Ohio Resilience through Integrated Systems and Excellence (OhioRISE) Procurement

Pre-Application Conference

November 9, 2020
Introductions

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Agenda

1. Pre-Application Conference Participation Guidelines
2. Next Generation of Ohio Medicaid Managed Care
3. Current Multi-System Youth Environment
4. Overview of the OhioRISE Program
5. RFA Process
6. Questions
# Pre-Application Conference Participation Guidelines

## Purpose
- Share ODM’s procurement vision, goals and priorities.
- Provide an Overview of the OhioRISE program.
- Establish clarity regarding OhioRISE RFA expectations and Provider Agreement requirements.
- Provide an opportunity for Applicant questions.

## Virtual Participation
- Each potential applicant should provide names and contact information for all participants, even if only one log-in is used. Please email your list to: ODM_Procurement@Medicaid.ohio.gov at your earliest convenience.
- Participants will be muted during the presentation.
- Participants must submit questions using the chat feature.

## Questions
- Questions must relate to the OhioRISE RFA and Provider Agreement.
- Responses to questions provided today are non-binding and are not to be considered official unless they are published in the Q&A portal.
Next Generation of Ohio Medicaid Managed Care
Ohio’s Reimagined Medicaid Program
Improving design, delivery and timeliness of care coordination

Focus on the INDIVIDUAL rather than the business of managed care

We want to do better for the people we serve
Ohio’s Medicaid Managed Care Program

Today’s Ohio Medicaid Managed Care Program
Members are impacted by business decisions that don’t always take their needs or circumstances into consideration. Providers are not always treated as partners in patient care. We want to do better for the people we serve.

“Next Generation” of Managed Care in Ohio
The focus is on the individual with strong coordination and partnership among MCOs, vendors & ODM to support specialization in addressing critical needs.

1. Single Pharmacy Benefit Manager (SPBM) Procurement
   - Single Pharmacy Benefit Manager (SPBM)

2. OhioRISE Procurement
   - Resilience through Integrated Systems and Excellence

3. Fiscal Intermediary
4. Centralized Credentialing
5. Managed Care Procurement

ODM & MCOs
- Inconsistent wellness & health outcomes
- Varying data & oversight mechanisms resulting in delays in actionable data
- Providers experience significant administrative burden
- Members feel like “just a number” & are unaware of care coordination services
- Fragmented system of care for children with complex needs

ODM
- Improve wellness & health outcomes
- Increase program transparency & accountability through timely, actionable data
- Support providers in better patient care
- Emphasize a personalized care experience

MCOs
- Improve care for children with complex behavioral health needs

SPBM / OSV
- ODM & MCOs
- Managed Care Procurement
- Fiscal Intermediary
- Centralized Credentialing
- OhioRISE Procurement
- Resilience through Integrated Systems and Excellence
- Single Pharmacy Benefit Manager (SPBM) Procurement

ODM & MCOs
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Medicaid Managed Care

Improve design, delivery and timeliness of care coordination

Goals of Ohio’s Future Managed Care Program

- Improve Wellness and Health Outcomes
- Emphasize a Personalized Care Experience
- Support Providers in Better Patient Care
- Improve Care for Children and Adults with Complex Needs
- Increase Program Transparency and Accountability
Timeline of Key Procurement Events

**Award, Systems Integration & Implementation**

**SPBM RFP**
- Being reviewed now
- Announce award November 2020

**Managed Care RFA**
- Released RFA, applications due November 20, 2020
- Award late January 2021

**OhioRISE**
- Released RFA, applications due December 16, 2020
- Award late February 2021

**Fiscal Intermediary**
- Announce award October 2020

**Operational Support Vendor for the Single PBM**
- Release RFP early November 2020
- Award June 2021

**Centralized Credentialing** **GO LIVE EARLY MARCH 2021**

**Throughout 2021**
- Start up, complete design/implementation, including rules
- Systems and data integration
- Education and training
- Transition members

**Managed Care and OhioRISE services** **GO LIVE JANUARY 2022**
Current Multi-System Youth Environment
The Current MSY System in Ohio

13% of children in the child welfare system are in congregate care and...

...for kids over age 15, this number increases to over 40%

58% of children on a DD waiver are taking behavioral health pharmaceuticals

38% of youth in the Medicaid have families with a history of OUD, SUD, and/or SED primary diagnosis

140 kids per day are receiving care out of state

Nearly 700 children in the past 4 years and a 200% increase in kids for this year compared to 2016
The proportion of behavioral health spend makes up a large percentage of the total spend for children in multi-system populations.

Children with multi-system needs (i.e. in foster care, having a DD, SUD, or SED diagnosis) use services differently and often seek emergency and inpatient care.
What Does the Evidence Tell Ohio?

1. Kids with the most complex multi-system needs require a very different type of care coordination.
   - Studies show that intensive community-based care coordination that is driven by kids and their families can have a significant impact on inpatient and ED use, moves between homes, etc.

2. Kids with the most complex multi-system needs require a different service array to stabilize them in their families.
   - Mobile crisis response, intensive home-based treatments, out of home care when clinically appropriate
We Need to Build Significant Capacity to Shift the System

**CURRENT STATE**

- Lower Intensity Services
- Out-of-Home Services

**FUTURE STATE**

- Out-of-Home Services
- Intensive In-Community Services
  - Intensive Care Coord.
  - In-home therapies
  - Crisis Intervention
- Lower Intensity Services
  - Outpatient counseling
  - Medication management
Overview of OhioRISE
16

OhioRISE Enrollment
✓ Enrolled in Medicaid (managed care or fee for service)
✓ Up to age 21
✓ In need of significant behavioral health services
✓ Meet functional needs criteria as assessed by the Child and Adolescent Needs and Strengths (CANS)
✓ Estimate 55-60,000 children & youth by end of year 1

OhioRISE Services
✓ Intensive Care Coordination
  • Consistent with principles of High-Fidelity Wraparound
  • Delivered by a regional “Care Management Entity”
  • Two levels – intensive and moderate
✓ Intensive Home Based Treatment (IHBT)
✓ Psychiatric Residential Treatment Facility (PRTF)
✓ New 1915(c) waiver that runs through OhioRISE
  • Unique waiver services & eligibility
✓ Mobile Response and Stabilization Service (MRSS)
  • Also covered outside of OhioRISE (MCO and FFS)
OhioRISE Ecosystem

**Family and Children First Cabinet Council:**
Governor’s Office of Children’s Initiatives, Office of Family & Children First MHAS, ODJFS, DODD, ODM, DYS, DRC, ODH, ODE,
Federal and State funds | Governance and Oversight

**Medicaid Managed Care Organizations (MCOs)**
Physical health, limited BH services

**Service Providers**
Contract with OhioRISE & MCOs to provide services

**Department of Medicaid**
Contract, provide oversight of the OhioRISE and MCOs

**OhioRISE Plan**
Contract with CMEs, providers

**Network of Care Management Entities (CMEs)**
Provide Intensive Care Coordination using High Fidelity Wraparound

**Center(s) of Excellence (COEs)**
Support evidence-based practices, training, fidelity reviews, workforce development
# MCO/FFS and OhioRISE Responsibility for Services

## Children Not Enrolled in OhioRISE

<table>
<thead>
<tr>
<th>Service</th>
<th>Managed Care Org. Responsibility*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Services</td>
<td>✓</td>
</tr>
<tr>
<td>Emergency Behavioral Health Services</td>
<td>✓</td>
</tr>
<tr>
<td>Mobile Response and Stabilization Services</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Outpatient MH and SUD Services</strong></td>
<td></td>
</tr>
<tr>
<td>• Community Behavioral Health</td>
<td>✓</td>
</tr>
<tr>
<td>• Outpatient Hospital Behavioral Health</td>
<td>✓</td>
</tr>
<tr>
<td>• Psychiatrists and Other Licensed Practitioners</td>
<td>✓</td>
</tr>
<tr>
<td>• Federally Qualified Health Centers</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Residential SUD Treatment Services</strong></td>
<td>✓</td>
</tr>
<tr>
<td><strong>Inpatient MH and SUD Services</strong></td>
<td></td>
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<tr>
<td><strong>New OhioRISE Services</strong></td>
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<tr>
<td>• Intensive &amp; Moderate Care Coordination</td>
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<td>• Psychiatric Residential Treatment Facility</td>
<td></td>
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<tr>
<td>• OhioRISE 1915(c) services</td>
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## Children Enrolled in OhioRISE

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<th>Managed Care Org. Responsibility*</th>
<th>OhioRISE Responsibility</th>
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</table>

* FFS will follow the same payment responsibility as MCOs
Shared Governance that Leverages System Changes, Enhances Access to High-Quality Services

**MSY Technical Assistance and Funding Program, MSY Action Plan**

Led by Ohio Family and Children First, state-level technical assistance and funding prevents custody relinquishment for some of Ohio’s highest need children and youth. The MSY Action Plan’s drives Ohio toward system changes and tailored services.

**Family First Prevention Services Act**

The Department of Job and Family Services is leading a robust multi-agency effort to plan for and implement the Family First Prevention Service Act (FFPSA) in Ohio.

**Children Services Transformation Advisory Council**

Has held 10 Foster Care Forum listening sessions across the state; this group will issue recommendations to transform the child protection system later this year.

**Evidence-Based and Evidence-Informed Care**

State and local agencies work within communities across the state to fund and implement evidence based/informed services and supports for children with complex needs.
Expectations for the OhioRISE Plan

**Assist with Design and Implementation of New and Enhanced Services**
Ensure these services are accessible, provided according to evidence based practices

**Develop Provider Partnerships**
Supporting provider-led initiatives, provider readiness, and payment reform strategies that reflect the uniqueness of different services and providers

**Provide a Single Point of Accountability**
Assist families and local partners to access services and supports when they are having difficulty in finding care

**Collaborate Effectively with Other Managed Care Organizations**
Develop model agreements with MCOs and SPBM to govern their operating relationships and responsibilities to address systemic and individual member issues

**Partner on Key Initiatives**
Assist with the administration of the 1915(c) Waiver program, 1115 SUD Waiver, understand and work across existing system silos; align with FFPSA implementation and other statewide reforms
Expectations for the OhioRISE Plan (continued)

**Promote Cross System Collaboration and Coordination**
Develop a communication strategy with state and local child-serving systems, identifying and addressing service gaps, ensuring timely data sharing to facilitate care transitions across systems.

**Customize Staffing**
Reflect staffing strategies for engaging and retaining children, youth, and families in services, including a Family Engagement and Youth Engagement Directors.

**Support and Develop Service Review Process**
Integrate child and family team process that drives the decisions regarding the services needed for children, youth, and families rather than traditional utilization management/service authorization practices.

**Focus on Results**
Utilize multi-agency governance to drive toward improving health and cross-system outcomes – we all serve the same kids and families, and the improvements we need to make include and extend beyond those that are measured in the health care system.
**OhioRISE RFA Information - Procurement Events and Key Dates**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Q&amp;A period closes</td>
<td>November 21, 2020, 8:00 a.m. ET</td>
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<tr>
<td>Deadline for submitting notification of intent to apply</td>
<td>November 24, 2020, 4:00 p.m. ET</td>
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<tr>
<td>ODM’s final date to post responses to submitted questions</td>
<td>December 8, 2020, 4:00 p.m. ET</td>
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<tr>
<td>Deadline to file protest related to information contained in or known from the RFA or other event preceding deadline for submission of Applications</td>
<td>December 16, 2020 4:00 p.m. ET</td>
</tr>
<tr>
<td>Deadline for submission of Applications to ODM</td>
<td>December 16, 2020, 4:00 p.m. ET</td>
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<tr>
<td>Oral presentations</td>
<td>February 1-5, 2021</td>
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<tr>
<td>ODM issues award notification letters</td>
<td>February 19, 2021</td>
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<tr>
<td>Deadline to file protest regarding ODM’s award selection</td>
<td>March 1, 2021</td>
</tr>
<tr>
<td>Estimated Provider Agreement execution</td>
<td>March 8, 2021</td>
</tr>
<tr>
<td>Readiness review</td>
<td>From award to go-live</td>
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<tr>
<td>Go Live</td>
<td>January 5, 2022</td>
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## Evaluation Process

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>• Review of Mandatory Qualifications</th>
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<tbody>
<tr>
<td>Phase 2</td>
<td>• Review of Responses to RFA Questions</td>
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<tr>
<td>Phase 3</td>
<td>• Oral Presentations</td>
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<tr>
<td>Phase 4</td>
<td>• Selection</td>
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Submission and Response Reminders

- Follow Application Requirements
- Use Application Checklist
- When referencing past or current experience, the Applicant must indicate the name of the state or jurisdiction where the work was done, and if applicable, the name of the specific contract
- Identify in response when using a first tier, downstream, or related entity (FDR) or subcontractor to fulfill any part of the response
- Ensure response meets formatting and page limit requirements
- Use clear, concise, and non-technical language
- Respond completely within the response to each question
OhioRISE Procurement Phases – Where We Are Now

**Design & Development**
- Conduct engagement and communications activities to support stakeholder awareness and buy-in
- Design the OhioRISE model and framework for benefits

**RFA & Provider Agreement**
- Develop the Request for Application (RFA) and Provider Agreement
- Confirm need for rulemaking and engage in rulemaking process as appropriate
- Release the RFA for responses

**Transition & Implementation**
- Collaborate with stakeholders to ensure a smooth implementation
- Assess internal State and vendor readiness
- Monitor stakeholder experience post-implementation and address challenges

**Activities Taking Place in All Phases**
- Developing regulatory structure for new and enhanced services
- Engaging stakeholders in service design and implementation
Questions