



# Request for Information

**YH18-0041 TRIBAL ALTCS CASE MANAGEMENT SERVICES**

**Procurement Officer:**

**ISSUE DATE:** December 7, 2017

Michael Kowren  
Procurement Specialist  
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**OFFICE ADDRESS:** AHCCCS  
Procurement Office  
701 E. Jefferson, MD 5700  
Phoenix, AZ 85034

**RFI NAME:** Tribal ALTCS Case Management Services

**RESPONSE DUE DATE:** January 15, 2018 no later than 3:00 pm AZ time

QUESTIONS CONCERNING THIS RFI SHALL BE SUBMITTED TO THE PROCUREMENT OFFICER VIA E-MAIL BY December 15, 2017 3:00 PM ARIZONA TIME ON THE Q & A FORM PROVIDED WITH THIS RFI. ANSWERS TO QUESTIONS WILL BE POSTED ON THE AHCCCS WEBSITE FOR THE BENEFIT OF ALL POTENTIAL RESPONDENTS.

**Responses to this RFI must be in the actual possession of AHCCCS on or prior to the time and date indicated above.**

**This is a Request for Information ("RFI") only and as such will NOT result in any award of contract.**

AHCCCS is in the information gathering stage and no decisions have been made concerning the agency's intent to issue a formal Request for Proposal. Responding to this RFI is appreciated and will NOT prohibit the respondents from responding to any future procurement.

Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the appropriate Procurement Agency. Requests should be made as early as possible to allow time to arrange the accommodation. A person requiring special accommodations may contact the person responsible for this request as identified below.

# REQUEST FOR INFORMATION

## 1. AHCCCS OVERVIEW

AHCCCS is the single state Medicaid agency for the State of Arizona. In that capacity it is responsible for operating the Title XIX and Title XXI programs through the State's 1115 Research and Demonstration Waiver, which was granted by the Centers for Medicare and Medicaid Services (CMS), U.S. Department of Health and Human Services. As of June 1, 2017, AHCCCS provides coverage to approximately 1.9 million members in Arizona.

Over 82.43% of the AHCCCS program's expenditures in SFY 2017 were through managed care programs. AHCCCS contracts with Managed Care Organizations (MCOs) that are responsible for providing Acute, Long Term Care, and Behavioral Health Services. A list of contracted plans can be found here: <https://azweb.statemedicaid.us/HealthPlanLinksNet/HPLinks.aspx>

The program has a total fund budget for SFY 2018 of approximately \$13.5 billion. AHCCCS has over 70,000 active providers in Arizona, such as individual medical and behavioral health practitioners, therapy disciplines, institutions, durable medical equipment companies and transportation entities. Additional information may be found on the AHCCCS website reporting page: <https://www.azahcccs.gov/Resources/Reports/federal.html>

## 2. TRIBAL ALTCS OVERVIEW

Long Term Care provided for American Indians residing on tribal reservations is known as the *Arizona Long Term Care System (ALTCS) Tribal Case Management Program*. The Arizona Long Term Care System (ALTCS) Tribal Case Management Program provides acute care (general medical care services), behavioral health, long term care, and case management services. These services are offered to American Indian ALTCS members at risk of institutionalization (i.e. those who are elderly and/or have physical disabilities) who reside on a tribal reservation. ALTCS provides services and settings for members who are elderly and/or have physical disabilities and/or have developmental disabilities.

## 3. PURPOSE of RFI and Background

AHCCCS believes that health care delivery system is essential to improving outcomes for our members while assuring the care provided is cost effective and easy for members and families to access. AHCCCS' Tribal Arizona Long Term Care System ("ALTCS") is an integrated health plan able to address the whole health needs of American Indians enrolled in the Tribal ALTCS. AHCCCS has the authority to administer the Medicaid and behavioral health systems in the State of Arizona.

The State of Arizona, through AHCCCS, recognizes the right of tribal governments to self-govern, and supports tribal sovereignty and self-determination. The State of Arizona, through AHCCCS, acknowledges the history of American Indian people, and the significance of that history in the healing of the American Indian people through the provision of services accessible through the Arizona Long Term Care System. While each Indian Tribe has its own unique history and culture, all share a common experience of trauma and immense loss. It is recognized that history affects the health of American Indians today, especially that of tribal elders who struggled for survival.

The State of Arizona, through AHCCCS, acknowledges the need to form a partnership with an ALTCS Contractor to meet the health care needs of tribal members eligible for ALTCS. The State recognizes the sovereign right of American Indian Tribes to determine the applicability of and the extent to which its tribal values and belief systems will be incorporated into the services it provides to tribal members

# REQUEST FOR INFORMATION

eligible for ALTCS. The goal of Tribal ALTCS is to provide culturally competent, compassionate care to enrolled members of each American Indian Tribe. The Request for Information is in recognition of this special relationship.

AHCCCS currently works in partnership with seven (7) Tribes and one (1) urban American Indian Health Center to carry out the provisions of ALTCS Tribal Case Management. The partnerships are formed through Intergovernmental Agreements or contracts. ALTCS Tribal Contractors provide case management to American Indians living on-reservation and to some who move off-reservation. AHCCCS envisions the ALTCS Tribal Contractors provide case management services, referring members for medical services, behavioral health services (including services for individuals determined to have a SMI), nursing home care, home and community based services, and acute care services.

AHCCCS wishes to engage Tribal stakeholders in providing information in order to assist in enhancing the provision of Tribal ALTCS Case Management Services. The purpose of this RFI is to solicit input from qualified interested parties, which may be used as input in the development of an RFP for Tribal ALTCS Case management Services.

#### **4. Current Structure of ALTCS Case Management Services**

Case management is the process through which appropriate and cost effective medical and medically related social and behavioral health services and supports are identified, planned, obtained and monitored for individuals eligible for Arizona Long Term Care System (ALTCS) services. Each individual enrolled as an ALTCS member receives case management services as specified in AMPM Chapter 1600 and provided by a qualified case manager.

The case management process involves reviewing the ALTCS member's strengths and service needs with the member/guardian/designated representative and the case manager. The review should result in a mutually agreed upon, appropriate and cost effective service plan that meets the medical, functional, social and behavioral health needs of the member in the most integrated and least restrictive setting. In serving ALTCS members, the case manager shall promote the values of dignity, independence, individuality, privacy, choice and self-determination, and adhere to the guiding principles outlined below.

##### **4.1 Member-Centered Case Management**

The member is the primary focus of the ALTCS program. The member, and family/significant others, as appropriate, are active participants in the planning for and the evaluation of services provided to them. Information and education about the ALTCS program, their choices of options and mix of services shall be accurate and readily available to them. Please describe your experience with providing Member-centered Case Management.

##### **4.2 Member-Directed Options**

To the maximum extent possible, members are to be afforded the opportunity to exercise responsibilities in managing their personal health and development by making informed decisions

# REQUEST FOR INFORMATION

about how best to have needs met including who will provide the service and when and how the services will be provided.

#### 4.3 **Person-Centered Planning**

The Person-Centered Planning process maximizes member-direction and supports the member to make informed decisions, so that he/she can lead/participate in the Person-Centered Planning process to the fullest extent possible. The Person-Centered Plan safeguards against unjustified restrictions of member rights, and ensures that members are provided with the necessary information and supports in order to gain full access to the benefits of community living to the greatest extent possible. The Plan ensures responsiveness to the member's needs and choices regarding service delivery and personal goals and preferences. The member/guardian/designated representative shall have immediate access to the member's Person-Centered Plan.

#### 4.4 **Consistency of Services**

Development of network accessibility and availability serve to ensure delivery, quality and continuity of services in accordance with the Person-Centered Plan as agreed to by the member and the Contractor.

#### 4.5 **Accessibility of Network**

Network sufficiency supports choice in individualized member care and availability of services. Provider networks are developed to meet the unique needs of members with a focus on accessibility of services for aging members and members with disabilities, cultural preferences, and individual health care needs. Services are available to same degree as services for individuals not eligible for AHCCCS.

#### 4.6 **Most Integrated Setting**

Members are to be maintained in the most integrated setting. To that end, members are afforded choice in remaining in their own home or choosing an alternative residential setting versus entering into an institution.

#### 4.7 **Collaboration with Stakeholders**

Ongoing collaboration with member/guardian/designated representative, service providers, community advocates, and AHCCCS Contractors plays an important role for the continuous improvement of the ALTCS Program.

#### 4.8 **Tribes currently receiving ALTCS Case Management Services include:**

Ak Chin, Camp Verde, Cocopah, C.R.I.T, Ft. McDowell, Ft. Mohave, Havasupai, Hualapai, Kaibab Paiute, Quechan, Salt River, Tonto Apache, and Yavapai Prescott.

# REQUEST FOR INFORMATION

## 5. RFI RESPONSE:

- 5.1 Respondents should possess and must describe their experience and/or expertise in the following unique, key capacities for these services:
  - Serving the Tribal ALTCS population,
  - Serving multiple tribes across the state,
  - Implementing an SMI determination process with multiple tribal governments,
  - History in providing an integrated product/health plan, and
  - History in working with IHS/638/Urban Indian facilities.
- 5.2 In addition to items described above, Respondent shall describe how it would carry out the provisions of the service.
- 5.3 Information received by AHCCCS becomes the property of AHCCCS and will not be returned to the sender. Acceptance of responses to this RFI imposes no obligations of any kind upon AHCCCS.

## 6. CONTENTS OF YOUR RESPONSE

If you are interested in responding to this RFI, AHCCCS is requesting the following:

- 6.1 **Detailed Written Response** to any or all of the areas listed in **Section 5**. Responses should be no more than **twelve (12) pages**, clearly legible, sequentially page-numbered and include the respondent's name and RFI number at the top of each page.
- 6.2 **A completed Attachment A**, Respondent's Information, which includes contact information, including name, title, mailing address, email address, authorized signature, and phone number of the contact person for questions relating to the RFI.
- 6.3 Submit one (1) electronic copy of the RFI response electronically, by EMAIL, to the procurement officer listed on the front of this RFI.
- 6.4 Submit response no later than the time indicated on the front page of this RFI. Please take into consideration the local Phoenix, Arizona time zone.

## 7. CONFIDENTIAL/PROPRIETARY INFORMATION:

- 7.1 To the extent allowed by law, information contained in a response to a request for information shall be considered confidential until a formal procurement process is concluded or for two (2) years, whichever occurs first. AHCCCS reserves the right to use outside consultants to assist staff in reviewing this request for information. A Procurement Disclosure Statement (PDS) is signed by all reviewers to ensure that the legal mandate to maintain strict security and confidentiality of the information is met. This RFI and responses to the RFI are subject to the Arizona Public Records law and as such, are open to public inspection after this time.
- 7.2 Do not submit anything considered by you to be confidential or proprietary. Do not indicate confidential or proprietary on any submission documents.

# REQUEST FOR INFORMATION

**8. REIMBURSEMENT:**

AHCCCS will not reimburse any respondent for the cost of preparing and submitting a response to the RFI.

**9. NO AWARD OF CONTRACT:**

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**QUESTIONS AND ANSWERS FORM**

**Tribal ALTCS Case Management Services – RFI# YH18-0041**

Questions shall be submitted electronically on this form to [michael.kowren@azahcccs.gov](mailto:michael.kowren@azahcccs.gov) no later than  
**December 18, 2017, 3:00 PM, ARIZONA TIME.**

Question#	VENDOR NAME	Section #	Vendor Question	Leave Blank for AHCCCS Response
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

## Attachment A: Respondent's Contact Information

Company Name
Address
Federal Employer ID Number

For Clarification of this Response Contact:

Name
Title
Phone
Email

Signature of Authorized Person
Name
Title
Date

**END OF DOCUMENT**

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