

QUESTION AND ANSWER

POST DISCHARGE CARE COORDINATION SERVICES INCLUDING BEHAVIORAL HEALTH RFP

Below are the questions we have received from potential bidders and NuHealth's responses.

1. Question: Our organization does not provide the full range of services described in the Scope of Services. May we still apply?

Answer: Yes. Apply to offer your organization's services to help strengthen the post-discharge coordination of services and continuum of care for NuHealth patients, to create better access to post discharge care and to prevent readmissions.

2. Question: I don't believe some mental health agencies offer in-home health care as suggested in the Scope of Services, such as nursing care, certified home health aides, PT, etc. However, an agency such as ours can provide in-home social services and counseling, as we employ social workers. Is it the intention that we would subcontract for the nursing care, aides, rehabilitation services and other health services?

Answer: Organizations may propose the post discharge services that you choose to provide, such as in home social services and counseling. Home health services would be arranged through the providers of such services. Responses may also include the coordination of care services that are beyond your scope of direct services. We encourage respondents to think about the goals of the RFP which include the continuity of care, achieving a continuum of care and preventing readmissions. NuHealth is looking to strengthen its ties to community organizations so our patients become connected to the care they need in the community post discharge.

3. Question: Is the target population primarily Medicare beneficiaries?

Answer: No there is a mix of patients including the commercially insured, Medicare, Medicaid, and charity care.

4. Question: Can we collaborate with other organizations who provide the other home care services we do not offer?

Answer: Yes, your response to the RFP can include collaborations.

5. Question: Can we bill NuHealth for services that are not otherwise reimbursable?

Answer: Yes, you may propose to do that if that is part of your model.

6. Question: Is this similar to the Health Home Initiative?

Answer: Similar in the fact that it coordinates care management, that it bridges chronic illness and behavioral health issues, and the provision of services is in the community, however it is for our entire discharged population of patients.

7. Question: Since we already provide counseling services to many NuHealth patients, should we respond?

Answer: Yes, your response to the RFP could include a description of your services, their value, how NuHealth can access them, and a description of the way we could better connect to your services.