

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner



Maine Department of Health and Human Services  
Division of Contract Management  
11 State House Station  
109 Capitol Street  
Augusta, Maine 04333-0011  
Tel.: (207) 287-3707; Fax: (207) 287-5031  
TTY: Dial 711 (Maine Relay)

Mar-28-2024

Via Electronic Mail: [Jody.Simpson@umassmed.edu](mailto:Jody.Simpson@umassmed.edu)

ForHealth Consulting at UMass Chan Medical School  
Jody Simpson, Executive Director of Disability Services  
333 South Street  
Shrewsbury, MA 05145

SUBJECT: Notice of Conditional Contract Award under RFP #202312253 MaineCare  
Disability Determination Services

Dear Jody Simpson,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- ForHealth Consulting at UMass Chan Medical School

The Department will be contacting ForHealth Consulting at UMass at Chan Medical School soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and ForHealth Consulting at UMass at Chan Medical School. ForHealth Consulting at UMass at Chan Medical School shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.


As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

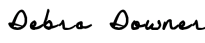
Any person aggrieved by this award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:  
  
64F41AB634DB44F...

Ian Yaffe  
Director  
Office for Family Independence

DocuSigned by:  
  
5DC6307B8558482...

Debra Downer  
Deputy Director of Competitive Procurement  
Division of Contract Management

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 202312253

**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER:** ForHealth Consulting at UMass Chan Medical School

**DATE:** March 14, 2024, March 25, 2024

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**SUMMARY PAGE**

**Department Name:** Health and Human Services

**Name of RFP Coordinator:** Brittany Hall

**Names of Evaluators:** Shannon Courtois, Adam Hooper, and Melanie Messina

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<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	<b>X</b>	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	<b>30.00</b>	<b>N/A</b>
Section III. Proposed Services	<b>45.00</b>	<b>N/A</b>
Section IV. Cost Proposal	<b>25.00</b>	<b>N/A</b>
<u>Total Points</u>	<u>100.00</u>	<u>N/A</u>

**The Evaluation Team supports a conditional contract award as the Sole Bidder under this RFP. The Proposal was evaluated by the Evaluation Team but not scored.**

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**OVERVIEW OF SECTION I  
Preliminary Information**

Section I. Preliminary Information – Eligibility

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**Evaluation Team Comments:**

- |  |
|--|
| <ul style="list-style-type: none"><li>• Demonstrated a minimum, two (2) years' experience in the past five (5) years, developing evidence and performing subsequent Disability/Blindness Determinations in accordance with the SSI standards for Disability/Blindness as established by the SSA.</li></ul> |
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**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

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**DATE:** March 14, 2024, March 25, 2024

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**EVALUATION OF SECTION II  
Organization Qualifications and Experience**

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**Evaluation Team Comments:**

<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• 26 years providing disability determination services</li><li>• Self-stated national leader in disability evaluation services</li><li>• Multi-State experience</li><li>• 38 licensed reviewers, 33 licensed physicians, and 9 psychologists</li><li>• Since 2018, served as Maine Medical Review Team</li><li>• Processes nearly 40,000 applications annually</li><li>• Notes can easily respond to fluctuations in case load/capacity</li><li>• Provided three projects, all related to RFP</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• One – psychological telehealth consultative exams</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• Indicated <i>“None. There has been no litigation in which the Bidder is named relevant to the services as described in the RFP”</i></li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Three years of audited financials provided</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided and valid</li></ul>

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**EVALUATION OF SECTION III  
Proposed Services**

**Evaluation Team Comments:**

<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. Facilities and Staffing Standards</b>
<ul style="list-style-type: none"> <li>• Offered innovative telemedicine services</li> <li>• Will utilize State-issued laptops</li> <li>• Mandatory HIPAA training for employees</li> <li>• Offered maintenance of PII compliance</li> <li>• Offered secure access locations</li> <li>• Proposed annual privacy and information security training for all staff, contingent workers, and contractors</li> <li>• Proposed a staffing level sufficient to account for fluctuations</li> <li>• Staff to be added to or taken off of the Medical Review Team to match volume</li> <li>• Experience with determinations of Disability or Blindness as defined in 20 CFR § 416.905 and § 416.981</li> <li>• Created 11 new forms to guide case development used in MaineCare disability determination</li> <li>• Use of updated 30+ forms and notices</li> <li>• Proposed a collaborative effort between ForHealth and the Department</li> </ul>
<b>B. Disability/Blindness Determinations, Reconsiderations, and CDRs</b>
<ul style="list-style-type: none"> <li>• Proposed continuing fully operational procedures for processing MaineCare DISPAKS, Reconsiderations, and CDRs (in place since July 2018)</li> <li>• Offered continued high-level expertise in ACES, Siebel, and Fortis</li> <li>• Noted current average processing time of 40-42 days</li> <li>• Did not address 120 mile limit for consultative exam</li> <li>• Acknowledged requirements but did not cite all U.S. code provisions</li> <li>• Outlined five-step Determinations process</li> <li>• Developed and maintain an internal tracking system to meet reporting requirements</li> </ul>
<b>C. Staff Requirements</b>
<ul style="list-style-type: none"> <li>• Noted that staff is qualified as Skilled Professional Medical Personnel (SPMP)</li> </ul>
<b>D. Staff Training</b>
<ul style="list-style-type: none"> <li>• Offered six-month training program for new staff</li> <li>• Maintains a training library</li> </ul>

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<ul style="list-style-type: none"> <li>Proposed continuing Bidder-designed Maine-specific training program: “Health Information and Security: Maine Department of Health and Human Services”</li> </ul>
<b>E. Appeals and Administrative Hearings</b>
<ul style="list-style-type: none"> <li>Proposed continuing specialized appeals unit, able to support through telephonic testimony</li> </ul>
<b>F. Confidentiality of Protected Health Information (PHI)</b>
<ul style="list-style-type: none"> <li>Acknowledge adherence to all State and Federal laws, but did not acknowledge the Department’s Business Associate Agreement</li> <li>Noted staff member June Brooks, JD as a published author on HIPAA compliance</li> </ul>
<b>G. Technology Requirements</b>
<ul style="list-style-type: none"> <li>Met requirements</li> </ul>
<b>H. Quality Assurance</b>
<ul style="list-style-type: none"> <li>Noted current 99 percent accuracy rate</li> </ul>
<b>I. Performance Measures</b>
<ul style="list-style-type: none"> <li>Noted that the Department’s Administrative Hearings has upheld all previous decisions</li> </ul>
<b>J. Reports</b>
<ul style="list-style-type: none"> <li>Met requirements</li> </ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"> <li>Met requirement</li> </ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"> <li>Attachment 9 notes that as the contract incumbent, transition and implementation plans are continuations of existing work plan(s)</li> </ul>

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**EVALUATION OF SECTION IV  
Cost Proposal**

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Cost Proposal
<b>All-inclusive Fixed rate per Determination:</b> <b>Fiscal Year 2024: \$570.00</b> <b>Fiscal Year 2025: \$590.00</b>

**Evaluation Team Comments:**

- |  |
|--|
| <ul style="list-style-type: none"><li>• \$570 is 20 percent increase above current rate of \$475 per determination</li></ul> |
|--|



**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202312253

**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER NAME:** ForHealth Consulting at UMass Chan Medical School

**DATE:** March 12, 2024 & March 22, 2024

**EVALUATOR NAME:** Shannon Courtois

**EVALUATOR DEPARTMENT:** Department of Health and Human Services - CO

\*\*\*\*\*

**Instructions:** *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department’s RFP Coordinator or Facilitator for this RFP.*

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**Individual Evaluator Comments:**

<b>Part IV. Section I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes: <b>a. Appendix C (Eligibility to Submit Bids Form)</b>	
1. Does the Bidder have, at minimum, two (2) years’ experience in the past five (5) years, developing evidence and performing subsequent Disability/Blindness Determinations in accordance with the SSI standards for Disability/Blindness as established by the SSA as described in Part I, C. of the RFP?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
1. Which projects meet the eligibility requirements under Part I, C. of the RFP and as described in the Bidder’s response to <b>Appendix D</b> ?	<input checked="" type="checkbox"/> Project One <input checked="" type="checkbox"/> Project Two <input checked="" type="checkbox"/> Project Three
<ul style="list-style-type: none"> <li>• Current provider of this service for DHHS</li> </ul>	

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<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"> <li>• I - Decades of experience</li> <li>• P – National leader in disability determinations</li> <li>• P – Over two decades experience; hundreds of thousands of Medicaid disability determinations</li> <li>• P – Process 40,000 applications annually</li> <li>• P – Maine’s provider of service since 2018</li> <li>• I – 3 projects provided, all relevant</li> </ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"> <li>• I - Dr Kathryn Low – psychological telehealth consultative exams</li> </ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"> <li>• I - Provided, with project team</li> </ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"> <li>• I - None stated, relevant to the services in this RFP</li> </ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"> <li>• I – Provided, appear financially viable</li> </ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"> <li>• I – Provided, expires 5/1/24, umbrella liability \$25m</li> </ul>

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<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. Facilities and Staffing Standards</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> <li>• P – Have State issued laptops</li> </ul>
<ul style="list-style-type: none"> <li>• I – Annual HIPAA and Information Security training</li> <li>• P – Maintain compliance with State &amp; Federal laws regarding PII and PHI</li> </ul>
<ul style="list-style-type: none"> <li>• P – Almost 200 employees within Disability Evaluation Services (DES) positioned to fluctuate between caseloads</li> <li>• I – RN's &amp; Master level certified rehabilitation councilors as reviewers</li> <li>• I – 42 physicians and psychologists</li> <li>• P – Experience with determinations of Disability or Blindness as defined in 20 CFR § 416.905 and § 416.981.</li> </ul>
<ul style="list-style-type: none"> <li>• I – Updated 30+ forms and notices and developed 11 new forms</li> <li>• I – All forms and notices are product of a collaborative effort</li> </ul>
<b>B. Disability/Blindness Determinations, Reconsiderations, and CDRs</b>
<ul style="list-style-type: none"> <li>• P – Current operations completes DISPAKS, Reconsiderations, and CDRs within 45 days</li> <li>• P – Average processing time ranges from 40 to 42 days</li> <li>• P – Every member of MRT team is trained on DHHS systems (ACES, Siebel, and Fortis, which is now Docuware)</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements, except for the 120 mile limitation</li> <li>• P – Psychological consultative exams are via telehealth</li> </ul>
<ul style="list-style-type: none"> <li>• I – Detailed response outlining their 5-step process provided</li> <li>• I – Acknowledge adherence to all RFP requirements, but specific legal citations were not included in the response.</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<b>C. Staff Requirements</b>
<ul style="list-style-type: none"> <li>• I – All staff hold valid license/registration/certification</li> <li>• I – Physician Advisors (PA)s – Medical and psychological doctors</li> </ul>
<ul style="list-style-type: none"> <li>• P – Staff are qualified as Skilled Professional Medical Personnel (SPMP)</li> </ul>

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**EVALUATOR DEPARTMENT:** Department of Health and Human Services - CO

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<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements, but does not acknowledge specific specialties or subspecialties.</li> </ul>
<b>D. Staff Training</b>
<ul style="list-style-type: none"> <li>• I – Intensive 6-month training for new staff</li> <li>• I – Training library</li> <li>• P – Have designed Maine specific training program “Health Information and Security: Maine Department of Health and Human Services”.</li> </ul>
<b>E. Appeals and Administrative Hearings</b>
<ul style="list-style-type: none"> <li>• I – Appeals Reviewers (AR)s – established appeals unit</li> </ul>
<b>F. Confidentiality of Protected Health Information (PHI)</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all State and Federal laws, but does not acknowledge the Department’s BAA</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• P – June Brooks, JD – Published author on HIPAA compliance</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<b>G. Technology Requirements</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
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<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<b>H. Quality Assurance</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> <li>• P – 99% accuracy rate, to date</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>
<b>I. Performance Measures</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> <li>• P – All decisions have been upheld, to date.</li> </ul>
<b>J. Reports</b>
<ul style="list-style-type: none"> <li>• I – Acknowledge adherence to all RFP requirements</li> </ul>

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<ul style="list-style-type: none"><li>• I – Acknowledge adherence to all RFP requirements</li></ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"><li>• I – Attachment 7 provided</li></ul>
<ul style="list-style-type: none"><li>• I – Acknowledge adherence to all RFP requirements</li></ul>
<ul style="list-style-type: none"><li>• I – Attachment 8 provided</li></ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"><li>• I – Current provider, so implementation plan is not necessary</li></ul>

<b>Part IV, Section IV. Cost Proposal and Budget Narrative</b>
<ul style="list-style-type: none"><li>• Proposed rate for \$570 in FY24 and \$590 in FY25 per determination</li><li>• \$570 is 20% increase above current rate of \$475 per determination</li><li>• \$590 is additional 3.5% increase, in line with annual COLA adjustments</li></ul>

**STATE OF MAINE  
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**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER NAME:** ForHealth Consulting at UMass Chan Medical School

**DATE:** 3/11/2024

**EVALUATOR NAME:** Adam Hooper

**EVALUATOR DEPARTMENT:** DHHS/Office for Family Independence

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**Individual Evaluator Comments:**

<b>Part IV. Section I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes:	
<b>a. Appendix C (Eligibility to Submit Bids Form)</b>	
1. Does the Bidder have, at minimum, two (2) years' experience in the past five (5) years, developing evidence and performing subsequent Disability/Blindness Determinations in accordance with the SSI standards for Disability/Blindness as established by the SSA as described in Part I, C. of the RFP?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
1. Which projects meet the eligibility requirements under Part I, C. of the RFP and as described in the Bidder's response to <b>Appendix D</b> ?	<input checked="" type="checkbox"/> Project One <input checked="" type="checkbox"/> Project Two <input checked="" type="checkbox"/> Project Three
<ul style="list-style-type: none"> <li>• The Bidder has six years' experience with the State, from 2018 - present.</li> <li>• The Bidder has a total of 26 consecutive years' experience with another state, for different programs.</li> <li>• All three projects meet the eligibility requirements as the Bidder has over 2 years' experience.</li> </ul>	

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INDIVIDUAL EVALUATION NOTES**

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**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER NAME:** ForHealth Consulting at UMass Chan Medical School

**DATE:** 3/11/2024

**EVALUATOR NAME:** Adam Hooper

**EVALUATOR DEPARTMENT:** DHHS/Office for Family Independence

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<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• P – 26 years of disability determination services. Six years current experience with the state starting in 2018.</li><li>• I – Around 40,000 disability applications are processed annually.</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• There is one subcontractor/consultant that the bidder proposes to continue to use.</li><li>• I – Telehealth introduced to help with psychological evaluations.</li><li>• P – Positive feedback received from clients and 100 percent attendance.</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Organizational chart provided.</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• There has been no litigation.</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• 3 years' worth of audited financial statements were provided along with the report of independent auditors.</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Certificate of Insurance provided with policy effective date of 5/1/2023 and policy expiration date of 5/1/2024.</li></ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202312253

**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER NAME:** ForHealth Consulting at UMass Chan Medical School

**DATE:** 3/11/2024

**EVALUATOR NAME:** Adam Hooper

**EVALUATOR DEPARTMENT:** DHHS/Office for Family Independence

\*\*\*\*\*

<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. Facilities and Staffing Standards</b>
<ul style="list-style-type: none"> <li>• Current experience determining MaineCare Disability Services for the state since 2018.</li> <li>• P – Fully aware and able to work within MaineCare regulations, systems, and the standards of the Department.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are hybrid, either working at the physical office or in secure home office.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff currently use a combination of state and bidder equipment and supplies.</li> </ul>
<ul style="list-style-type: none"> <li>• The physical office is locked.</li> <li>• Staff that work with disability determinations are in a locked area with restricted access.</li> <li>• All staff currently complete both state and inhouse mandatory HIPAA, PII, and security trainings.</li> </ul>
<ul style="list-style-type: none"> <li>• There is enough overall staff to account for fluctuations.</li> <li>• Staff can be added to or taken off of the Medical Review Team if there is an increase or decrease in volume.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff are currently using Department approved forms and notices.</li> </ul>
<b>B. Disability/Blindness Determinations, Reconsiderations, and CDRs</b>
<ul style="list-style-type: none"> <li>• Average Disability/Blindness Determinations are made within 45 days.</li> <li>• Staff are currently following the applicable regulations for their Disability/Blindness determinations.</li> <li>• Staff are currently using the Department's electronic systems.</li> </ul>
<ul style="list-style-type: none"> <li>• There is current staff that outreach members via phone and mail for incomplete Disability Packets.</li> <li>• Staff follow-up within the appropriate timeframes.</li> <li>• P – Outreach attempts are documented in Department systems.</li> </ul>
<ul style="list-style-type: none"> <li>• Processes are in place to start developing Acceptable Evidence within the appropriate timeframe.</li> <li>• Staff currently obtain valid HIPPA releases and send letters requesting medical information.</li> <li>• The initial request for medical information is watched to ensure appropriate timeframes are met.</li> <li>• Processes are in place to send a second request for medical information within appropriate timeframes.</li> <li>• Processes are in place when one or more consultative exams are needed.</li> </ul>



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<ul style="list-style-type: none"> <li>Processes in place to ensure CDRs are initiated within appropriate timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>Staff and processes in place to make Disability/Blindness determinations within appropriate timeframes.</li> <li>Current staff are trained to follow federal regulations to make Disability/Blindness determinations for adults, children, Katie Beckett, Presumptive Eligibility, and continuing disability reviews.</li> </ul>
<ul style="list-style-type: none"> <li>Procedures are in place to review Reconsiderations.</li> <li>Currently trained and using the Departments computer systems.</li> </ul>
<p><b>C. Staff Requirements</b></p>
<ul style="list-style-type: none"> <li>Staff hold valid credentials.</li> <li>Medical doctors and Psychologists advise and review determinations.</li> </ul>
<ul style="list-style-type: none"> <li>Valid credentials of all staff and providers are monitored quarterly for compliance.</li> </ul>
<p><b>D. Staff Training</b></p>
<ul style="list-style-type: none"> <li>Trainings are developed and used to train staff, based on changes to federal regulations and Department policies/procedures.</li> </ul>
<p><b>E. Appeals and Administrative Hearings</b></p>
<ul style="list-style-type: none"> <li>Specific appeals unit is staffed to review appealed denials and testify on behalf of the Department.</li> </ul>
<p><b>F. Confidentiality of Protected Health Information (PHI)</b></p>
<ul style="list-style-type: none"> <li>Bidder has a specific office that is responsible for and oversees HIPAA compliance related to PHI and other confidential information.</li> <li>Mandatory HIPAA training is performed annually.</li> </ul>
<ul style="list-style-type: none"> <li>Manager ensures compliance.</li> <li>There are appointed Privacy and Security Officials.</li> <li>Currently meeting with the Department.</li> <li>Currently notifying the Department within 24 hours of any breach.</li> <li>Will cooperate promptly.</li> </ul>
<p><b>G. Technology Requirements</b></p>
<ul style="list-style-type: none"> <li>Currently using Department owned equipment and connecting appropriately to the State network using VPN.</li> <li>Currently using the Departments systems to determine Disability/Blindness Determinations, issue notices, review medical records, and monitor/complete tasks.</li> <li>Currently using the Departments systems.</li> <li>Any issues will continue to be brought to the Department.</li> <li>Currently connecting to the State's network using VPN.</li> </ul>

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<ul style="list-style-type: none"> <li>• Will continue to comply with the policies and standards.</li> <li>• Staff are made aware and attend all trainings.</li> </ul>
<ul style="list-style-type: none"> <li>• Management ensures all trainings are up to date.</li> </ul>
<ul style="list-style-type: none"> <li>• Will continue to comply with the requirements.</li> </ul>
<ul style="list-style-type: none"> <li>• Will continue to appropriately encrypt HIPAA data.</li> </ul>
<p><b>H. Quality Assurance</b></p>
<ul style="list-style-type: none"> <li>• Quality Review staff are in place to review decisions, identify trends, identify areas of improvement, and provide feedback to the decision maker.</li> </ul>
<ul style="list-style-type: none"> <li>• Committee has been established.</li> </ul>
<ul style="list-style-type: none"> <li>• Monthly Quality Review process is established and currently being used.</li> <li>• Random sampling is being used, which measures accuracy and quality of decisions.</li> </ul>
<p><b>I. Performance Measures</b></p>
<ul style="list-style-type: none"> <li>• Currently uses a tracking system to track Disability Packets to ensure they are processed timely.</li> <li>• Quality Assurance system in place to determine accuracy rate.</li> <li>• Current tracking process for Administrative Hearings that provides the number of decisions upheld or overturned.</li> <li>• P – Administrative Hearings has upheld all decisions.</li> </ul>
<p><b>J. Reports</b></p>
<ul style="list-style-type: none"> <li>• Currently using Siebel as well as internal tracking systems to collect all required data and information.</li> <li>• Reports are submitted currently.</li> </ul>
<p><b>2. Staffing</b></p>
<ul style="list-style-type: none"> <li>• Position titles and job descriptions, including minimum qualifications were provided.</li> <li>• Consultant for Psychological Evaluations will continue to be used.</li> <li>• Staffing plan, including position titles and time allocation, provided.</li> </ul>
<p><b>3. Implementation - Work Plan</b></p>
<ul style="list-style-type: none"> <li>• Implementation plan not provided due to currently holding the contract with the state.</li> </ul>
<p><b>Part IV, Section IV. Cost Proposal and Budget Narrative</b></p>
<ul style="list-style-type: none"> <li>• Cost proposal and budget narrative provided.</li> </ul>

**STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES**

**RFP #:** 202312253

**RFP TITLE:** MaineCare Disability Determination Services

**BIDDER NAME:** ForHealth Consulting at UMass Chan Medical School

**DATE:** 3/13/2024

**EVALUATOR NAME:** Melanie Messina

**EVALUATOR DEPARTMENT:** DHHS – DAFS – ALM Team

\*\*\*\*\*

**Instructions:** *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department’s RFP Coordinator or Facilitator for this RFP.*

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**Individual Evaluator Comments:**

<b>Part IV. Section I. Preliminary Information</b>	
<b>Eligibility Requirements</b>	
Bidders must provide documentation to demonstrate meeting eligibility requirements stated in PART I, C. of the RFP. This documentation includes: <b>a. Appendix C (Eligibility to Submit Bids Form)</b>	
1. Does the Bidder have, at minimum, two (2) years’ experience in the past five (5) years, developing evidence and performing subsequent Disability/Blindness Determinations in accordance with the SSI standards for Disability/Blindness as established by the SSA as described in Part I, C. of the RFP?	<input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No
1. Which projects meet the eligibility requirements under Part I, C. of the RFP and as described in the Bidder’s response to <b>Appendix D</b> ?	<input checked="" type="checkbox"/> Project One <input checked="" type="checkbox"/> Project Two <input checked="" type="checkbox"/> Project Three
<ul style="list-style-type: none"> <li>• All of the projects pertain to the RFP</li> </ul>	

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<b>Part IV. Section II. Organizational Qualification and Experience</b>
<b>1. Overview of the Organization</b>
<ul style="list-style-type: none"><li>• Disability Evaluation Services is a national leader</li><li>• Multi-State Experience</li><li>• 38 licensed reviewers and 33 licensed physicians and 9 psychologists</li><li>• Maine Medical Review Team</li><li>• They process up to 40,000 applications annually</li><li>• Can easily handle fluctuations</li></ul>
<b>2. Subcontractors</b>
<ul style="list-style-type: none"><li>• Dr. Kathryn Low</li></ul>
<b>3. Organizational Chart</b>
<ul style="list-style-type: none"><li>• Provided</li></ul>
<b>4. Litigation</b>
<ul style="list-style-type: none"><li>• None</li></ul>
<b>5. Financial Viability</b>
<ul style="list-style-type: none"><li>• Appear viable</li></ul>
<b>6. Certificate of Insurance</b>
<ul style="list-style-type: none"><li>• Provided</li></ul>

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<b>Part IV, Section III Proposed Services</b>
<b>1. Services to be Provided</b>
<b>Part II</b>
<b>A. Facilities and Staffing Standards</b>
<ul style="list-style-type: none"> <li>• Been providing this service for the State since 2018</li> <li>• They have provided innovative telemedicine services</li> <li>• Introduced clinical and vocational experts to provide testimony as necessary</li> <li>• Can and will continue to meet the requirements of this RFP</li> </ul>
<ul style="list-style-type: none"> <li>• Met requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Currently use DHHS issued laptops</li> <li>• Have allocated office equipment, supplies and office space of their own</li> </ul>
<ul style="list-style-type: none"> <li>• Mandatory HIPAA training</li> <li>• Maintain PII compliance</li> <li>• Secure access locations</li> <li>• Yearly privacy and information security training to all staff, contingent works and contractors</li> </ul>
<ul style="list-style-type: none"> <li>• Deep expertise in the current regulations and duties</li> <li>• Can easily add additional staff to meet fluctuations</li> </ul>
<ul style="list-style-type: none"> <li>• Created 11 new forms to guide case development used in MaineCare disability determination</li> <li>• Updated 30 + forms and notices</li> <li>• Collaborative effort between ForHealth and DHHS</li> </ul>
<b>B. Disability/Blindness Determinations, Reconsiderations, and CDRs</b>
<ul style="list-style-type: none"> <li>• Fully operational and processing MaineCare since July 2018</li> <li>• Average processing time was under 45 days</li> <li>• Power users in ACES, Siebel and Fortis</li> </ul>
<ul style="list-style-type: none"> <li>• Reason most are incomplete is missing HIPAA release</li> <li>• Disability assistant will meet these requirements</li> </ul>
<ul style="list-style-type: none"> <li>• MRT continues to initiate the development of acceptable evidence</li> <li>• Make every reasonable effort to determine eligibility</li> <li>• Send out a general medical exam letter</li> <li>• Proposed first ever telemedicine solution for eligibility and will continue to use</li> </ul>
<ul style="list-style-type: none"> <li>• Outlined in detail meeting every step and how they will resolve it</li> </ul>
<ul style="list-style-type: none"> <li>• They will complete within 30 days</li> </ul>
<ul style="list-style-type: none"> <li>• Already trained in these systems</li> <li>• Will continue to utilize the available systems</li> </ul>

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<ul style="list-style-type: none"> <li>Developed and maintain an internal tracking system to meet reporting requirements</li> </ul>
<b>C. Staff Requirements</b>
<ul style="list-style-type: none"> <li>Continue to operate with a team model</li> <li>Hold valid licenses/registration/certifications</li> <li>Provided in detail the MRT</li> </ul>
<b>D. Staff Training</b>
<ul style="list-style-type: none"> <li>ForHealth hires clinically qualified staff</li> <li>They regularly remain up to date with policy and procedures</li> <li>All staff has received SANS Security Awareness</li> </ul>
<b>E. Appeals and Administrative Hearings</b>
<ul style="list-style-type: none"> <li>Established a specialized appeals unit</li> <li>Provides competent telephonic testimony</li> </ul>
<b>F. Confidentiality of Protected Health Information (PHI)</b>
<ul style="list-style-type: none"> <li>Met requirements</li> <li>Met requirements</li> <li>Met requirements</li> <li>Met requirements</li> <li>Will continue to meet quarterly</li> <li>Will notify within 24 hours</li> <li>Will Collaborate</li> </ul>
<b>G. Technology Requirements</b>
<ul style="list-style-type: none"> <li>They use DHHS equipment currently</li> <li>Meet requirements</li> <li>Met requirements</li> <li>Will continue to provide technical assistance</li> <li>Use vpn provided by the State on State equipment</li> <li>Will continue to comply</li> <li>Will meet requirement</li> <li>Will meet requirement</li> <li>Will meet requirement</li> </ul>
<b>H. Quality Assurance</b>
<ul style="list-style-type: none"> <li>Met requirement</li> <li>Met requirement – explained in detail</li> <li>Been performing this since 1998 and for the State since 2018</li> </ul>
<b>I. Performance Measures</b>

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**EVALUATOR DEPARTMENT:** DHHS – DAFS – ALM Team

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<ul style="list-style-type: none"><li>• Will meet requirements</li></ul>
<b>J. Reports</b>
<ul style="list-style-type: none"><li>• Met requirements</li><li>• Described in detail how they will meet requirements</li></ul>
<b>2. Staffing</b>
<ul style="list-style-type: none"><li>• Provided in attachment 7</li><li>• One subcontractor, to provide telehealth psychological evaluations</li><li>• Provided in Attachment 8</li></ul>
<b>3. Implementation - Work Plan</b>
<ul style="list-style-type: none"><li>• Will not need an implementation plan</li></ul>

<b>Part IV, Section IV. Cost Proposal and Budget Narrative</b>
<ul style="list-style-type: none"><li>• Provided fixed rates for 2024 and 2025</li></ul>



**STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES**

**Janet T. Mills  
Governor**

**Jeanne M. Lambrew, Ph.D.  
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT  
RFP #: 202312253  
RFP TITLE: MaineCare Disability Determination Services**

I, Shannon Courtois accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

**I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.**

DocuSigned by:

*Shannon Courtois*

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**Signature**

Mar-07-2024

**Date**





STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner

**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 202312253**  
**RFP TITLE: MaineCare Disability Determination Services**

I, Adam Hooper accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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DocuSigned by:

*Adam Hooper*

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**Signature**

Mar-07-2024

**Date**



**STATE OF MAINE  
DEPARTMENT OF HEALTH AND HUMAN  
SERVICES**

**Janet T. Mills  
Governor**

**Jeanne M. Lambrew, Ph.D.  
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT  
RFP #: 202312253  
RFP TITLE: MaineCare Disability Determination Services**

I, Melanie Messina accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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DocuSigned by:

*Melanie Messina*

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**Signature**

Mar-07-2024

**Date**