



## **Request for Proposals**

### **For Mental Health Emergency Center Telemedicine Services**

**August 21, 2019**

## **Request for Proposal Mental Health Emergency Center**

Burke (Center) is seeking qualified providers to provide tele-psychiatry services (telemedicine) for our Mental Health Emergency Center (MHEC). The MHEC is a secure extended observation unit (EOU) and crisis residential unit (CRU) with all medical psychiatric care provided through video teleconferencing. The goal is rapid stabilization and return to a least restrictive environment. The CRU has a capacity of eight (8) beds with up to 48 hours stay and the EOU has sixteen (16) beds with up to a fourteen (14) day stay.

Required services are listed below for purposes of determining if respondents meet baseline criteria for consideration. Final scope of services will be negotiated and reflected in contracted agreement(s).

### **Scope of Services**

Providers shall:

- Assure that providers meet all standards for licensure, credentialing, and training according to local, state and national requirements as applicable,
- Assure that all billing, coding and documentation of telemedicine health records meet requirements for security and privacy of personal health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and state with requirements for Meaningful Use,
- Have policies and procedures that address all aspects of administrative, clinical and technical components regarding the provision of telemedicine and shall keep the policies and procedures updated on an annual basis or more often as needed,
- Have a systematic quality improvement and performance management process that complies with any organizational, regulatory or accrediting requirements for outcomes management,
- Comply with specific consents to treat and for medication administration that apply to the area of mental health, including procedures for obtaining and sharing consents for mental health treatment and services between tele psychiatry providers and organizations,
- Ensure that the standard of care delivered via telemedicine is equivalent to any other type of care that can be delivered to the individual, considering the specific context, location and timing, and relative availability of in-person care,
- Be responsible for maintaining professional discipline and clinical practice guidelines in the delivery of care in the telemedicine setting, recognizing that certain modifications may need to be made to accommodate specific circumstances,
- Provide medication management in compliance with APA and AACAP practice parameters,
- Provide telemedicine consultation in psychiatric emergencies in accordance with established protocols and procedures,
- Provide and maintain adequate communications infrastructure for consistent and effective operations of telemedicine practice,
- Provide adequate provider setup to include considerations of privacy, comfort, and communication.
- Conduct diagnostic assessments, examples include: crisis assessments, orders of protective custody, release from a peace officer warrant, and physician-to-physician transfer,
- Conduct rounds on a daily scheduled basis,

- Provide medical documentation within the Center's electronic health record,
- Initially provide insurance information to the Center and maintain CAQH for all providers assigned to cover the services to the Center,
- Shall not provide billable services until information is provided to Medicare,
- Verify and/or obtain prescribers licensure to ensure an individual's license is current, active, and in good standing.
- Contractor agrees to coordinate services such that a working relationship with Burke medical providers could be developed (i.e., the use of a Burke Psychiatric Provider to complete some evaluations).

### **Respondents Capacity**

Please provide:

Background of Respondent and support personnel, including length of time working in Respondent's capacity.

Relevant experience of Respondent as it relates to the scope of services listed above.

What experience have you had with in providing emergency telemedicine services to other Texas Community Mental Health Centers?

Provide description of your firm's understanding of the project and a detailed scope of services. Indicate features, skills, and/or services.

Describe your ability to respond for urgent evaluations, or shift assignment as managed by a Psychiatrist or Advanced Nurse Practitioner/Physician Assistant.

We require the use of compatible tele-video equipment and software with our current systems (Life-size Cloud). How can your agency meet this requirement?

Describe your business continuity, disaster recovery capabilities, and back-up procedures for the scope of work presented here.

Given your experience with similar customers, what timeframes are required for implementation?

Do you offer a Customer Service Department or 24-hour helpdesk that has experienced and dedicated service representatives?

Do you have policy and procedures that meet and comply with all applicable laws and regulatory criteria for the provision of telemedicine services in the State of Texas (Texas license is required)?

What distinguishes your firm from others and makes it the better choice for Burke MHEC?

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### Professional Services Proposed Fee Schedule

Service	Definition	Availability	Price
Emergent/Urgent Evaluations	<p>Less than 5-minute tele-phone response time for initial request</p> <p>Less than 60 minutes video response time or scheduled as requested by agency</p>	24 hours, 7 days per week	<p>Provide proposed cost per event</p> <p>Provide proposed cost if previous diagnostic evaluation completed within past 30 days and information is available</p> <p>Provide proposed cost reduction to above elements for missing the indicated response times (we recommend a graduated cost reduction)</p>
Crisis Rounds	Scheduled block of time for rounds	24 hours, 7 days per week	<p>Provide proposed cost per hour for this service for 30 increment billing cycles</p> <p>Provide proposed cost reduction and time lapse if agreed upon time frame is missed (we recommend a graduated cost reduction)</p>
Clinical Consultation/Phone calls	Supervision of staff to facilitate both training and patient care; questions from staff outside of clinical days and rounds; may be done by phone or videoconferencing; billed when total staff time is greater than 10 minutes	24 hours, 7 days per week	Provide proposed cost per event

## Respondent Information

Please provide:

Respondent name (give exact legal name as it will appear in the contract if awarded), doing business as (other business name, if applicable), business address, telephone, and website.

Individual point of contact name, phone number, address (if different than company), and email.

Does Respondent anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel in the next twelve (12) months? If Yes, please explain:

Is Respondent authorized or licensed to do business in Texas?

Where is the Respondents' corporate headquarters located?

Milestone	Date
RFP Issued	8/21/2019
Vendor Questions Due	9/3/2019
Responses to Questions	9/9/2019
Proposal Due to BURKE	9/18/2019
Initiate Negotiations	9/23/2019
Potential Implementation	11/1/2019

RFP and questions may be sent to [james.smith@myburke.org](mailto:james.smith@myburke.org).