

Request for Information



State of Alaska
Department of Health
Division of Public Health

Date Issued: November 7, 2022

TREATMENT REFERRAL NETWORK

Introduction:

The Department of Health (DOH), Division of Public Health (DPH) is seeking information from qualified vendors regarding the development and/or implementation of a statewide in/outpatient space capacity and referral network for behavioral health and substance use disorder treatment. This network would have up-to-date and accurate information about treatment offerings and availability. The vendor will need to provide the technology and management resources to ensure the system is understood and promoted across Alaska, secure, patients are identified correctly, privacy and confidentiality is protected, the network is robust and scalable, and the workflows are efficient and responsive.

This network will allow providers and the public access to real-time treatment program availability and inform users about the evidence-based therapy offerings at treatment agencies. The vendor should be capable of facilitating two-way digital provider communication (electronic referrals), and assisting DOH in data aggregation and analytics, to determine that services provided are meeting the needs of Alaskans. The vendor would also need to navigate barriers to providers utilizing this tool and assist in the identification of solutions to overcome them. Training provider staff on using the platform will be a requirement of the vendor for on-going efficiency and optimization of the product.

Background Information:

The State of Alaska has contracted a vendor to provide a network for behavioral health and substance use disorder treatment referrals services since 2018. The State is near the end of the contracting period with the current vendor and is therefore looking to the future for this service in Alaska.

This cloud-based network service will facilitate behavioral health and substance use disorder (SUD) referrals. The platform will improve the ability of providers and the public to determine real time availability of services and streamline communications between providers.

Ideally the network will communicate with Alaska's Health Information Exchange (HIE) Services, as well as other State of Alaska behavioral health and substance use disorder services, for example the Children's Residential Services Program.

The vendor will provide the Department of Health regular utilization reports. This secure platform will be fully compliant with state and federal security and confidentiality policies and with the Health Insurance Portability and Accountability Act (HIPAA) requirements.

Resources

- Substance Abuse and Mental Health Services Administration:

<https://www.samhsa.gov/>

- Optum Alaska. Optum manages outpatient behavioral health benefits for Alaska Medicaid participants:
<https://alaska.optum.com/>
- Children's Residential Services:
<https://health.alaska.gov/dbh/Pages/Residentialcare>
- Alaska Regional Map of Residential Care Facilities:
<https://health.alaska.gov/dbh/Pages/Residentialcare/map.aspx>
- Behavioral Health Provider Directory. Alaska, Live and Work Well:
<https://provider.liveandworkwell.com/>

Response Information:

Interested vendors are invited to submit responses to the following:

1. List your company's qualifications and experience that inform your response and qualify you to offer this information?
2. Please describe how your agency would ensure treatment providers and Alaskans were aware of your treatment and referral network.
3. Please describe how your agency would ensure treatment providers:
 - a. enrolled in your network
 - b. maintained current and accurate information
 - c. responded to requests from providers or the public in a timely manner
4. Please provide a list of indicators that would be included on a network activity report or provide an example of a report. Please describe, or show how, the information would be summarized into a narrative and integrated into an annual summary.
5. Please describe how you will onboard new treatment providers to the platform. Please describe the support you will provide to treatment providers when they experience key staff turnover.
6. Please describe how you will maintain, improve and upgrade the referral system to better meet the needs of treatment providers, Alaskans, and adapt to changes in internet/web browsers and mobile devices.
7. Please describe how your network will meet all federal and state HIPAA requirements and confidentiality.
8. Describe the benefits of your company's service compared to:
 - a. The Behavioral Health Treatment Services Locator hosted by the US Department of Health & Human Services Substance Abuse and Mental Health Services Administration and accessed here: <https://findtreatment.samhsa.gov/locator>.
 - b. Live and Work Well Provider search accessed here: <https://provider.liveandworkwell.com/>

9. Describe how your network would work with <https://alaska211.org/> and the 988 Suicide and Crisis Lifeline: <https://dhss.alaska.gov/health/dbh/Pages/Prevention/988/default.aspx>. Provide information on experience involving partners and stakeholders such as local law enforcement and Optum Alaska Health Services.
10. Describe the qualifications and experience your current employees have related to developing and supporting this network?
11. Describe how the network will integrate with Alaska's Health Information Exchange (HIE) Services. Alaska is in process of selecting a new vendor however the Request for Proposal can be accessed here: <https://aws.state.ak.us/OnlinePublicNotices/Notices/View.aspx?id=204890>
12. Based on the provided expectations and personnel required to do the work, what level of funding annually should be provided for this project?

Interested vendors must submit their response in writing via email by **2:00 p.m. (Alaska Time) Monday, November 21, 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)

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 formal 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.