

Proposal Questions and Answers  
REQUEST FOR PROPOSAL RFP #101 CRSERV

**Question 1:**

Our understanding is that your service center encompasses 11 counties with a total of 40 centers. Could you please specify the number of centers that will require our services? (Page 4, I. Background)

**Response:**

We do serve an 11-county area. The primary use of the crisis on demand is specific to our mental health emergency center and on-demand for our Mobile Crisis Outreach Team.

**Question 2:**

Can you provide more details about your HUB requirements? If we are not a HUB company, can we still apply? (Page 13, iii.)

**Response:**

Yes, you can still apply. This is preferred, not required.

**Question 3:**

Concerning the detailed background of the Responder and support personnel, is this referring to the physicians or the employees of the solution? (Page 14, i.)

**Response:**

This is intended for you to provide your background information indicating how you can provide the requested crisis on demand service and have the infrastructure to support the demand.

**Question 4:**

Is the lack of specific experience in Texas disqualifying? (Page 14, 3)

**Response:**

We have extensive experience working in hospitals across various states, catering to diverse economic statuses and patient demographics. You must have prescribers licensed in Texas.

**Question 5:**

What is the expected duration of the contract?

**Response:**

All Burke contracts are for a period of one year, but all have contract expectation requirements that if not met, allow for causal termination.

**Question 6:**

Could you clarify if the phone consultations are intended for direct patient interactions or are they more for peer-to-peer consultations and involuntary hold questions? (Page 28)

**Response:**

Peer to Peer contacts. Texas requires anyone admitted to the crisis facility must be seen by a prescriber within one hour of admission.

**Question 7:**

Based on your 2023 report, should we anticipate that the service volume will be based solely on the Mental Health Crisis services, which reported 3,866 clients served in 2023? Is there an expected percentage of this volume to be diverted to the services we would provide?

**Response:**

We have a 24-hour crisis unit that accepts adult patients as needed and as capacity allows. We range from 6-18 patents at a time. Currently averaging 12.

**Question 8:**

Will this service cover all age groups?

**Response:**

Primarily adults.

**Question 9:**

Are all services to be provided exclusively at your centers, or will patients be able to access services from their homes or other locations?

**Response:**

Exclusively at our crisis residential facility.

**Question 10:**

Are there any specific technology solutions the centers are looking for (e.g., carts, click-to-connect options, Zoom links, etc.)?

**Response:**

We currently use Lifesize but will be transitioning to Teams.

**Question 11:**

What is the credentialing process timeframe, including enrollment into any payors?

**Response:**

The credentialing time frame in most cases ends up being about 90 days. Medicare- 30 days, Medicaid 30 days, BCBS 30-60 days after approved Medicaid - MCO's can take 60-90 days for approval.