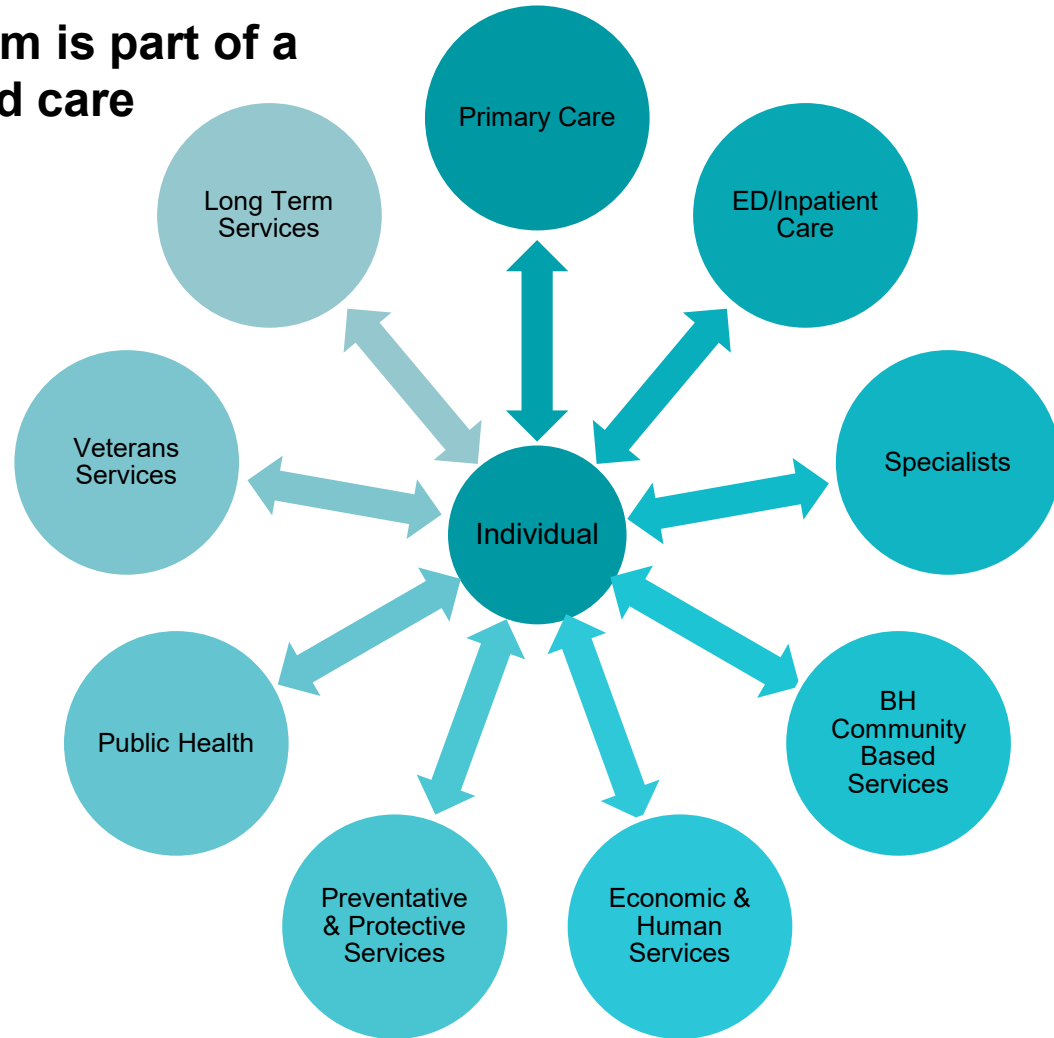
The Closed Loop Referral System is part of a larger DHHS vision for enhanced care coordination:

(1) Event Notification System (ENS)

- Intelligently connect patient care team thru real-time notifications for complex patients
- Enable care insights and crisis plans to guide care
- Help providers identify existing diagnoses and expedite follow-up care

(2) Closed Loop Referral (CLR)

- Submit referrals
- See referral outcomes
- Single informed consent
- Provider resource directory of services available



- Improve well-being and health outcomes of clients across state through improved care coordination.
- Facilitate timely transitions to physical, behavioral, emotional, and human services with an integrated solution while respecting client choice and supporting a whole person, family approach to participant needs.
- Improve the ability to identify solutions' strengths and opportunities to address gaps and make data informed strategic decisions through improved, real-time analytics.
- Expedite referral processes through technologies and policies that protect the confidentiality and privacy of clients.
- Design, implement and achieve interoperability goals and standards that New Hampshire providers can leverage to communicate in real-time.

Spring 2022 Numbers

- ≈ 253,000 Medicaid
- ≈ 240,000 Receiving DHHS assistance

Success Enablers

- Statewide provider outreach & campaign
- Train providers, grow understanding
- Technical assistance – providers and State
- Grow and improve enterprise-wide



Closed Loop Referral RFP



Proposal Overview: General Content

- ✓ Cover Page
- ✓ Transmittal Form Letter
- ✓ Table of Contents
- ✓ Executive Summary
- ✓ Glossary of Terms and Abbreviations
- ✓ Responses to Requirements and Deliverables
- ✓ Narrative Responses
- ✓ Corporate Qualifications
- ✓ Qualifications of Key Vendor staff
- ✓ Price Proposal
- ✓ Vendor Attachments
- ✓ Proposers references
- ✓ New Hampshire Certificate of Good Standing



Proposal Overview

Technical Proposal

- ✓ **Proposal Narrative, Project Solution and Technical Response – See Attachment 1 - IT Requirements Workbook**
- ✓ **Appendix J - NH DoIT DHHS Version the Vendor Risk Assessment Report (VRAR)**
- ✓ **Proposer Attachments**

Cost Proposal

- ✓ **Proposers Payment Structure**



How to Submit

- Proposals **must be submitted electronically to this email:** Allison.M.Goodwin@dhhs.nh.gov and RFx@dhhs.nh.gov
- The **subject line of your email** must include the RFP ID (RFP-2024-OCOM-02-CLOSE)
- If you plan to submit with multiple emails, **please number your emails** (e.g., RFP-2024-OCOM-02-CLOSE 1 of 5)
- As a reminder, the maximum size of files per email is 25MB, meaning **you will likely need to send multiple emails or use a zip folder**
- **For those who have not used zip folders:** Right click on the desktop, select new, select zip folder, name the folder, and drop in your contents



Procurement Timetable

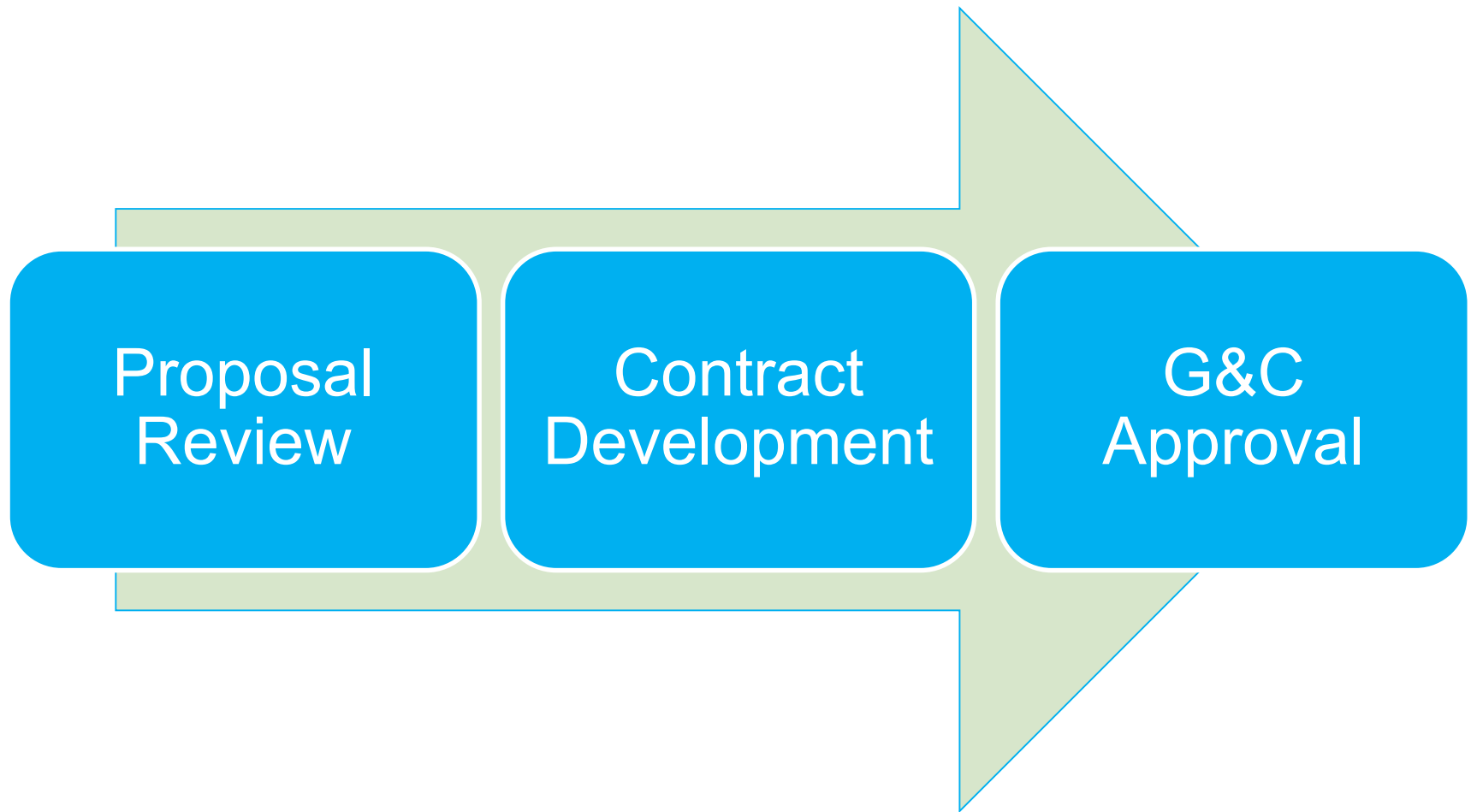
Item	Action	Date
1.	Release RFP	September 19, 2023
2.	Vendor Conference (Virtual)	October 4, 2023 @ 1:00pm EST
3.	RFP Questions Submission Deadline	October 6, 2023 @ 12:00pm EST
4.	Department Response to Questions Published	October 17, 2023
5.	Proposal Submission Deadline	October 30, 2023 @ 12:00pm EST
6.	Oral Presentations (Virtual)	TBD

All times are according to Eastern Time. The Department reserves the right to modify these dates at its sole discretion.





Next Steps – Post Proposal Submission



Thank You

Be sure to email:

Allison.M.Goodwin@dhhs.nh.gov

with any questions by

October 6, 2023 @ 12:00pm EST

