

## QUESTIONS AND ANSWERS TELEPSYCHIATRIC SERVICES REQUEST FOR PROPOSAL 2018-01

- 1. Can a locum tenens staffing agency bid?**
  - A. Any agency can bid, but we need them to fulfill all the requirements in the proposal.
- 2. Do you intend to make multiple awards?**
  - A. Our intention is to utilize only one vendor, but depending on the responses we get multiple awards could be possible.
- 3. Will awardees be allowed an opportunity to negotiate the terms of the contract prior to signing?**
  - A. Yes.
- 4. Should there be contract terms we are unable to accept, is there a penalty for not signing a contract?**
  - A. We cannot utilize the vendor without a fully executed contract. There is no particular penalty, but if we cannot agree on the contract we will have to pursue a different vendor.
- 5. If we have exceptions to the Terms and Conditions on the RFP, should we include in our proposal?**
  - A. Yes.
- 6. Are there penalties incurred if unable to fill any of the openings?**
  - A. There are no penalties, but we do need to have the hours of tele-psychiatry service provision noted in the proposal to meet our state network adequacy standards.
- 7. How many estimated patients would be using telehealth? What is the estimated number of encounters?**
  - A. There are a total of 249 clients currently utilizing telehealth services. This number may fluctuate, but typically not dramatically. Depending on stage of treatment and recommendation of the doctor, the client may be seen monthly, quarterly, biannually, or whatever other frequency the doctor recommends.
- 8. Can the workers comp coverage be waived? As locums providers, they are independent contractors and not considered employees, therefore this would not apply?**
  - A. Workers compensation is only required where it would be applicable by law.
- 9. Are you seeking both providers and a telehealth platform? Will the county be providing equipment or will providers be expected to have their own?**
  - A. This RFP is specific to telehealth providers.
- 10. Are there current onsite locations designated for telehealth at your facilities? If so, which locations?**
  - A. Yes we have two locations where Telehealth services are provided: 1.) Willows Mental Health at 242 N. Villa Avenue, Willows, CA 95988; 2.) Community Recovery and Wellness Center at 1187 East South Street, Orland, CA 95963.
- 11. Can providers they work from a remote location (including their home) to provide services?**
  - A. Yes, as long as they have the appropriate equipment at home.
- 12. What is the available Internet bandwidth at each location performing telehealth encounters?**
  - A. The network connectivity between sites is 500mb and our primary connection out to the Internet is 100mb.

- 13. Will telehealth stations need to be conducted by wired or wireless ethernet?**  
A. Telehealth sessions can be done over the county wireless or wired connections. We use Cisco Meraki devices which have tracking/monitoring capabilities and BlueJeans which has all of the HIPAA compliance communication standards we need to have.
- 14. Will there be dedicated clinical staff onsite to assist the patient/provider?**  
A. Yes, there is a case manager in the room at all times with the client during telehealth appointments.
- 15. How will the technology be used? Direct to Consumer? Facility to Facility? Facility to Provider?**  
A. Services provided directly to the consumer.
- 16. Is remote EMR available? If so what system do you use?**  
A. Yes, we use Cerner Anasazi and will have to have our provider use this system as well.
- 17. Will there be a need for e-prescribing?**  
A. We are not currently using e-prescribing but may consider doing so in the future.
- 18. Will all appointments be scheduled?**  
A. Yes, all appointments are scheduled in advance.
- 19. What locum companies/ staffing agencies are you currently utilizing for providers?**  
A. We currently do not use a locum company or staffing agency.
- 20. What is the current spend for these services? Or what is the estimated spend/budget?**  
A. Our current budget is \$345,000 annually.
- 21. What are the work hours? Any nights or weekends?**  
A. The current hours are standard hours of operation 8:00am-5:00pm Monday through Friday. However we do not currently offer tele-psychiatry for all of these hours. There will be no nights or weekends.
- 22. How many vendors will be awarded?**  
A. We are hoping to find a single vendor that can fulfill our telehealth needs.
- 23. Will the County provide training for the provider on EMR system (if applicable)?**  
A. Yes, if the provider can attend on-site. The County provides monthly trainings on EMR. There is ongoing support for EMR use as well.
- 24. What is the expected "call back" time, if call service is expected?**  
A. We currently do not utilize call service.
- 25. Is 24/7 coverage expected? Will there be any need for on-call coverage? If so, how should we reflect those rates in the pricing?**  
A. There is no need for 24/7 coverage.
- 26. How many patients would the provider be expected to see a day?**  
A. It depends on the type of appointments for the day. We usually try to fill most of an 8 hour day with appointments except for time needed for reviewing charts, conferring with staff, etc. Initial evaluations are typically scheduled for an hour and a half, while routine appointments are scheduled for a half hour. An average number of appointments are 10 in a day if there were 2 initial evaluations and 8 routine appointments.
- 27. Will the patient population be all adult, or both adult and adolescent?**  
A. We need the vendor to serve both adults and adolescents.
- 28. Is there a specific pricing form? Can we include an all-inclusive hourly rate?**  
A. There is no pricing form, but we do use an hourly rate and have the vendor invoice us for that.
- 29. Is there an incumbent and current contract for this service? If so, what are the current rates?**  
A. Yes, there is an incumbent. We currently contract at the rate of \$270.00 per hour.

- 30. The Agreement doesn't include any locum-specific language; may we propose an addendum to the agreement where we could incorporate some locum-specific terms?**  
A. This is a RFP specific to telehealth services. Please see Section F: Terms and Conditions in the Request for Proposal.
- 31. What is the estimated time frame of notice before a need becomes available?**  
A. We have a current and ongoing need.
- 32. Will you allow multiple physicians to fill the need or are you requiring that one physician fulfill the need?**  
A. We will allow for multiple physicians.
- 33. Will training and orientation for the physician be required? If yes, who will schedule and conduct the training?**  
A. We may need the physician to train on EMR usage, and we may want them to take our Medi-Cal documentation training annually, but this can be conducted online. The county will schedule and conduct trainings.
- 34. Does the county currently have a telepsychiatry platform in use?**  
A. Yes.
- 35. What is the current video conferencing system being utilized for this project?**  
A. We use Cisco Meraki devices which have tracking/monitoring capabilities and BlueJeans, which has all of the HiPAA compliance communication standards that we need to have.
- 36. What operating system(s) is supported for needed applications, such as video conferencing? (MAC, Windows 7, 8, & 10)?**  
A. Windows 7 and up are all supported. No MAC/IOS support.
- 37. What security is required for laptop? Examples: drive encryption, malware & A/V software, intrusion prevention/detection?**  
A. Any device needs to have up to date antivirus on it. Communication is encrypted to the standard of FIPS 140-2.
- 38. Are there any specific hardware requirements for provider equipment?**  
A. Equipment used for any telehealth service should have:  
i. Minimum of I7 processor with a minimum 16GB of RAM  
ii. All equipment should have 1Gb NIC or 802.11G/N/Ac  
iii. Recommended: Class 40 M.2 SSD HD running Windows 10  
iv. Equipment needs an HD Webcam and 24" minimum display for physical machines, 15.5" for laptops
- 39. Will the physician need an account and email address from the facility?**  
A. The physician will need a log in for our EHR, but may use whatever email account the vendor utilizes, as long as there is encryption available in email.
- 40. Is the physician required to provide any software (not purchased or managed by facility)? Examples Word, Excel, etc.**  
A. The physician is required to use BlueJeans software.
- 41. Will price adjustments be allowed for the renewal years? Can we submit a rate increase with each option year?**  
A. This may be a possibility, but the county will have to stay within annual budget requirements.

- 42. Are you looking for a complete solution including staffing, platform, and equipment? Or just the staffing component?**
- A. The vendor will have to provide their own equipment for telehealth on their end, but the county provides its own equipment for internal use. The county also uses the BlueJeans platform currently. Staffing is the top priority.
- 43. Will the service start at 10 hours or 40 hours?**
- A. We need to fill up as much of the week as we can to maintain current timeliness standards for network adequacy. We currently offer approximately 28 hours per week, with a Monday clinic once per month adding an additional 4 hours of tele-psychiatry time.
- 44. What electronic health record do you all use?**
- A. We use Cerner Anasazi.
- 45. Is there equipment/software already in place? What type of equipment/software?**
- A. We use Cisco Meraki devices which have tracking/monitoring capabilities and BlueJeans which has all of the HIPAA compliance communication standards that we need to have.
- 46. How is administrative time handled?**
- A. Administrative time outside of the doctor's face to face services should be included in the hourly rate.
- 47. What is the schedule like for the provider? Is there flexibility?**
- A. There is flexibility as long as we can maintain enough hours of operation for tele-psychiatry
- 48. Are you looking for a provider to see any specific age range, specific populations, specialties etc?**
- A. We need providers who can serve all ages.
- 49. Are you looking for only MDs or are psychiatric NPs also an option?**
- A. Psychiatric Nurse Practitioners may be an option, but we do not have a physician on-site who could supervise or consult, so the vendor would need to fulfill these requirements as well.
- 50. What is your credentialing timeline like?**
- A. We are able to credential providers quickly as long as they are already certified to deliver Medi-Cal services.
- 51. Can we provide you with individual psychiatrist/psychiatric NP names, credentials, and resumes after the proposal is awarded?**
- A. Yes.
- 52. Would the Utilization Review assistance for the inpatient hospital stays work into the outpatient schedule? Would this be in addition to clinical hours (i.e. built into administrative time)?**
- A. This would ideally be outside the clinical hours, but we could incorporate this into that time if needed.
- 53. Are we, as an agency eligible to bid? The RFP specifies that the Contractor must provide direct healthcare services.**
- A. The contractor must be able to provide Medi-Cal Specialty Mental Health Services.
- 54. Is the \$2 million per occurrence negotiable? Our Insurance limits are typically \$1 million / \$3 million. If we need to provide \$2 million per occurrence on the policy, I will verify if this is possible.**
- A. The insurance policy limits listed in the sample contract are the standard County required policy limits. While the contract is negotiable, insurance costs reflected in the proposal are supposed to take these standard limits into consideration. Please refer back to Section H-Proposal Process and Section F-Acceptance of Terms and Conditions. All exceptions should be noted in the proposal.

**55. We are a staffing agency and therefore do not handle any billing. All billing and reimbursement is handled by the county/clinic. Is this a definitive requirement of GLENN County?**

A. Glenn County handles the billing aspect and pays the contractor through invoice at the hourly rate.