



RFR Content Review

Executive Office of Health and Human Services

December 2024

Purpose of Procurement



Through its Office of Long-Term Services and Supports (OLTSS), MassHealth provides a robust system of community-based care for members of all ages who need services to enable them to live with independence and dignity in their daily lives, participate in their communities, and increase their overall quality of life. About 222,000 of these individuals are older adults, adults and children with disabilities (physical, intellectual, or developmental) who receive various Long-term Services and Supports (LTSS).

Through this Request for Response (RFR), EOHHS is seeking to improve the overall LTSS assessment process and experience for Members. Specifically, EOHHS is seeking to:

- Improve MassHealth Members' LTSS assessment experience;
- Reduce barriers to accessing LTSS programs;
- Better support the existing system by creating shared trainings and tools;
- Leverage the strengths of current LTSS providers while creating a more uniform member experience; and
- Improve timeliness of accessing LTSS programs;

Successful bidders are expected to work closely with the Implementation Advisory Council (IAC), a procured group of LTSS stakeholders including Members, providers and advocates, on the development of training and shared tools. Successful bidders are also expected to work closely with the IAC on the implementation strategy.



MassHealth seeks to contract with one or more entities to meet the goals of the RFR. The RFR has two main components, Bidders may bid on either or both components.

- **Component 1: Assessor Training and Shared Tools**

- Develop and administer clinical assessment training for the time to task tool for all current and future Assessors;
- Develop and administer clinical assessment training for the Uniform Comprehensive Assessment (UCA) for all current and future Assessors;
- Develop and administer initial and ongoing user training for the EHS-Comprehensive Assessment System (e-CAS) assessment repository and workflow solution;
- In coordination with the IAC, develop standard resources that explain the benefits and differences between various long term services and supports. Including, but not limited to, Adult Foster Care, Group Adult Foster Care, Personal Care Attendant, SCO, One Care, PACE, Day Habilitation, and Adult Day Health.
- In coordination with the IAC, conduct an analysis of existing member navigation/Options Counseling resources and gaps in the system. Identify strategies to leverage existing resources and make recommendations about new tools or resources that would improve the ability for members to timely access LTSS services.

- **Component 2: Public Assessor Function**

- Develop and maintain a flexible staffing model to perform clinical assessments for Members who choose the Public Assessor Option;
- Maintain a single telephone number for Members to request a clinical assessment for in scope LTSS programs
- Follow the process for connecting Members to providers. The process will be outlined by EOHHS and informed by the IAC.

Key Functions – Component 1: Assessor Training and Shared Tools

- **Assessor Training:**

Key Functions



- Contractor shall develop and administer clinical assessment training for the UCA and the Time to Task Tool for all current and future Assessors. Contractor shall develop training materials with input from the IAC.
- Contractor shall ensure that training has various modules. There shall be unique modules for comprehensive initial training and ongoing training for experienced assessors.
- Training shall focus on providing assessments that:
 - are unbiased, quality, consistent, and accurate;
 - are culturally-competent and linguistically-appropriate; and
 - Emphasize a person-centered approach focused on independent living principles.
- Trainings shall include a component that is used to demonstrate and document the competency of the trainee.
- Contractor shall implement the training in manner and format approved by EOHHS and informed by the IAC.

Key Functions – Component 1: Assessor Training and Shared Tools

- **UCA Training and Implementation:**

Key Functions



- Contractor shall support the initial implementation and roll-out of the Uniform Core Assessment tool.

Key Functions – Component 1: Assessor Training and Shared Tools

- **E-CAS Training and Implementation:**

Key Functions



- Contractor shall support EOHHS in its implementation and roll-out of the e-CAS assessment repository and workflow solution for the programs in scope.
- Contractor shall administer trainings to provider staff who will utilize the e-CAS solution in any capacity leveraging materials from the e-CAS vendor and supplemental materials developed by the Contractor as needed
- Contractor shall respond to provider inquiries on the e-CAS solution and troubleshoot common issues or user training questions
- Contractor shall coordinate with the e-CAS Vendor and EOHHS IT resources responsible for ongoing operations maintenance as appropriate.

Key Functions – Component 1: Assessor Training and Shared Tools

- **Member Choice Support**



Key Functions

- Contractor shall conduct an analysis of existing member navigation/Options Counseling resources and gaps in the system. The analysis should be informed by the IAC.
- Contractor shall identify potential strategies to leverage existing resources and make recommendations about new tools or resources that would improve the ability for members to timely access LTSS services.
- Contractor shall develop and distribute universal resources about LTSS programs. Resource development shall be informed by the IAC and shall support Member choice of programs.

Key Functions – Component 2: Public Assessor Option

- **Assessments:**



Key Functions

- Contractor shall administer unbiased, quality, consistent, and accurate clinical assessments (and pre-assessment screenings, as appropriate).
 - As part of RFR response, bidder shall specify training, procedures and controls that will be utilized to ensure quality and consistency.
- Assessments shall be conducted in a culturally-competent, linguistically-appropriate manner with a person-centered approach focused on independent living principles.
 - As part of RFR response, bidder shall specify whether it will rely on translation services or employee multilingual staff. Contractor shall specify languages that will be supported.
- Contractor shall operate a single phone number for members to call if they wish to be assessed by the public assessor option.

Key Functions – Component 2: Public Assessor Option

- **Staffing:**

Key Functions

- Contractor shall ensure appropriate and sufficient staff at all times to meet the assessment requirements of the Contract.
 - As part of RFR response:
 - bidder shall document minimum professional experience requirements and credentials for key positions.
 - bidder shall submit a staffing matrix sufficient in size, nature, and type of credentialed staff so that assessments are completed in a correct, efficient, prompt, economical, and professional manner.
 - Bidder shall document how it will ensure staff have adequate subject matter expertise about MassHealth LTSS.
- Staffing should reflect the cultural and linguistic backgrounds of the Members served.
 - As part of RFR response, bidder shall document how it intends to meet this requirement.

Key Functions – Component 2: Public Assessor Option

- **Contact Center Operations:**

Key Functions

- Contractor shall maintain sufficient staffing to field calls and emails from Members about the Public Assessor Option during, at a minimum, the hours of 8:00 a.m. to 8:00 p.m. on all Business Days, excluding EOHHS-designated holidays, and at such other times that EOHHS may designate.
 - As part of RFR response:
 - bidder shall document minimum professional experience requirements and credentials for call center positions.
 - bidder shall submit a proposed staffing matrix sufficient in size, nature, and type of staff. Matrix should outline how staff will scale with volume.
 - Bidder shall document how it will ensure staff have adequate subject matter expertise about MassHealth LTSS.
- Respond to afterhours messages and emails from Members in a form and format that is accessible within two Business Days.
- Have a mechanism to measure Member satisfaction with Call Center operations