

DEPARTMENT OF COMMUNITY HEALTH

2 PEACHTREE STREET, NW

35<sup>th</sup> FLOOR

ATLANTA, GEORGIA 30303-3159

Request for Information Number: RFI #05TC0704a

Addendum Number: 1, Dated: September 1, 2004

Commodity or Service: Financial Support Services to members enrolled in the Consumer-Directed Services

Requesting Agency: Department of Community Health

Bids Initially Posted: August 19, 2004

Contracting Officer: Arnita E. Woodard Telephone Number: (404) 651-6184

Proposal Due and Opening Date: September 8, 2004 Time: 2:00 PM EST

This addendum issued to transmit the answers to questions and to include vital material inadvertently omitted from the initial posting.

Information concerning these solicitations may also be found at:

[www.dch.state.ga.us](http://www.dch.state.ga.us).

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Signature

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Typed Name and Title

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Date

**Addendum 1**

**FORM FOR SUBMITTING WRITTEN QUESTIONS**

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| <b>Written Questions for RFI No.</b> | <b>05TC0704a</b>                  |
| <b>RFP Title</b>                     | <b>Financial Support Services</b> |

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| <b>Deadline for written questions</b> | <b>August 27, 2004, 2:00 pm</b> |
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|   | <b>Question</b>  | <b>Answer (leave blank)</b>  |
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| 1 | Is this a new project? If not, is there an incumbent on this project? Also, does the firm putting in a bidding have to be headquartered in Georgia?              | <p>a. Yes; Georgia is in the process of offering consumer-directed services to member enrolled in the Independent Care Waiver and Mental Retardation Waiver programs this fall and the Community Care Waiver program within the next year.</p> <p>b. N/A</p> <p>c. The Department is planning to offer consumer-directed services within the waiver, which means a provider of Financial Management Services will have to become an enrolled Medicaid provider in the state of Georgia. It is desired that the firm have a local site here in Georgia.</p> |
| 2 | Does the State intend to make an award from the RFP/RFI for Fiscal Support Services for the Independent Plus program or is this just for informational purposes? | This request is for informational purposes to get an idea of what the cost of providing these services will be to enrolled members and also gives the State a list of providers interested in enrolling with Medicaid to provide this service.   |
| 3 | Will the program initially be instituted statewide?  | Yes  |
| 4 | Can a provider designate a geographic area for service until enrollment increases to a higher level?   | No, members will be enrolled into consumer-direction once training has been given in their area of the state.  |

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|    |  | They will not all be trained at the same time to enroll for services.   |
| 5  | With regard to page 5, Knowledge, Skills and Abilities, bullet point 7 (bilingual), will GA allow a provider to utilize an interpreter service in lieu of a bilingual employee?  | Yes, as long as the services is available upon request by the member.   |
| 6  | Does GA have an estimate for enrollment after year 3?  | No.   |
| 7  | Has GA pre-identified the number of enrollees?   | Yes, the numbers listed in the request is the result of a surveys and special forum with interested members. This is an estimate and it is expected to increase as members become more familiar with this option in the waiver.   |
| 8  | When does GA expect to begin enrollment into this program?   | January 2005  |
| 9  | Does GA intend to award this project to one agency, or to multiple agencies?   | This will be offered as a service within the waiver, which mean we have to offer the member a choice of providers. Eligible providers will be enrolled to meet the waivers guidelines.  |
| 10 | Has GA determined a minimum/maximum budget for each individual?  | No.   |
| 11 | What size bond is needed (page 5, Knowledge, Skills and Abilities, bullet point 2)?  | Bid security is required for all competitive sealed bidding contracts when the project is estimated by the agency procurement officer to be \$100,000 or more. It must executed by a surety company authorized to do business in the State of Georgia or otherwise secured in a manner satisfactory to the State, in an amount equal to 100% of the contract price. |
| 12 | On Page 4, Systems Design and Utilization, bullet point 1, the RFI indicates that the provider is to develop a system to receive and disperse Medicaid funds. Does this mean that GA will advance funds upon the startup of the program? | No, funds should be generated from paid claims for each member.   |
| 13 | Will a line of credit be adequate for GA to allow a provider funds to draw against pending reimbursement for services?   | Yes   |
| 14 | Please describe how GA foresees reimbursement and at what interval (weekly,  | The member will have a due date for sending the provider a correct time   |

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|    | monthly, etc.).   | sheet to ensure that the provider has time to file a claim for services rendered and process a payroll check by the payroll date. When a claim is filed electronically in the MMIS by the close of business each Friday, it is process that night and paid on Monday.  |
| 15 | According to the RFI, there are 270 potential enrollees by Year 3; is the Independent Plus program limited to the numbers specified?                    | No, it is anticipated this number will increase, as the service become more known to its members. The current number of members receiving Personal Support Services in the Independent Care Waiver is 617 and 250 receiving Natural Supports Enhancement Services in the Mental Retardation Waiver. The Community Care Waiver will not start enrolling members until year two. |
| 16 | What percentage of the enrolled participants did the State use to come up with this number?   | Estimate was based on number or members who expressed an interest in self-direction during a survey of the Independent Care Waiver and special forums for the Mental Retardation and Community Care Waivers.   |
| 17 | Is it the State's intent to certify or approve multiple Financial Support Services providers for this program or to select only one statewide provider? | Yes, since it is being included as a service within the waiver.  |
| 18 | What is the timeframe for implementing this program and needing the Fiscal Support Services to be in place?   | The program is expected to be implemented by January 2005  |
| 19 | Does the State intend for the Fiscal Support Service provider to prepay the service providers prior to receiving funds from the State?                  | Yes  |
| 20 | Please explain the requirements for alternative communication formats, i.e., oral sign.   | The provider will be expected to provide the method of communication desirable to the member upon request either through staff or outside interpreters.  |
| 21 | What is the source(s) for Client, Provider and Authorization data?  | Members care plan and individual budget.   |

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| 22 | What is the budget period for Clients (monthly, quarterly, etc.)?   | Monthly individual budget and annual care plan  |
| 23 | If the pay period is minimum of every two weeks, will it be possible that these could cross the budget periods for clients? Is the state flexible to match pay periods with budget periods? | The member's services are budgeted in the individual budget monthly. The Centers for Medicare and Medicaid has requested that payroll checks be generated according to federal and state regulations pertaining to "domestic service" workers, at a minimum of every two weeks. |
| 24 | Can the bi-monthly reports be on-line only or will these also need to be mailed to Clients, Case Managers, etc.   | They can be on-line for the Department and Case Managers but must be mailed to the member to since they do not all have access to a computer.   |
| 25 | Does the State intent to make an award from the RFP/RFI for Fiscal Support Services for the Independent Plus program or is this just for informational purposes?                            | This request is for informational purposes to get an idea of what the cost of providing these services will be to enrolled members and also gives the State a list of providers interested in enrolling with Medicaid to provide this service.                                  |
| 26 | Is this a new project? . If not, is there an incumbent on this project?   | Yes, Georgia is in the process of offering consumer-directed services to member enrolled in the Independent Care Waiver and Mental Retardation Waiver programs this fall and the Community Care Waiver program within the next year.<br><br>N/A                                 |
| 27 | Does the firm putting in a bidding have to be headquartered in Georgia?   | Yes.  |