

Request for Information



State of Alaska
Department of Health
Division of Behavioral Health

Date Issued: October 24, 2022

REFORMING FOR ALASKA'S FUTURE: THE BEHAVIORAL HEALTH CONTINUUM OF CARE PROJECT ADMINISTRATIVE SERVICES ORGANIZATION (ASO) SERVICES

Introduction:

Through this RFI, the State of Alaska Department of Health (DOH) Division of Behavioral Health (DBH) is seeking information from vendors qualified and interested in providing Administrative Services Organization (ASO) services. These services are to assist with managing the reform of Alaska's behavioral health system of care, and support the following minimum service areas:

- Service Access and Utilization
- Provider Regional Capacity Development and Support
- Participant Outreach, Communication, and Support
- Quality and Outcomes Management
- Data Management
- Behavioral Health Claims Processing for DOH
- Systems Support
- Staffing

DBH is interested in innovative approaches to meeting or exceeding the following program goals through ASO services:

- Increased access to appropriate behavioral health services.
- Improved health outcomes for all publicly funded behavioral health service participants, which include both Medicaid Participants and Non-Medicaid Participants whose behavioral health services are provided through other federal and state grant funds administered by DOH.
- Improved efficiency in managing the cost of behavioral health care in Alaska. The primary vehicles for this system reform are Alaska's Section 1115 Behavioral Health Waiver Demonstration Project (Waiver) and the Alaska Medicaid State Plan.

Background Information:

DOH serves as the single State agency responsible for the administration of the Medical Assistance (Medicaid) program. DBH provides a continuum of statewide behavioral health services, such as mental health and substance use that range from prevention and screening to brief intervention and acute psychiatric care.

DOH applied for a Section 1115 Demonstration Waiver with the Centers for Medicare and Medicaid Services (CMS) to establish a network of behavioral health services at the community and regional levels to reduce

the need for crisis-driven and urban-based emergency, acute, and residential care in Alaska. The primary goal of the 1115 Waiver is to develop data-driven, integrated behavioral health continuum of care for children, youth and adults at risk of or with mental health and/or substance use disorders. DOH received Federal Financial Participation (FFP) funding for expenditures related to the 1115 Waiver initiatives and in FY 2021, both the substance use disorder (SUD) and behavioral health components of the 1115 Waiver were operational.

For more information on the DOH 1115 Waiver please visit:

<https://health.alaska.gov/dbh/Pages/1115/default.aspx>

DOH has contracted with an ASO since November 2019 to assist with carrying out the 1115 Waiver funded project enhancements, and this contract will expire on December 31, 2024.

Key objectives under the current ASO contract are:

- Develop early intervention initiatives, i.e., address behavioral health symptoms before they cascade into functional impairments through early intervention approaches.
- Improve behavioral health system accountability by reforming the existing system of care.
- Reduce the state of Alaska's over-reliance on acute, institutional care and shift to a more community- or regionally-based system of care.

A primary goal of these contracted services is to ensure the quality of the claims processing experience for providers through the following priorities:

- Behavioral Health Claims Processing
- Utilization Management
- Service Authorizations
- Care Coordination Services
- Privacy Incidents.

Response Information:

Interested vendors are invited to submit responses to the following:

1. Provide the vendor's complete company name, address, telephone number and email address for the vendor's contact person for its RFI response.
2. Provide a general overview of the vendor's profile including a detailed description of its capabilities and experience related to providing ASO services, including but not limited to provider recruitment, training, and contracting.
3. Describe any specific ASO services provided by the vendor in the following areas within the past five years, and identify the states and jurisdictions in which the services were provided, including the name of the agency or department utilizing the vendor's services:
 - Behavioral health systems management
 - Physical health services
 - Substance Use Disorder (SUD) treatment services

- Medicaid delivery system reform
 - Section 1115 waiver amendment requirements
 - Other public health programs
 - With tribal organizations
4. Describe the vendor's proposed approach(es) or innovative strategy(ies) to meet or exceed the 1115 Waiver goals and objectives described in this RFI through ASO services. DOH is interested in the staffing plan, estimated costs, and implementation and transition timelines associated with the proposed approach(es) and strategy(ies).
5. Identify whether the vendor provides ASO services for immediate procurement through the NASPO ValuePoint process:

<https://www.naspovaluepoint.org/>

Response Submission:

Interested vendors must submit their response in writing via email by **2:00 p.m. (Alaska Time) Monday, November 14, 2022**, to the following person:

Jason Grove, CPPB

Procurement Manager
Department of Health
Division of Finance and Management Services

Phone: (907) 465-5842

Email: jason.grove@alaska.gov

Please also copy hss.procurement.proposal@alaska.gov on the submission)

Responses in Microsoft format are preferred, with attachments submitted in pdf, Microsoft Word, Adobe, Microsoft Excel or PowerPoint file.

It is the interested vendor's responsibility to follow up with the person identified above to ensure its response was received prior to the time and date specified. Please ensure the response includes the vendor's company name and correct contract information (email) for the individual(s) who should be notified if DOH releases a solicitation or seeks an alternative procurement method related to the services described in this RFI.

Important Notice:

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. Nor will the State be financially responsible for any costs associated with the preparation of any response for the requested information. This RFI is issued for the sole purpose of obtaining information as described in this notice. However, the information obtained from this request may be used to prepare a purchase, contract, or solicitation in the future.