

RFP #102PHSL Questions & Answers

Initially, the deadline for submitting questions regarding RFP #102PHSL was set for Friday, November 12, 2021, by 12 pm. However, Burke has chosen to EXTEND that deadline until Tuesday, November 16, 2021, by 12 pm.

1. Can we request a data utilization file for the past 12 months that includes the below:
Rx number, NDC, drug description, unique ID for member, quantity, day supply, payor source (general fund, Medicaid, Medicare, private insurance, PAP)

Yes. Please note, Burke has removed Exhibit C from RFP #102PHSL and has provided an attachment instead. It can be found on our website where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021. This will be the extent of prescription data provided in the RFP or through Burke responses arising from questions submitted by Vendors. Any reference to Exhibit C, within the entire RFP document or ad notice, will be void and shall be disregarded.

2. How is the PAP process currently being managed and maintained?

We utilize a pharmacy source that manages our PAP processes for our Mental Health Clinic facilities. This process will stay in place. However, in our Integrated Care Clinic, located in our Angelina Mental Health Clinic facility, nursing staff process and track PAP medications.

3. Could the Center elaborate in regards to this "Maintain Bi-Directional Interface with Burke's Electronic Health Record for Burke clients (E.H.R. – Clinical system); see section IV, B, Technical Support;?"

Maintaining a Bi- Directional Interface involves our prescribers electronically transmitting prescriptions to the pharmacy as per our electronic health record system, the pharmacy maintaining that interface capability, and assisting in collaborative process, and trouble shooting. Our EHR provider brings its' own interface trouble shooting support as well. In addition, Burke has a well-established I.T. support department. The Vendor awarded the contract will be requested to assist with Prior Authorizations for medications or other services as specified in the RFP, which involves information sharing as appropriate.

4. What E.H.R. do you currently utilize?

We currently use NetSmart NX Platform which was implemented April 2021.

5. RFP is requesting pricing to be returned on the exhibit C, the medications listed can have multiple doses, forms, and various NDCs. Can we request a data utilization file for the past 12 months to crosswalk the NDCs currently being utilized that includes the below? Rx number, NDC, drug description, unique ID for member, quantity, day supply, payor source (general fund, Medicaid, Medicare, private insurance, PAP)

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6. Are you currently only providing medications to the Burke Center or is your center providing to other centers, in addition? **Only Burke, no other Centers.**

7. Is there any specialized reporting you currently are receiving from Pharmacy Provider we would need to prepare for?

Yes. We currently receive quarterly reports with number of consumers served; number of prescriptions filled, medication adherence rates, etc.

8. Do you currently utilize a PBM for PBM services, such as retail network access, when needed? If no, how are you currently managing emergency & after-hour requests?

No. The Vendor provides access to a 24-hour emergency pharmacy line and coordinates with local pharmacy if required after hours or for emergency purposes.

9. What is your current process for being billed for Burke claims billing, when client/patient has no covered benefit?

Clients receiving pharmacy services will be expected to have covered benefit. Burke will not be a payer except under very limited circumstances such as for an emergency medication request or upon specific approval by a Service Director in advance of fill. This contract is for those consumers who independently choose the services of the pharmacy. This will be a non-indigent care, non-PAP contract. If a payment is pre-authorized by Burke Service Director or their designee, the pharmacy will need process in place to bill Burke on a Net 30-day cycle. Burke currently purchases the medications for the Integrated Care Clinic from a separate pharmaceutical vendor. These medications are provided to uninsured consumers at a reduced rate unless they have insurance to pay at the pharmacy of choice.

10. How many anticipated prescriptions are filled in blister packaging?

We do not have this data. This is case by case.

11. Is blister packaging for group homes or only management of specific patient compliance?

These are for voluntary and specific patient adherence support. Our Group Homes, at present, are served by another vendor; we expect no change to that.

12. For 5 off-site clinic locations:

How do these sites currently manage receipt and distribution of medications filled by the main central fill pharmacy? Proposal request providing and administering vaccines to the off-site locations, how are you currently managing that process with current provider? Is expectation for pharmacy provider staff to travel to these site locations?

This pharmacy service is for those consumers who choose the services of the retail pharmacy. The pharmacy will be responsible for arranging the distribution to off-site locations. Clients also walk into the facility to pick up medications. There are times when Burke staff will assist, but this is not always available. This will be a non-indigent care, non-PAP in-house pharmacy contract except where indicated (Ref. to # 9 above). Currently, the vendor also mails medication(s) to some degree to consumers by Fed Ex.

13. With interfacing:

Do you utilize a mechanism to process Burke paid prescriptions (for eligible patients that do not have coverage) to manage eligibility, formulary, plan restrictions, enforcing PAP inventory, etc? Or is this process manual managed by pharmacy provider?

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This pharmacy service is for those consumers who choose the services of the retail pharmacy. The pharmacy provider manages the process. Provider will manage eligibility, formulary, and any plan restrictions. Burke will continue its PAP processing as is, with the exception of the vendor utilizing any Rx help resources, i.e., Good Rx, other indigent pricing for cash pay individuals at the discretion of the vendor.

14. What is the number of patients prescribed medication by a provider at the Angelina Mental Health Clinic each day?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

15. Is there a provider seeing patients every day of the week at Angelina Mental Health Clinic?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

16. What percentage of the patients at Angelina Mental Health Clinic are insured and will be purchasing their own medications?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

17. What is the number of patients prescribed medication by a provider at the Nacogdoches Mental Health Clinic each day?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

18. Is there a provider seeing patients every day of the week at Nacogdoches Mental Health Clinic?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

19. What percentage of the patients at Nacogdoches Mental Health Clinic are insured or will be purchasing their own medications?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

20. What days of the week are providers seeing patients in Crockett?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

21. What days of the week are providers seeing patients at San Augustine?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

22. What days of the week are providers seeing patients in Woodville?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

23. What days of the week are providers seeing patients in Jasper?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

24. What hours are patients seen by a provider at the Integrated Care Clinic?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

25. How many Patients are prescribed meds at the Integrated Care Clinic in a day or week or month (whatever is easiest for you?)

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

THE SECTION BELOW HAS BEEN ADDED TO THE Q&A AS OF TUESDAY NOVEMBER 16, 2021. QUESTIONS AND ANSWERS FROM FIRST RELEASE DATE HAVE NOT BEEN CHANGED.

1. What is the timeline to have the pharmacy in place?

Performance will begin, Friday April 1, 2022.

2. Will contractors be allowed to spec out the future site prior to construction?

The pharmacy facilities are already constructed. Burke will not be providing a walkthrough of any of the pharmacy sites.

3. Will there be a walkthrough of the site?

Burke will not be providing a walkthrough of any of the pharmacy sites.

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4. How much space (square footage) is available for the On-Site Pharmacy to lease? Can you provide a floor plan layout of each site?

Angelina Mental Health-Lufkin pharmacy-approximately 378 sq. ft.
Nacogdoches Mental Health-Nacogdoches pharmacy-approximately-308 sq. ft.
Integrated Care Clinic pharmacy (located inside Angelina Mental Health)-approximately 200 sq. ft.

Burke has provided blueprint floor plan layouts of the Angelina Mental Health pharmacy space (Integrated Care Clinic pharmacy space is not shown) and the Nacogdoches Mental Health pharmacy space. Please see last two pages of the Q & A document.

5. What are the specifics of the lease? Term, expense reimbursement, build out allowance, hours of access.

The term of the lease is from April 1, 2022 and will continue through August 31, 2026. Burke will not reimburse for any expenses incurred. Build out will not be required or necessary. Hours of access will be during operating hours, Monday through Friday 8 a.m. to 5 p.m., except lunch, holidays, and weekends. Exceptions may be limited to emergencies, disasters, and/or other similar events.

6. Will the Pharmacy that is awarded the contract also service other MHMR Units beside the clinics, such the group homes, detox units and the crisis centers?

No, not at this time.

7. What is the percentage of the population payor source? % General Funds, %Medicaid, % Medicare and % private care?

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8. What are the total active patients currently eligible, with and without insurance?

Please see:

FAQ page link/ service provision:

<https://myburke.org/wp-content/uploads/2021/02/Burke-Service-Provision-by-County-FY-2020.pdf>

This link will provide and overall glance at all of Burke for only FY20. The services provided, under this contract, will be for those individuals who choose the pharmacy and have a payer source.

9. Please provide a list of patient zip codes to help develop a heatmap of heavy concentration.

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

10. Is the location of the On-Site Pharmacy also going to be the primary location where patients are seen for medication clinics?

Yes, but the pharmacy will have an opportunity to serve additional clinic locations not connected to the primary locations.

11. How is Burke currently providing pharmacy service to their client base?

Burke contracts with different entities to provide indigent, PAP and other medication and medical supplies. This contract will provide an in-house pharmacy option for insured clients or staff, who choose this onsite services. Burke purchases medication from a supplier to operate the Integrated Care Clinic, then offers to the uninsured at little or no cost.

12. Who is the current provider of pharmacy service? How long have they been the provider?

Burke chooses not to disclose the name of the Vendor we currently contract with. Our contract for the Angelina Mental Health-Lufkin pharmacy became effective March 1, 2018. Our contract for the Nacogdoches Mental Health-Nacogdoches pharmacy became effective April 1, 2019.

13. As a point of clarification, are two (2) pharmacies or three(3) pharmacies required?

There will be three (3) pharmacy spaces, however two (2) spaces will be in one location; Angelina Mental Health in Lufkin, Texas. One space, our Integrated Care Clinic pharmacy space, will serve as a Class D pharmacy, with a Pharmacist in Charge. This pharmacy will provide indigent/Burke pay medications. It is in very close proximity to the other pharmacy space located within the building. The third pharmacy space will be located in the Nacogdoches Mental Health building, in Nacogdoches, Texas.

14. What is the prescription volume for each site?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

15. Is Burke a member of a GPO or a state purchasing organization?

Yes.

16. Will any deliveries be made directly to a patient home?

Yes. Our current pharmacy Contractor does provide medication delivery services as needed.

17. Will once-daily deliveries be adequate for off-site clinics?

Yes. However, there are offsite locations open to clients only certain days of the week, i.e., one day a week. Burke staff have limited ability to assist on a case-by-case basis if our staff are available to transport the medication. Burke has medication transport procedures in place.

18. What are the expected hours of operation for weekdays?

8 a.m.-5 p.m., Monday through Friday, except holidays observed by Burke.

19. What are the expected hours of operation on the weekend?

The pharmacies will not be operational on weekends. Exceptions may be limited to emergencies, disasters, and/or other similar events.

20. What is the expected prescription volume for Burke paid prescriptions?

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21. What is the prescription volume for private insurance individuals?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

22. Will the pharmacies have open access to the public?

No. Pharmacy services at both locations are for Burke clients and employees only.

23. Is the pharmacy expected to be licensed as a retail pharmacy?

The Vendor awarded the contract will be responsible for following any applicable laws, rules, and regulations in deciding the pharmacy licensures. The pharmacy will not be open to the general public.

24. What drug quantity should we use for the items listed in Exhibit "C" ?

The following was posted in the Q&A document when it was initially posted on our website on 11/9/21.
Please note, Burke has removed Exhibit C from RFP #102PHSL and has provided an attachment instead. It can be found on our website where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021. This will be the extent of prescription data provided in the RFP or through Burke responses arising from questions submitted by Vendors. Any reference to Exhibit C, within the entire RFP document or ad notice, will be void and shall be disregarded.

25. In regard to delivery costs, where do you suggest we incorporate that figure?
How was it incorporated in the past?

The Vendor awarded the contract will be responsible for delivery costs. Our current vendor provides this at no cost to Burke.

26. Is there a pharmacy currently operating in the locations mentioned in the RFP? If so, can the layout be provided?

Yes, a pharmacy is currently operating in the locations mentioned in the RFP. Burke has provided blueprint floor plan layouts of the Angelina Mental Health pharmacy space (Integrated Care Clinic pharmacy space is not shown) and the Nacogdoches Mental Health pharmacy space. Please see last two pages of the Q & A document.

27. Can estimated volume of prescriptions be provided for funded and non-funded patients?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

28. What is the total number of Long-Acting Prescriptions prescribed per month?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

Burke experiences an appreciable utilization of LAI's, provided by MCO / payer sourced methods.

29. Can estimated volume of prescriptions be provided for funded and non-funded patients?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

30. Can usage report be provided for the formulary attached in RFP?

The extent of prescribing data to be provided can be found, as an attachment, on our website, where the RFP is located. The attachment is titled "Burke Prescription Data." Data range is from April 2021 through October 2021.

31. Can Burke extend the deadline for submitting a proposal?

Burke has decided the existing deadline for submitting a proposal supports the necessary process for award determination and implementation.

32. Can Burke extend the implementation date?

In order to provide uninterrupted client services, Burke will honor the existing implementation date.

33. With the release of the removal of Exhibit C from the RFP, for clarification, is the expectation to price the full excel spreadsheet? IF yes, in order to provide an accurate apples to apples comparison, we would need the NDCs on the data file. EX: buspirone 15mg has over 30 NDC options with varying price points.

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34. Would you please provide the NDCs with the list of drugs to price the table?

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35. Would you provide what staffing is located at each pharmacy site?

Each pharmacy, with exception to the Integrated Care Clinic, has a Pharmacist in Charge as well as a Pharmacy Technician staffed onsite during operating hours, Monday through Friday 8 a.m. to 5 p.m., except lunch, holidays, and weekends.

This contract will require the Pharmacist in Charge to oversee and operate the Class D Pharmacy at the Integrated Care Clinic which is operated within the Angelina Mental Health location.

36. If a new provider is selected to do a takeover of the space, can you provide what would stay in the space?

The Vendor awarded contract will plan, prepare, and provide all equipment, supplies and tools necessary to supply a fully functioning pharmacy at both locations in all three on-site pharmacy spaces.

Angelina Mental Health On-Site Pharmacy Sublease Space-Lufkin, Texas

Yellow highlighted area only. Does not include Integrated Care Clinic On-Site Pharmacy space

Approximately 378 square feet. Space includes, cabinetry, shelves, countertops, sink, and walk-up client window, dutch door with shelf and phone and internet ports.



