

State of Hawaii
Department of Human Services
Social Services Division

Addendum No. 2

March 20, 2016

to

Request for Proposals (RFP)

SSD-16-POS-3080

**SUBSTANCE ABUSE ASSESSMENT AND
MONITORING SYSTEM**

STATEWIDE

RFP Posting Date: February 22, 2016

REVISED

RFP Proposal Submission Deadline:

March 30, 2016, 4:30 p.m.

Hawaii Standard Time

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REQUEST FOR PROPOSALS (RFP)

SSD-16-POS-3080

SUBSTANCE ABUSE ASSESSMENT AND MONITORING SYSTEM

The Department of Human Services, Social Services Division, Child Welfare Services Branch is issuing this Addendum to add additional information and correct/revise the RFP as detailed below.

If you have any questions please contact:

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RFP Written Questions and Responses

**1. 2.1, F. Period of availability, probable funding amounts, and sources
(Page 2-4)**

Question: The new contract will not include a base cost. If the contract's actual expenses are higher than the utilization costs, will the Provider be reimbursed for operating/budgeted costs?

Response: Should the contract's actual expenses be projected to exceed the annual maximum contract amount, the Provider shall contact the POS Specialist immediately, in advance of the contract's funding being depleted, to discuss the circumstances. The Provider is expected to provide the projected additional funding amount necessary so that the required services may continue to be provided as well as an explanation/justification for the projected additional funding amount. The DHS shall determine if additional funding is available and if the explanation/justification, as well as the projected additional funding amount, is reasonable before adding the additional funding amount for the services to the current contract through a supplemental contract.

2. 2.4, B., 3., a. Urinalysis monitoring (Page 2-10)

Question: If the Provider billed an insurance company for UA services but the insurance company denied payment, the Provider would then have to bill the DHS for services provided after the insurance company's denial was received. The DHS' process may take up to 60 days for payment of UA services. Could this be applied only to facilities that have a license to do lab testing? If the Provider was not licensed to operate or provide lab services, the services would be non-billable.

Research indicates that for both Medicaid and commercial insurance, assessments are only reimbursable if conducted by licensed clinicians. Further, for commercial insurance there is a co-pay for which the client is liable and the Provider is not required by law to collect.

Research further indicates that for both Medicaid and commercial insurance urinalysis is only reimbursable when conducted by a licensed laboratory and again for commercial insurance a co-pay is again required and the laboratory is required to bill the client.

Given these requirements, is it still reasonable to require Providers to bill Medicaid and insurance?

Response: It is the expectation of the DHS that the Provider shall attempt to bill the medical insurance of the client for any and all possible services covered by the contract and will only charge service costs to the contract that are not covered by insurance payments or reimbursements. The DHS understands that there are some barriers to billing and collecting payment from insurance providers. The DHS shall attempt to assist Providers in removing the barriers and will share relevant information regarding accessing insurance funds as the DHS obtains it.

3. 2.4, B., 4. Testing (Page 2-10)

Question: On average, per contract year, approximately how many referrals will be made for 80 hour alcohol testing?

Response: DHS would anticipate an 80 hour alcohol test to be a one-time only referral. We do not anticipate there will be many of these requested, perhaps 1/month at most.

4. 2.4, B., 4., k. Testing (Page 2-12)

Question: In the event the client disputes a UA result, pays for confirmation, and has no known address, would a written confirmation to the social worker and a phone call to the client be sufficient?

Response: Yes.

5. 2.4, C., 4., b. Training (Page 2-15)

Question: Would all staff members providing services be required to have training in all areas listed in 4., b., 1 and 2 or would training be according to their job position?

Response: All staff providing direct services shall be required to have training in all areas listed in 4., b., 1 and 2. If a Provider discovers a direct service position for which they feel these trainings or components of these trainings should be exempt or unnecessary, they shall contact the POS Specialist for discussion. If a Provider is in the process of hiring staff to fill a position, wants to hire a specific person, and discovers the person needs a waiver of the training requirements (e.g., the person already completed trauma informed care training), the Provider shall contact the POS Specialist before hiring the person to secure a written exception from the DHS.

RFP Corrections, Revisions, and Comments

1. 2.3, A., 3. General Requirements (Page 2-4)

The following language was added to this section. The current 3., 4., 5., and 6. were re-numbered to 4., 5., 6., and 7.:

3. The Provider may be required to become involved in Family Court activities if a member of the Provider's staff receives a subpoena or a court order from the Court to attend a Court hearing and/or provide information to the Court. Subpoenaed and court-ordered staff are required to attend the Court hearing and/or provide the requested information to the Court. Subpoenaed and court-ordered staff shall cooperate with the DHS and the Department of the Attorney General (DAG) regarding the Court hearing and/or the provision of the requested information to the Court, including assisting the DAG in preparation for their appearance at the Court hearing.
 - a. Court involvement may include, but is not limited to, providing testimony in Court, attending Court hearings, and submission of reports to the Court. Court hearings may pertain, but are not limited, to those involving Temporary Restraining Orders (TROs), Juvenile Court, and paternity, child custody, and divorce matters.
 - b. Subpoenaed and court-ordered staff may be required to testify as a qualified child abuse and neglect expert regarding their respective area of service provision.
 - c. Testimony shall be based on the observations and assessments made during the staff's service provision.
 - d. The DHS may require the use of a specified format on which to provide requested information to the Court and/or identify specific

information that shall be included in reports to the Court. Provision of requested information to the Court may include providing staff resumes, if requested.

- e. Non-subpoenaed or court-ordered staff may accompany a family to Court to provide support if requested by the family. Non-subpoenaed or court-ordered staff may be allowed to be present in the courtroom if deemed appropriate by the Court.

2. 2.4, C., 7., a., 1) Reporting requirements for program and fiscal data (Page 2-15)

The following sentence was added to the end of the paragraph:

The CEL and QAR forms and the information required to be provided on those forms may be revised during the contract period.

- 3.** The Performance Measurement Forms A, B, and C have been posted as a separate Word document on the State Procurement Office website.