

Confidential Information

The information contained in the following pages of the Request for Information (RFI) response has been submitted in confidence and contains trade secrets and/or privileged or confidential information and such information shall only be disclosed for evaluation purposes, provided that, if a contract is awarded to this proposer as a result of or in connection with the submission of this response, the State shall have the right to use or disclose the data therein to the extent provided in the contract and as required by law. This restriction does not limit the State's right to use or disclose data obtained from other sources without restrictions.

All such information has been indicated by the use of grey highlighting and the inclusion of the text "All material highlighted in grey is proprietary, confidential and/or trade secret" in the footer of all relevant pages.

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The material indicated is not generally publicly available and is trade secret or proprietary information or non-published financial data and is exempt from disclosure in accordance with the Louisiana Public Records Act. R.S. 44:1-44 and applicable rules and regulations ("Law"). The material indicated includes, but is not limited to, some or all of the following:

1. Current and/or previous relevant experience and/or expertise;
2. Current and/or previous relevant contract specifics;
3. Examples, testimonials, and/or stories, including the names and/or titles of person(s) providing such information and/or the name(s) of the organization(s) with which they are affiliated;
4. Research and/or observations Magellan has undertaken and/or made specific to and/or in preparation for responding to the requirements of this RFI;
5. Descriptions and examples relevant to fulfilling the requirements the RFI, including, but not limited to Magellan's previous, current and/or proposed:
 - a. Approach to and/or goals for services, activities, initiatives, and/or programs;
 - b. Methods, processes, strategies, services, activities, initiatives, programs;
 - c. Models for delivering services, activities, initiatives, programs;
 - d. Collaborations and/or partnerships;
 - e. Staff/departments/teams including position titles, experience/expertise, roles, responsibilities and/or accountabilities;
 - f. Organizational, department and/or team organizational structures, responsibilities and/or accountabilities;
 - g. Tools, systems, platforms, and/or applications required to implement, offer and/or maintain operations, services, activities, initiatives, and/or programs;
 - h. Measures, metrics, policies, reports, data, outcomes and/or results;
 - i. Locations of Magellan offices and/or activity, initiative and/or program locations; and,
 - j. Other resources as required.

Response

2.4.1 Executive Summary (2 pages)

Responder must provide an executive summary clearly stating their interest in applying to a future RFP, or entering into a CEA, to operate the Early Childhood Supports and Services (ECSS) statewide program. The summary shall exhibit qualifications to run like programs and seriousness of potential to respond to a future RFP, or enter into a CEA, for administration of this program. LDH expects the response to demonstrate the responder's awareness and experience with infants/young children and families, vulnerable populations, Medicaid services administration, coordinating and collaborating with community agencies to address environmental risks and social determinants of health (SDOH), and statewide program operations including multiple provider contracting and monitoring.

Magellan's Interest in Applying to a Future RFP: Magellan is interested in applying to a future RFP or entering into a CEA to operate the Early Childhood Supports and Services (ECSS) statewide program. The principles and philosophy of ECSS perfectly align with Magellan's mission, vision, and philosophy. We understand [REDACTED]

Building upon the business infrastructure Magellan has already customized for the [REDACTED]

Magellan's Awareness of and Experience with Infants/Young Children and Families: Magellan has more than 50 years of experience and was one of the first managed Behavioral Health (BH) companies in the United States to serve infants, young children, pregnant women, and families with complex needs. We currently provide accredited managed BH care and specialty health management to [REDACTED] members.

Our history with [REDACTED]

Vulnerable populations: Magellan has administered [REDACTED]

Medicaid Services Administration: Magellan is [REDACTED]

Magellan has extensive experience and [REDACTED]

We understand that many children in the ECSS program will be eligible for Medicaid and some of their services may be funded through MCOs. Magellan has [REDACTED]

Coordinating and Collaborating with Community Agencies to Address Environmental Risks and Social Determinants of Health (SDOH): In the [REDACTED], Magellan coordinates with [REDACTED]

[REDACTED]

As part of our in-kind services, we propose developing a partnership with a [REDACTED]

Statewide Program Operations including Multiple Provider Contracting and Monitoring: Magellan contracts with [REDACTED]

Responder shall include in this section a singular contact name and contact information with phone number, email address, and physical address.

The Magellan contact person for this response is:

Name and Title	Syralja Griffin, MA, LPC Vice President, General Manager Louisiana Coordinated System of Care Magellan of Louisiana
Phone Number	[REDACTED]
Email Address	[REDACTED]
Physical Address	[REDACTED]

ECSS Philosophy (2 pages)

Describe your entity's understanding of the ECSS principles and philosophy and the role of local/regional ECSS programs/consortiums.

Infant mental health can be defined as a [REDACTED]

[REDACTED]

Magellan's Understanding of ECSS Principles: The principles of ECSS complement those of the [REDACTED]

In implementing the new ECSS program, Magellan would employ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

Magellan’s Understanding of ECSS Philosophy: ECSS is a promotion- and prevention-based support for young children through evidence-based relational and skill building therapies for families and their youngsters ages zero to five.

[Redacted]

Magellan’s belief in a [Redacted]

The philosophical underpinnings of Magellan’s approach to ECSS include:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Case Study: An Example of Our Integration of ECSS Principles

“N” is a five-year-old referred by a daycare director for concerns including aggressive/destructive behavior while attending the daycare, reported theft in the home, and non-compliance with rules. He was in danger of expulsion. In collaborating with the family, the clinician learned that N’s blended family recently separated.

[Redacted]

N’s disruptive behavior trended down in the classroom and item collection ceased. The home reports that N is doing better in playing with siblings, listening to his parents, and has successfully transitioned to kindergarten where he continues to do well.

The Role of Local/Regional ECSS Programs/Consortiums: As part of creating an ECSS provider network, Magellan would form [Redacted]

[Redacted]

Corporate Background and Experience (2 pages)

Provide a brief description of your entity's history, organizational structure including presence in other states and years in business. Describe experience in operations of programs administered for infants/young children and families, vulnerable populations, Medicaid, coordinating/collaborating with community agencies to address environmental risks/SDOH, under administratively complex/regulatory driven programs or with complex financing systems and multiple vendor contracting.

Company History and Experience: Magellan offers **more than 50 years of experience** as one of the first managed Behavioral Health (BH) companies in the United States to serve [REDACTED]. **Nationally, Magellan provides accredited managed BH care and specialty health management to** [REDACTED].

Our proven ability to partner with our Medicaid customers to improve the breadth and quality of the care delivery system is demonstrated through our specific experience implementing a [REDACTED]

[REDACTED] which are customized, and which leverage [REDACTED].
In all of our child-serving contracts, we provide the [REDACTED].
Below,

we discuss our relevant experience across several states.

Our work in [REDACTED]

[REDACTED] Our history with the [REDACTED]

In [REDACTED] we have served as the [REDACTED]. During [REDACTED]

In [REDACTED]

In [REDACTED] Magellan has managed a [REDACTED]

[Redacted]

[Redacted]

Previous contract work for [Redacted]

On behalf of the state of [Redacted]

[Redacted]

Complex Regulatory Driven Programs/Complex Financing Systems and Multiple Vendor Contracting: As described above, Magellan’s history includes the successful management of [Redacted]

[Redacted]

Magellan’s work in the [Redacted]

We recognize that [Redacted]

Experience in Operations of Similar Programs: Our relevant contract experience is summarized in **Table 1:**

Table 1: Magellan’s Relevant Contract Experience

Contract	Infants/young children and families	Vulnerable populations	Medicaid	Coordinating/collaborating with community agencies to ... or with complex financing systems	Multiple vendor contracting
[Redacted]	✓	✓	✓	✓	✓
[Redacted]	✓	✓	✓	✓	✓
[Redacted]	✓	✓	✓	✓	✓
[Redacted]	✓	✓	✓	✓	✓
[Redacted]	✓	✓	✓	✓	
[Redacted]	✓	✓	✓		✓
[Redacted]	✓	✓	✓	✓	✓
[Redacted]	✓	✓	✓	✓	✓

In-Kind Services (2 pages)

If applicable, present a description of the in-kind services of monetary value reasonably determined by LDH to be an amount no less than 5% of the total contract amount that your entity plans to provide, that would meet the stipulations of a Cooperative Endeavor Agreement. This should describe services in the form of marketing, education, training, or otherwise, as related to the services at issue in order to satisfy a cooperative endeavor collaboration between the parties.

Magellan would employ a [REDACTED]

Magellan proposes for [REDACTED] **Table 2** outlines the categories of in-kind services These activities would be offered above and beyond the education, awareness-building, and recruitment activities Magellan typically undertakes.

Table 2: Proposed In-Kind Services

[REDACTED]		
Type of In-Kind Service	Description	Purpose
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Type of In-Kind Service	Description	Purpose
[Redacted]	[Redacted]	[Redacted]
[Redacted]		
[Redacted]	[Redacted]	[Redacted]

For all these in-kind services, Magellan will work with [Redacted]

Approach and Methodology (15 pages)

The responder must demonstrate the following:

- ***There is a comprehensive, operational strategy in place at the organization level to ensure compliance with applicable state and federal rules guiding program operation on a routine basis and when new laws or regulations are enacted, such as but not limited to Cultural and Linguistic Appropriate Service Standards, Health Insurance Portability and Accountability Act, Section 1915(b) of the Social Security Act, and Medicaid Managed Care, as applicable.***

Magellan's [REDACTED]

Since [REDACTED]

[REDACTED]

[REDACTED]

- ***If applicable, the organization has achieved high compliance with federal managed care rules as evidenced by a current technical report in accordance with 42 CFR 438.358 and produced by an external quality review organization which meets the criteria at 42 CFR 438.354.***

As the current [REDACTED], Magellan undergoes periodic reviews to ensure our compliance with 42 CFR 438.358 and that we meet 42 CFR 438.354 criteria.

[REDACTED]

[REDACTED]

[REDACTED]

- ***The organization has an effective business continuity, disaster recovery and emergency preparedness and management plan in place, which ensures operations are not interrupted when a disaster or a state of emergency is declared by the State, including demonstrated strategies for locating all enrollees prior to an impending emergency/disaster, locating providers and enrollees post emergency/disaster, actively linking enrollees to new or temporary providers for services as needed, maintaining consistent, effective communication with agencies providing case management and providers to obtain near real-time information on enrollee needs and provider status, addressing identified needs and issues timely to ensure enrollee continuity of care and health and welfare in the community, and reporting activities and progress on no less than a daily basis to the State as requested.***

Effective Business Continuity, Disaster Recovery, and Emergency Preparedness and Management Plans: At the corporate level, Magellan has

[Redacted]

In addition to our [Redacted]

[Redacted] To facilitate the continuity of our business operations, Magellan maintains

[Redacted]

[Redacted] Magellan operates

[Redacted]

[Redacted]

[Redacted] Given the mission-critical nature of our business operations and systems and the importance of the

[Redacted]

[Redacted]

[REDACTED]

Locating All Enrollees Prior to an Impending Emergency/Disaster:

For the ESCC program specifically, prior to an anticipated emergency or disaster, Magellan [REDACTED]

[REDACTED]

During [REDACTED] Magellan partnered with our [REDACTED]

[REDACTED]

Strategies for Locating Providers and Members and Linking Members to Providers Post Disaster: Disaster recovery begins before the disaster, and Magellan has well-developed plans for assisting enrollees and providers in the aftermath of a disaster. We will employ [REDACTED]

[REDACTED] Prior to the disaster, we would [REDACTED] We would start with [REDACTED]

Locating enrollees: As we do under our [REDACTED], we would maintain [REDACTED] Post disaster, Magellan would work with [REDACTED]

[REDACTED]

Following [REDACTED] Magellan's [REDACTED] impacted providers. One provider, located in [REDACTED] reported extensive damage, resulting in the demolition of her building and temporary re-location. She became very emotional in talking with our [REDACTED] and informed her, through tears, that she was happy we had reached out to her and offered assistance, as no one else had.

. This information would be [REDACTED]

Locating providers: Magellan's [redacted] would reach out to [redacted]
[redacted]

- *The organization has an effective grievance management system which operates in accordance with state and federal rules, resolves filed grievances in a timely and appropriate manner, and includes tracking and trending of grievances and quality of care concerns to identify and address issues on a systemic basis;*

Magellan serves adults and youth in state and local public sector (Medicaid) programs across the country. Each of these programs, including [redacted]

[redacted] Magellan's grievance management system [redacted]

Filing of Grievances: Our priority is to ensure members have [redacted]
[redacted]

Magellan staff across [redacted] . Magellan staff [redacted]

Magellan allows [redacted]
[redacted]

Investigation of Grievances: When member grievances are reported, a [redacted]
[redacted] All grievances are reviewed by [redacted]
[redacted]

Upon receipt of the grievance, the [redacted]
[redacted]

[redacted]
[redacted]

[Redacted]

[Redacted]

Resolution of Grievances: The [Redacted]

[Redacted], Magellan makes every effort to provide the [Redacted] a Magellan contact name and telephone number to call for assistance, [Redacted]

Tracking and Trending of Grievances and Quality of Care Process: In [Redacted] Magellan implemented an [Redacted]

Magellan tracks and [Redacted]

- *The organization has an effective utilization management and care management system which meets NCQA accreditation standards (as applicable), proactively identifies and addresses the needs of enrollees at risk of hospitalization or out-of-home placement, maintains the integrity of system of care values, addresses over and under-utilization in a timely manner, meets service authorizations timelines for expedited and routine requests, and has systems in place to inform care management and utilization management decisions.*

Magellan's approach to Utilization Management (UM) and Care Management (CM) [Redacted]

[Redacted]

[Redacted] Our UM and CM programs are supported by [Redacted]

[Redacted]

Our UM program

[Redacted]

Exceeding Timeliness Standards
Magellan's compliance goal for the measure of authorization timeliness



[Redacted]

and

to

Through our UM and CM processes, **Magellan monitors** [Redacted] **in a timely manner.** Magellan's years of experience administering systems of care allows our team to

[Redacted]

Staff are fully trained on the

[Redacted]

[Redacted]

Our

[Redacted]

For our current

the process integrates

The

[Redacted]

Using a

We also make sure that the

[Redacted text block]

Magellan’s Proposed Internal Care Management Process for the ECSS Program: Below, we describe our proposed internal CM process for the ECSS program, broken into the following stages:

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

- ***The organization shall develop and manage an adequate provider network for all covered benefits and services which ensures timely access to care for enrollees in both rural and urban parishes.***

Magellan has been a partner to [Redacted text]
As the [Redacted text] we have an established BH network [Redacted text]

As the management entity for the ECSS program, we would [Redacted text]

Magellan’s Approach to Developing an ECSS Provider Network: Our approach to managing infants’ and young children’s [Redacted text]

As part of building or expanding any provider network, our recruiters consider factors such as [Redacted text]

Services Offered through the Regionally Based ECSS Provider Sites: To serve this population statewide, we propose [Redacted text]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Selection of the Regionally Based ECSS Provider Sites:

[Redacted]

Magellan would use

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Following the [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

We would implement [Redacted]

Ongoing Provider Support: For the past [Redacted]

In addition, Magellan's [Redacted]

Magellan will continue to [Redacted]

- ***The organization operates an enrollee service line to provide for timely crisis response and service authorizations 24 hours a day, 7 days a week, 365 days a year using an automated call distribution system with a Telecommunications Device for the Deaf (TDD) and/or relay system;***

Magellan's [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Callers dialing into call centers operated by Magellan are [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- ***The organization has processes and procedures in place which allow for real-time oral and signing interpretation services free of charge to enrollees while meeting timely access standards;***

Magellan provides [REDACTED] to communicate effectively with us. This includes qualified sign language interpreters, and [REDACTED]

For enrollees with [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

For those who are [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

For those who have [REDACTED]
[REDACTED]
[REDACTED]

Meeting Timely Access Standards: [REDACTED]
[REDACTED]
[REDACTED]