Background

EngageWell Independent Practice Association (IPA) is a start-up entity launched in 2016 to enable not-for-profit, community-based organizations an opportunity to participate in New York State Medicaid's transition to value-based payment (VBP) arrangements with health care payers interested in controlling rising healthcare costs (Medicaid Managed Care organizations, medical IPAs, hospitals and others). EngageWell, in partnership with its 16 participating provider organizations, is seeking to increase access to services that advance the dignity and well-being of marginalized populations, particularly those with chronic medical conditions and behavioral health (BH) issues, including mental health and substance use disorders. Together, EngageWell and its providers are developing innovative interventions to address complex behavioral, medical and long-term care needs that drive a large volume of high-cost Medicaid services in all five boroughs of New York City.

With a decades-long history of serving people with HIV/AIDS, EngageWell providers understand the devastating impact emerging infectious diseases can have on low-income communities. However, no one was ready for the unprecedented impact COVID-19 had on NYC's health and safety-net systems. EngageWell providers quickly realized that their clients may experience higher rates of COVID-19 infection/death than the general population due to higher rates of poverty, homelessness, and pre-existing chronic health issues. They are especially concerned for clients with BH issues because social distancing and isolation can trigger mental health symptoms and/or substance use relapse.

In response to COVID-19, EngageWell's service providers have transitioned to provide both in-person and remote/virtual services to accommodate client needs and maintain a high level of safety for staff and clients. This change has introduced a variety of new challenges for community-based organizations and the clients they serve, such as ensuring staff and clients have reliable access to proper hardware and software, adopting new communication strategies, and supporting staff through remote administrative and clinical supervision. During these unprecedented times, EngageWell is seeking ways to ensure staff and clients remain healthy, informed, and protected, while establishing new policies/procedures that help us prepare for future COVID-19 outbreaks and other city-wide emergencies. EngageWell also seeks to create a future where telehealth increases client access to services, improves health outcomes, and decreases health disparities among marginalized populations.

Scope of Project

EngageWell was recently awarded Connected Care Pilot Program funds from the Federal Communications Commission (FCC) to support the development of connected care services, defined as telehealth, remote patient monitoring technology, and access to broadband internet service. Over the next three years, EngageWell, with the help of various stakeholders, will use FCC funds to invest in and launch state-of-the-art connected care services that provides clients and staff virtual access to clinical

and non-clinical services across the network. Currently, EngageWell has 33 health care provider (HCP) in its consortium. Please see a chart at the bottom of this document for the full HCP list. In the end, EngageWell hopes to demonstrate the role connected care services have on controlling healthcare costs and improving patient and provider satisfaction. When complete, EngageWell's suite of face-to-face and virtual health and social services will revolutionize our network's system of care, ensuring expedient and equitable access to life-saving care for some of NYC's most marginalized communities.

EngageWell's "Care Your Way" Initiative

The EngageWell IPA will utilize the Connected Care Pilot Program funds to support its "Care Your Way" Initiative, a network-wide intervention and hybrid care delivery model that provides Medicaid beneficiaries and other low-income patients diagnosed with chronic medical and behavioral health conditions a choice in how and where they receive their care. The IPA network has dozens of brick-and-mortar community-based clinics and programs, and the "Care Your Way" Initiative will augment face-to-face, outpatient care with virtual, connected care services via telehealth visits, store-and-forward technology, and remote patient monitoring tools. Specifically, clients who enroll in the "Care Your Way" pilot program will be eligible to receive wireless internet access free of cost to support their engagement in outpatient medical and behavioral health care and virtual services and reduce ER visits, urgent care, and hospitalizations. Clients who enroll in the "Care Your Way" initiative will also be able to address common social barriers to medical care and behavioral health treatment, including food insecurity and financial hardship, all offered through state-of-the-art, connected care technology.

Request for Proposals

EngageWell IPA is soliciting proposals from qualified vendors for selection of a **closed-loop referral platform.** The application/program will be used to facilitate inter- and intra-agency referrals made by EngageWell's providers serving clients at community-based, outpatient medical and behavioral health treatment programs. Service types will include primary medical and specialty care, mental health and substance use treatment, harm reduction, psychosocial rehabilitation, and other social determinants of health (food, housing, etc.). The goal will be to increase clinical care integration between providers in the EngageWell network, allowing clients to seamlessly address their full spectrum of needs. The hired vendor will be asked to provide key technical and functional requirements, described below.

Technical requirements

- The application/program must be HIPAA-compliant.
- Priority will be given to referral platforms that utilize open API or other interoperable design that supports future interoperability, notably integrations with care management systems and electronic health records and seamless exchange of data.

Functional Requirements

- The system should 'close the loop' on referrals, notifying a referring provider whether a client scheduled an appointment and ultimately received the intended service.
- The system should prioritize ease of use for providers.
- The system should enable providers to easily filter between providers internal and external to EngageWell IPA, allowing providers to prioritize internal services, when possible.
- Client consent and notifications should be incorporated in all electronic referral workflows, allowing providers to collect verbal or written consent, so that the client is fully aware and in control of their personal information and care.
- Ability to upload/attach additional forms or required information for successful referral.
- At minimum, the platform should have a simple reporting mechanism that allows providers and the IPA to measure the following: number of referrals made, service type, referral outcome, and time to successful referral.

Proposal/Qualifications Format

Please limit responses to five (5), single-spaced pages. In your response to this RFQ, please address the following topics/questions:

Section I: Candidate Profile and Professional Experience

- Identify key staff/account executive(s) to lead the project, including a summary of experience and relevant qualifications.
- Provide an overview of your company, including number of years in business; your ownership structure; financial model overview; special populations served; and relevant certifications held.
- Provide 3 references for current customers in the non-profit sector, including community-based health and human service providers.
- Identify the number of agencies and types of services currently within your referral platform within the New York City metropolitan area.

Section II: Technical Capabilities and Services

- Provide an overview of your referral platform's key capabilities and notable features. How does your platform "close the loop" on referrals so that the referring provider knows whether the client made it to the referred service or not?
- How does your system navigate client consent for referrals? Does your system allow providers/clients to upload or complete electronic consent forms at the time of referral?
- How are clients notified regarding the referrals (text, email, phone call, other)?
- Describe your system architecture, general application framework, and security/privacy protocol. Is your platform hosted in the cloud?
- Describe the provider user experience. Describe specific ways that the software is intuitive to use.
- If a provider needs to refer a client to a type of service and isn't sure where to refer them, how does your system <u>triage</u> referral/service options to help a provider find the best fit for the client? By which factors can providers narrow their search (i.e. zip code, language, telehealth options, time to appointment, etc.)?
- When possible, we want our agencies to make referrals within the EngageWell network. How does your system build networks and prioritize referrals to be in-network?
- Describe your system's capacity to collect electronic assessments or screenings (i.e. PHQ-9).

- List all operating systems that are supported by software, including mobile operating systems.
- Describe your company's EHR integration capabilities and standards. Describe your EHR integration process and list previous EHR integrations.
- Describe your business continuity and disaster recovery capability and backup procedures.
- Highlight any special features or enhancements planned for the next 12 months.

Section III: Implementation, Maintenance, Technical Assistance and Evaluation

- Describe your proposed approach/methodology in achieving the project scope over the next three years. Include a high-level, project workplan and timeline, including role/responsibilities of key implementation team members for the first 12 months of the project.
- Discuss your agency's capacity to start work within 30 business days of selection.
- How do you support providers with implementation and ongoing utilization of your platform?
- Briefly describe your evaluation strategies and data analysis capacities. How do you measure success of your product?
- Have there been any third-party studies of the effectiveness of your medication adherence solution? Have there been any third-party studies of the ROI your customers can expect from implementing your solution?
- Is there any data or other evidence that use of your services reduces unnecessary use of emergency/inpatient care and/or improves ambulatory visit show-rates?

Section IV: Fees

- Please present a cost estimate/justification for each stage of proposed work, including but not limited to: (a) start-up costs per agency to onboard onto platform (estimated at 15 community-based, non-profit agencies in year 1) (b) Describe licensing structure and other associated fees (i.e. costs per agency or per provider, annual vs month-to-month prices, (c) initial agency training and ongoing technical assistance, (d) other implementation and maintenance fees, (e) any other one-time or recurring costs, and (f) EHR integration or special customization costs.

- **Please note any discounts available to 501c(3) non-profits.**

Vendor Selection Process

Within two weeks after the 28-day public posting period, EngageWell may invite vendors to answer clarifying questions in 1:1 presentations. EngageWell anticipates all vendors will be selected within 60 days of RFP posting date. Selected vendor costs will be included in EngageWell's final budget submission to the FCC Connected Care Pilot Program. FCC is expected to make Award Commitments in Fall 2022; EngageWell anticipates executing a contract with all selected vendors on or before 9/30/2022.

Executed Service Agreements will request 3-year contract terms, October 2022-Septebmer 2025.

Proposals will be evaluated based on the following factors:

Evaluation Metric	Description	Weight
Prior Experience, including past performance	Includes the Proposer's experience and history providing the requested scope of work for complex health organizations or networks with different types of service providers, similar to EngageWell.	10%
Reliability of Service	Includes Proposer's ability to meet technical and functional requirements per Section II. Other factors to be evaluated include Business Associate Agreement (BAA) requirements, hardware and software capabilities/options, reliability, server status, backup plans, and technical support.	30%
Project Management Plan	Includes Proposer's implementation methodology and team for a phased implementation. Other factors to be evaluated include Proposer's future roadmap of technological and logistical improvements, as well as their ability to adapt to future needs and technological changes.	20%
Cost / Fees	Includes the total cost to EngageWell consortium for the scope of work outlined in this RFP.	40%

EngageWell Contact

Please direct all questions / submit proposals via email to Christopher Joseph, Executive Director, christopher@engagewellipa.com. Given the anticipated number of responses/questions, please be patient while you wait for response.

EngageWell's FCC-Approved Health Care Provider Sites (HCPs)

Approved HCP	HCP Identifier	Approved HCP	HCP Identifier
Acacia – La Casa De Salud Health Center	99558	BOOM!Health	82713
Acacia – Ramon Velez Health Center	110116	Diaspora Health Home	109111
Acacia – La Casa de Salud D&TC (966 Prospect Ave)	110112	FSNNY Broadway	83974
ACQC 161st Street	85172	FSNNY Brownsville	83966
ACQC Central Ave	85179	FSNNY Bushwick	83954
ACQC Jamaica Ave	85187	FSNNY St Albans	83961
ACQC Woodside Ave	85183	GMHC	82339
Alliance CASA	82319	Harlem United SEP Lenox	82987
Alliance Keith Haring	83531	Harlem United W 124	82762
Alliance LES	83558	Harlem United W 133	82787
Alliance Midtown	83566	Housing Works 2640 Pitkin	83261
Alliance Pelham	83582	Housing Works 57 Willoughby + SEP	83264
Argus 156 Street/Melrose	82454	Housing Works E 9th Street	83263
Argus 160 Street	84145	Housing Works W 37th Street	83266
Argus ARU W 145th Street	83259	NADAP Health Home	106195
BAC Broadway	82565	NYHRE	82492
BAC Church Ave	82895	SACHR	82169
Bailey House	82316	WHCP	82531