

LOUISIANA



**DEPARTMENT OF
HEALTH
AND HOSPITALS**

REQUEST FOR INFORMATION (RFI) Transplant and Transplant Related Services

BUREAU OF HEALTH SERVICES FINANCING

DEPARTMENT OF HEALTH AND HOSPITALS

RFI # 305PUR-DHHRFI-TRANSPLANT-MVA

Proposal Due Date/Time: 9-30-2013/4:00 PM CST

Release Date: September 16, 2013

PURPOSE

The Louisiana Department of Health and Hospitals (DHH) is seeking information regarding vendors that are capable of providing direction, coordination, monitoring and tracking of transplant and transplant related services that will assist Louisiana in improving coordination of transplant care and outcomes. The key objectives for transplant care are to:

- Improve the quality of services and health outcomes;
- Base decisions on locations where patients receive transplants on centers of excellence criteria established by the Department;
- Improve coordination of care;
- Establish provider requirements for centers of excellence on outcomes and volume standards for transplant services to both adults and children;

The Department is interested in obtaining information regarding administrative and managed care options to improve the management and quality of care. The Department is seeking information regarding:

- Considerations in authorizing and enrolling transplant centers to ensure that beneficiaries receive services that meet established standards.
- Innovative reimbursement models, including global payment arrangements or administrative management fees with performance based requirements.
- Recommendations regarding populations and types of services for inclusion in the proposed delivery model(s) with the objective of promoting continuity of care.
- Care coordination approaches.
- Experience with coordination of transplant services, including experience coordinating care on behalf of Medicaid and other public health care programs such as CHIP and Medicare.

DHH is issuing this Request for Information (RFI) for planning purposes only with the intent to gather information required to implement care management model for the Medicaid transplant beneficiaries. The RFI is for planning purposes only, and should not be construed as a solicitation for services or a request for proposals (RFP) nor should it be construed as an obligation on the part of the State to purchase services. This RFI is not a means of pre-qualifying vendors for any subsequently issued RFP related to this RFI.

Participation in this RFI is voluntary and all cost incurred are at the expense of the submitter as DHH will not pay for any costs related to the preparation and submission of a response to the RFI. All submissions in response to this RFI will become the sole property of the State.

DHH is also providing an opportunity in which a responder may specify their availability and interest in providing an in-person demonstration of their response to DHH. It is DHH's sole discretion in permitting the in-person demonstration.

For the purposes of this RFI, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public

documents relating to this RFI shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information submitted in conjunction with this RFI may not be subject to public disclosure, protections must be claimed by the proposer at the time of submission of its Technical Proposal. Proposers should refer to the Louisiana Public Records Act for further clarification.

GENERAL INFORMATION

Background

The mission of the Department of Health and Hospitals (DHH) is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all citizens of the state of Louisiana.

DHH is dedicated to fulfilling its mission through direct provision of quality services, public and private sector partnerships, and the utilization of available resources in the most effective manner. DHH includes the Bureau of Health Services Financing (BHSF) which is the single state Medicaid agency for Louisiana and administers the Medicaid Program for the state of Louisiana under the general supervision of DHH's Secretary.

BHSF provides the funding, oversight and monitoring for transplant services covered under the State Plan for adults and children.

Existing Delivery System for Acute Care Services

In 2012, Louisiana implemented Bayou Health, which is a managed care delivery model designed to improve health outcomes and contain costs through coordination of acute care services for approximately 875,000 Medicaid enrollees. Bayou Health Prepaid Plans are responsible for organ transplant and related services for enrolled members. Excluded populations include 1) Medicare dual eligible(s), 2) individuals residing in facilities and 3) individuals enrolled in a Medicaid waiver including 1915(c) waivers are enrolled in fee-for-service Medicaid. Enrollees in FFS as well as enrollees in a Bayou Health Shared Plan receive transplant services through contracted FFS providers.

Since March of 2012, most Medicaid behavioral health services are provided through the Louisiana Behavioral Health Partnership (LBHP) which is a Prepaid Inpatient Health Plan (PIHP) model of Medicaid managed care. Magellan receives a monthly capitation payment and is "at risk" for behavioral health and addiction services provided to approximately 271,000 adults and approximately 734,000 children under age 21 (certain services are available for children up to age 22). Magellan is paid a monthly management fee and acts as the statewide management organization. Populations excluded from receiving behavioral health services through LBHP are those individuals residing in long-term care facilities and ICF/DD facilities.

Coverage for Transplant Services

Louisiana Medicaid covers the following transplant services:

Transplants (other than bone marrow and stem cell) must be performed in a hospital that is a Medicare approved transplant center for the procedure. Transplants must be prior authorized by the Department of Health and Hospitals (DHH). All transplants must be prior authorized using a TP-01 (Transplant Form). The only exception is for recipients with retroactive eligibility. All documentation supporting the performance of the transplant must be attached to the letter.

Requests for transplants are reviewed on a case-by-case basis by applying the following criteria:

- Transplant procedure to be performed is compatible with the diagnosis;
- All alternative forms of treatment have been tried, and the only viable alternative is the transplant procedure;
- Death would be imminent if the procedure were not performed is a reasonable medical probability;
- The procedure has met with a reasonable degree of success in the past;
- The procedure may be performed out of the state, if the facilities in state are not available; and
- Services to the organ donor and organ procurement costs are included in the reimbursement methodology.

Transplant services are currently reimbursed at costs subject to a hospital-specific per diem limit that is based on each hospital's actual cost in the base year established for each type of approved transplant.

RESPONSE REQUIREMENTS

The response to this RFI should include your areas of expertise and any experience in managing the population in other states and the results of prior experiences in coordinating transplant services. These results should include improved provider qualifications, improved coordination and administration, improved recipient outcomes and cost avoidance for the state. The responder is encouraged to be as detailed as possible and invited to suggest and comment on any other related issues not specifically outlined below.

Responders are requested to describe their approach to providing Medicaid transplant and transplant related, include the following:

- Information regarding the entity and organizational structure including any licenses obtained to operate;
- Recommendations on how to best to provide organ and tissue transplant services and any special considerations;
- Network participation requirements for credentialing and re-credentialing, including but not limited to accreditation, volume, survival rate, etc.;

- Care coordination services essential to include in the model, including assisting with transportation and social services needed by the recipients ;
- Considerations in coordinating care for Bayou Health members that may move to other plans or potentially enroll in fee-for-services;
- Information regarding authorization and approval process;
- Information regarding public, professional and beneficiary education;
- Information regarding management of all phases of transplant care and strategies to improve coordination;
- Description of needed resources including key positions to successfully manage care;
- Description of administrative capabilities required to coordinate and enhance care;
- Description of data analysis capabilities needed to meet data reporting requirements that promote quality care;
- Description of clinical expertise and recommendations regarding appropriate staffing to manage care;
- Recommendations to promote accountability and continuity of care that should be included in the populations and services provided;
- Recommendations for appropriate strategies that should be included in the program to ensure the most efficient and appropriate use of resources
- Information regarding reimbursement arrangements including but not limited to administrative service and more innovative payment arrangement such as global payment.
- Additional Information
As an appendix to its proposal, if available, proposers should provide copies of any policies and procedures manuals applicable to this contract, inclusive of organizational standards or ethical standards. This appendix should also include a copy of proposer's All Hazards Response Plan, if available.

Proposal and Contract Preparation Costs

The proposer assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFP. The proposer to which the contract is awarded assumes sole responsibility for any and all costs and incidental expenses that it may incur in connection with: (1) the preparation, drafting or negotiation of the final contract; or (2) any activities that the proposer may undertake in preparation for, or in anticipation or expectation of, the performance of its work under the contract before the contract receives final approval from the Division of Administration, Office of Contractual Review. The proposer shall not include these costs or any portion thereof in the proposed contract cost. The proposer is fully responsible for all preparation costs associated therewith even if an award is made but subsequently terminated by the Department.

Administrative Information

RFI Coordinator

1. Requests for copies of the RFI and written questions or inquiries must be directed to the RFI coordinator listed below:

Annette Passman
Mail Bin #24
Department of Health and Hospitals
P.O. Box 91030
Baton Rouge, LA 70821-9030

2. All communications relating to this RFI must be directed to the DHH RFI Coordinator person named above. All communications between Proposers and other DHH staff members concerning this RFI shall be strictly prohibited.
3. This RFI is available in PDF format at the following web links:
<http://www.prd1.doa.louisiana.gov/OSP/LaPAC/pubMain.cfm>

All responses must be received at the address listed below by 4:00 pm CST, September 30, 2013. Proposals received after this time will not be eligible for consideration.

If delivered by hand or courier:

Annette Passman
Department of Health and Hospitals
628 N. 4th Street – Cubicle 749-26
Baton Rouge, LA 70802

If delivered via US Mail:

Annette Passman
Mail Bin #24
Department of Health and Hospitals
P.O. Box 91030
Baton Rouge, LA 70821-9030