

**Lubbock Regional Mental Health Mental Retardation Center, dba
StarCare Specialty Health System
Request for Proposals
Telepsychiatry Services**

I. BACKGROUND INFORMATION

StarCare Specialty Health System (StarCare) is a Community Center created under the authority of the Texas Mental Health and Mental Retardation Act, Articles 5547-210, enacted by the 59th Legislature Regular Session, effective September 1, 1965. StarCare is considered a unit of local government and has non-profit status with the Internal Revenue Service. Although StarCare is not a state agency, it contracts with many state agencies to provide services throughout numerous counties surrounding Lubbock, Texas. StarCare has an annual operating budget in excess of \$48,000,000, employs over 470 staff and operates from over 40 service locations. As a governmental entity, StarCare must comply with all applicable local, state and Federal regulations.

II. OVERVIEW AND GOAL OF PROJECT

StarCare is requesting proposals from qualified agencies to provide Telepsychiatry services to adult behavioral health patients. The agency's Psychiatrist will provide Emergency Evaluations, Adult Admissions/Discharges, Follow-up Consult/Evaluations, phone consult for Medication Management and other clinical related services. The purpose of this RFP is to select an agency to provide On-Demand Telepsychiatry services for adults in our Extended Observation Unit and Sunrise Canyon Psychiatric Hospital.

Agencies currently providing services, or that have previously provided StarCare with such service offerings, must submit a response to this RFP in order to be considered for inclusion in the provider network. StarCare prefers to have dedicated Psychiatrist assigned to help reduce the administrative burden of training, credentialing, privileging and tracking multiple psychiatrists. StarCare cannot guarantee any minimum level of utilization or expenditure commitment.

III. CONSIDERATION REQUIREMENTS

In order for proposals to be considered, proposers must have and/or agree to the following:

- A. Proposers organization must have been in operation for a minimum of 3 years' providing Telepsychiatry services to organizations similar to StarCare.
- B. Proposers must possess the ability to provide Psychiatrist candidates who are appropriately licensed to practice in the State of Texas and who possess a valid DEA license.
- C. Proposers must currently be Joint Commission accredited and must maintain accreditation throughout the term of a contract with StarCare. Submit verification of Joint Commission accreditation.
- D. All Psychiatrist candidates must be eligible to participate in Medicare, Medicaid and/or other federal health care programs.
- E. Psychiatrist will be available to respond to highly acute patients near immediately of consult request from StarCare to perform consultation and assessment.

- F. Psychiatrist will transmit results of assessments and recommendations to StarCare's physician within approximately (30) minutes after the evaluation is completed and any clinical issues shall be resolved within twenty-four (24) hours upon request.

IV. DISCRIPTION OF SERVICES REQUIRED BY CONTRACTOR

A. Background and Experience:

1. Provide an overview of the history of and types of work performed by your organization related to Telepsychiatry and billing processes utilized for this service. Describe years in operation and qualifications as they relate to the services described in this RFP.
2. Provide examples that substantiate your organization's experience in providing the types of service described in this RFP. This information needs to be detailed and verifiable.
3. Describe any current, pending or past litigation (within the past 10 years) that your organization has been, is, or is expected to be party to.
4. Address instances where possible cost efficiencies may be gained, quality may be improved or StarCare may otherwise benefit from selecting your proposal over the generally listed terms of this RFP.

B. Administrative and Regulatory Requirements:

1. Provide an implementation plan for services, including timeline for starting services upon signing of a contract. Include information about key personnel the proposer will assign to assist StarCare during the implementation process.
2. Describe procedures for the delivery of Telepsychiatry services, including utilizing the assessment, e-prescribing, progress note, and other functions of the electronic health record.
3. Describe staffing plan that covers staff strategies for providing On-Demand services with a one-hour response time.
4. Describe psychiatrist recruitment, interviewing, credentialing and any required training, including procedures to be followed to assure a smooth project implementation.
5. Describe how your staffing plan will provide for the availability of administrative support for error checking, and communication and follow up on such matters with StarCare's behavioral health services administrative and technical support.
6. Describe plan for responding to complaints about Psychiatrist's performance, including when a request is made to not work with a particular individual who is not meeting the expectations of StarCare.
7. Describe how your organization will integrate with StarCare, collaborating with other behavioral health staff from StarCare, in providing feedback for general assessment, planning, follow-up linkage, and the assessment of need for psychiatric hospitalization or other care.

C. Technical Requirements:

1. Proposer will utilize only HIPPA compliant technology that meets or exceeds the standards for high speed bandwidth devices. High quality audio and video will be necessary for adequate communication between the provider and the patient. All audio, video and all other data transmission shall be secure through

the use of encryption (at least on the side of the healthcare professional) that meets recognized standards. Proposer should ensure that access to any patient contact information stored on any device is adequately restricted.

2. StarCare will provide all required video conferencing equipment for StarCare's use within StarCare's facility.
 3. Describe how proposer will meet the technical requirements stated to include:
 - i. Method of connectivity
 - a. Provider supplied: facility requirements, security and remote management.
 - b. StarCare supplied: bandwidth, service/support.
 - ii. Proposer/Psychiatrist solution maintenance and support of service level for failed equipment, back-up plan, ability to provide support.
- D. References: Provide a list of current and past clients (past 2 years only) along with the names, telephone numbers and email addresses of contact persons and the dates services were provided.
- E. Dollar Cost Bid: Enclose a fee schedule separate from the technical proposal listing rates for services and any additional start-up and/or administrative fees and include name of proposer.

V. SUBMISSION INSTRUCTIONS

No financial information is to be included in the Technical Proposal. The Technical Proposal should be submitted as a separate attachment from the cost bid. Proposals are limited to ten (10) pages and must follow the outline below and contain the requested information:

All proposals in response to this RFP must meet the following conditions or they may not be considered.

- A. Due to the COVID-19 pandemic, proposals must be submitted as **PDF documents** electronically. Proposals (not inclusive of the sealed dollar cost bid and support documentation) must not exceed ten (10) pages in length.
- B. A cover letter must accompany proposals, clearly stating the legal name of the proposer's organization and the name, address and telephone number of the proposer's authorized representative.
- C. The dollar cost bid will be provided as an attachment separate from the technical proposal.
- D. Proposals must meet all of the requirements contained in this RFP. Failure to meet any of the requirements could result in a proposal not being considered. StarCare reserves the sole right to determine whether a proposal meets the stated requirements.
- E. Delivery: All proposals must be received no later than **2:00p.m., Wednesday, May 13, 2020** via email to: mford@starcarelubbock.org
NO PROPOSALS WILL BE ACCEPTED VIA FAX.

VI. TECHNICAL ASSISTANCE TO PROPOSERS

Proposer's may contact Marcella Ford, Network Management Division Director at mford@starcarelubbock.org or (806-787-4824) for technical assistance regarding the RFP process.

VII. RIGHTS OF STARCARE (including, but not limited to...)

StarCare reserves the right to withdraw this request for proposals, at any time, without award.

The release of this request for proposals, in no way constitutes or implies responsibility of StarCare to make an award, nor does it obligate StarCare for any costs associated with the preparation of proposals.

StarCare reserves the right to negotiate with any proposer, any part of submitted proposals or any other relevant matter.

StarCare reserves the right to consider any and all factor(s) when making an award determination and to give preference to proposers with experience consulting with human service organizations, similar to StarCare.