

**Louisiana Department of Health – Office of Behavioral Health
Request For Information for Provision of Family Support Services
Proposal Due Date and Time: August 31, 2017 9:00 A.M. CST
Responses to Proposer Questions**

Question Number	Page Number	Section	Language	Question	Response
1	10	FSO Staffing Requirements	At full capacity of the CSoC, FSO providers shall have a staffing structure to support service delivery for up to 2,400 youth and families across all nine (9) CSoC regions.	Is the proposal for the entire state or can one make a proposal for 1 of the regions?	We are looking for providers that can serve the entire state.
2	6	Purpose of the RFI	LDH-OBH issues this Request for Information to gauge the interest and capabilities of provider organizations or groups to provide the following: <ol style="list-style-type: none"> 1. Direct peer-to-peer support to children/youth with significant emotional and behavioral health challenges who are enrolled in CSoC and their family members and caregivers; 2. Individual and group educational sessions for these families and youth; 3. Professional development and coaching of family and youth support staff; 4. Appropriate billing and documentation to support billing for parent and youth support services; 5. Data collection and reporting; 6. Participation in the Statewide Coordinating Council; and 7. Advancement of family/youth voice throughout the System of Care. 	Does a proposal have to offer all three of these areas, or is it okay to propose for what we can offer according to agency strengths?	We are looking for providers that can deliver all three services, as well as the other responsibilities outlined.
3	16	Outline	Demonstrate that the organization is competently managed, responsible, financially capable and committed to achieving the objectives of the programs they manage. The organization must demonstrate the ability to meet its operating expenses and financial obligations for at least six months prior to receiving payment for services. Include the following attachments in order to demonstrate financial viability: <ul style="list-style-type: none"> • Audited financial statements • Financial Performance Reports • Business plan 	Are New MHR agencies (received license for MHR in last 90 days) welcomed to respond or is longer history of service provision needed?	We are looking for providers who can demonstrate that they have experience in Louisiana Medicaid reimbursable service billing and have been financially sustainable for at least six months.

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			<ul style="list-style-type: none"> • A line of credit issued from a federally insured, licensed lending institution in the amount of at least \$50,000 • General and professional liability insurance of at least \$500,000 • Workers' compensation insurance • Other information that supports financial analysis 		
4	10	FSO Staffing Requirements	At full capacity of the CSoC, FSO providers shall have a staffing structure to support service delivery for up to 2,400 youth and families across all nine (9) CSoC regions. The required staffing ratio for parent support or youth peer support is 1 Full Time Equivalent (FTE) staff (may include part-time staff) to 20 youth/families. In addition, there will be 1 FTE supervisor to 80 youth/families. Positions providing direct service may include part-time staff.	Are privately licensed individuals (LPC, LMFT) able to respond or is this option only for agencies?	We are looking for an agency that can meet all the requirements listed in this RFI, including financial sustainability.
5	9	FSO Provider Agency Certification and Credentialing Requirements	CSoC Contractor's FSO providers are required to maintain active OBH Certification for their provider type and specialty at each service location.	Does the nonprofit have to already be licensed with OBH?	Providers must meet all qualifications and requirements established by waiver, State Plan Amendment, Medicaid policy manuals, and federal and state rules, laws, regulations to deliver services, inclusive of Health Standards licensure if so required.
6	6	Purpose of the RFI	Currently there is a single statewide FSO provider. LDH-OBH is considering alternative structures.	The information states alternative structures are being considered, does that mean that the Wraparounds may absorb the FSO, is that option being considered?	This is not an option being considered at this time.

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7	9	FSO Provider Agency Certification and Credentialing Requirements	In order to provide family support, the FSO shall be 1) certified by OBH; 2) credentialed by the CSoC Contractor and 3) contracted by the CSoC Contractor.	What will the length of the contract be for the new FSO?	This is an RFI process to gauge interest and capacity to deliver FSO services. The CSoC vendor, currently Magellan, will be the entity contracting with the FSO and their terms and conditions apply.
8				Our belief is that the CMMS Waiver stipulates that current WAA providers in LA are not eligible to provide Family Support services. Will you please confirm that current WAA providers are ineligible to bid on services due to a potential conflict of interest?	This is correct. The waiver prohibits WAAs from providing Waiver services.
9				Our organization is a current WAA provider for two regions in LA. However, our organization provides services in other states through a disregarded entity of our company with a separate federal EIN. Are we eligible to bid on services using this disregarded entity business vehicle, which is part of our larger organization?	See answer to question 8.