Questions Submitted via writing

1) For the Department training that new SP's are to attend; what impact would it have on SP's in the matter that the training are not offered until after hiring?
As outlined in Section (3.2.12) all supports planners must complete training prior to being assigned applicants and participants to serve. Supports planning providers must have their training plan approved by the Department and must participate in Department-led training prior to initiating any services.

2) What impact would this be for SP's that start employment and the trainings are not held that month?
All supports planners must complete training prior to being assigned applicants and participants to serve. Supports planning providers must have their training plan approved by the Department and must participate in Department-led training prior to initiating any services. There is policy training for supports planners and additional training on the use of the LTSS system. Please see the resource guide online for details of new supports planner training at the following link: https://mmcp.health.maryland.gov/longtermcare/Pages/Supports-Planning-Resource-Guide.aspx

3) In reviewing the requirements for this RFP it appears that you want responses to items in Sections 2 and 3. Are there any portions of either Section 2 or 3 that you do not need us to include?
   a. Please make sure that proposals demonstrate how the requirements of the solicitation will be met. We want to see the detail and your plan for incorporating the person centered process. Statements such as" agreed" or" will comply" are not sufficient. Restating the requirement is also not a sufficient proposal for demonstrating how the requirement will be met.
   b. Please be realistic and transparent about provider capabilities related to hiring and training staff and start-up time that may be needed. Capacity should clearly reflect current staffing or known staffing and clear plans for expansion. Submit as much detail as possible.

4) Is a Tax ID needed prior to getting an approval for the proposal?
A tax ID will be required before submission of the provider application should your proposal be accepted by the Department. It is not required for the proposal submission.

5) Are electronic copies of the participant's files sufficient to comply with regulation 3.1.18 and 3.1.19?
   3.1.18. Ensure applicant/participant files maintained outside of LTSSMaryland are available for immediate review by state or federal auditors;
   3.1.19. Retain applicant/participant filesforsix (6) years from the end date of this Agreement;
Offerors must outline in their responses how they will meet this requirement.

6) Can only one person be listed as the offeror?
Each proposal must contain a cover page that includes:

i. Name of the Offeror,
ii. Address of the Offeror,
iii. Contact information of offeror for correspondence related to the proposal
It is the discretion of the Offeror to provide as many contacts as they wish or as they deem necessary.

7) Can the offerors address be used for the address of organization for the initial proposal submission?

> The agency should have an office address and it must be included on the cover letter. If an offeror does not currently have the resources required for the solicitation, such as office space, staffing or interpreter services, the solicitation should clearly outline the plan for securing the needed resources within the first few months of the award period. Documentation, such as job descriptions, contracts contingent on award, or other agreements should be included with the proposal to clearly demonstrate the ability to meet the solicitation requirements. It is not required to have an office in every jurisdiction you serve.

8) How soon following approval of solicitation, will new applicants be assigned to the agency?
9)

All supports planners must complete all Department training and requirements prior to being assigned applicants/participants to serve. Newly selected providers will not be able to begin billing on day 1 of award.

New providers are expected to begin providing services within CY 2021. Relevant steps include being awarded the solicitation, becoming an enrolled Medicaid provider, and the provider completing the Department led new Supports Planning training prior to initiating services

10) What is the deadline for timeline for hiring plan to be enacted for new Support Planners
 ie. How soon after the proposal will support planners need to be hired by?

New SPA are expected to begin providing services within CY 2021.If the provider wishes to start at a later date beyond the base year for the award through this solicitation, such as in 2022 or 2023, they would need to postpone a proposal for a later solicitation.

11) Will provider number be provided alongside proposal approval or will Medicaid licensing need to occur separate from proposal submission?
Selected providers will be enrolled as Medicaid providers upon award. This process is separate from the proposal submission process.

12) What is the expected reimbursement turn around for activities entered into LTSS?
 We require the use of the LTSS*Maryland* tracking system for billing, which will generate weekly claims to the provider. Case managers/supports planners will be expected to enter their activities into the system each week and claims will be automatically generated via the 835/837 process.
There are 6 different procedures codes for billing based on participant eligibility, date of service, and activity type. Logic is built into the tracking system so that providers and individual case

managers do not have to determine the correct code, just enter the activities which will be triaged to the correct billing code automatically by the system.

Questions at the end of the conference

13) What if our County is still awaiting signatures after the deadline?
   a) We understand that there are chains of command that have to be gone through, just inform us and we will work with you. We recognize some timelines are out of your control.

13) Are there plans to increase the frequency of MDH training to at least monthly? Is it possible to record the trainings for new team members to be brought on off cycle?
   a). All MDH training materials are available for on-demand use but training is not recorded at this time. We have explored those options in the past, and will announce any plans on recorded trainings to the provider group. Additionally, off-cycle trainings have been completed in the past if there is a need/demand for it. However, we are planning to award in a timely manner so all new providers are able to attend the March SPA training before they are able to begin services.

14) Does the applying agency have to have physical locations in the counties identified in the regions?
   a) No, but you should have a meeting space in the area.

15) Are you required to have staff hired prior to application?
   a) No but you need to have detailed plans in your proposal for how your agency will staff up to meet the requirements in the solicitation.

16) We are submitting electronically, should each copy be a separate PDF? If the PDFs are too large to send in one email, can they be broken down in several emails?
a) Multiple PDFs are fine, zip files are acceptable and as a reminder, proposals can be mailed to the Department as well.

17) Addition of reasonable accommodations policy: Is it MDH's intention for this policy to apply to employees, people served, or both?
a) Yes, to both. All of it should be outlined in your proposal.

18) What is the authorization process and criteria for approving/denying exceeding 35 hours/week per SP?
a) If there is any reason, why an SP needs to bill or exceed the 35 hours per week a detailed plan should be sent to the Department for review.

19) Limited English proficiency Policy: Is the policy effective 3/22/2016 the most recent version?

a) Yes, this is the most recent version. It can be found here:
https://health.maryland.gov/Documents/01.02.05%20LEP%20Policy%20%20-%203-22-16.pdf

20) Can we have the acknowledgement form in word? Where can we find the Medicaid provider agreement form?
a) Yes, we will make sure we get it out to all providers. It is fillable. The Medicaid Agreement

21) Is it acceptable for a provider to submit a training plan that incorporates the MDH training resources so we can start rendering services by new SPs more often than quarterly. This would allow us to have a more responsive expansion plan.
a) Yes, using MDH training resources is acceptable but make sure to outline in your proposal how you plan to use these resources.

22) Is there a conflict of interest if the agency provides Options counseling?
a) Any services your agency provides Medicaid and any Long-term services or Supports – the provider should indicate in their proposal how they would remediate that conflict of interest.

23) Regarding the billing requirement that a provider monitor the status of their claims, are there any plans to develop bi-directional data exchange between LTSSMaryland and a provider's data system to support providers to do this?
a) No plans at this time.

24) Section 3.8.1 refers to the Qi/QA plan. Item C then refers to "Applicant & participant experience with the supports planning services provided." Are SPAs expected to perform and provide MDH with annual evaluations sent to participants?
The Offeror should indicate in their proposal a plan to evaluate constituent's experiences to the services they are receiving and their plans to remediate any issues or conflicts to provide quality services. The State will work with the AAAs in regards to this expectation.

25) No more caps for number of referrals a provider can accept?
a) This will be based on staffing levels and by agencies – if there are any exceptions to be made it should be outlined in an agency's proposal.

26) What is the timeframe for the Dept's review of proposals and notification of award? As proposals are due February 1, 2021. The Department aims to award by March 1 2021. This will be in line with the upcoming March New Supports Planning Training as well so all new providers are able to attend that training timely.