**STATE OF MAINE**

**Department of Health and Human Services**

*Office of MaineCare Services*



**REQUEST FOR INFORMATION**

**RFI# 201911202**

**Statewide Provider Directory and Service Locator**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.  **Name:** Thomas Charette **Title:** Procurement Administrator  **Contact Information:** [thomas.charette@maine.gov](mailto:thomas.charette@maine.gov) |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:*  **Date:** December 4, 2019, no later than 11:59 p.m., local time |
| **Response Submission** | **Submission Deadline:** December 18, 2019, no later than 11:59 p.m., local time  **Submit to:** [thomas.charette@maine.gov](mailto:thomas.charette@maine.gov) |

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# **PUBLIC NOTICE**

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**State of Maine**

**Department of Health and Human Services**

**RFI# 201911202**

**Statewide Provider Directory and Service Locator**

The State of Maine, Department of Health and Human Services, Office of MaineCare Services, is seeking information regarding development of a Statewide comprehensive Provider directory and service locator.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: [thomas.charette@maine.gov](mailto:thomas.charette@maine.gov) and be submitted by December 18, 2019, no later than 11:59 p.m., local time.

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**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Department** | Maine Department of Health and Human Services |
| **FOAA** | Maine Freedom of Access Act |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |

1. **Behavioral Health (BH):**

A person’s health status beyond physical health issues, inclusive of mental health status and substance use disorders.

1. **Member:**

A person receiving health insurance coverage from an insurance carrier, e.g. a MaineCare Member.

1. **Provider:**

Any person, organization, or facility that renders healthcare services.

1. [**Opioid Use Disorder (OUD)**](https://www.cdc.gov/drugoverdose/training/oud/accessible/index.html)**:**

A problematic pattern of opioid use leading to clinically significant impairment or distress.

1. [**Prescription Monitoring Program**](https://www.maine.gov/dhhs/samhs/osa/data/pmp/index.htm)**:**

A secure online database that is used across the State of Maine to improve public health. All prescribers and dispensers are able to review their patient’s controlled substance drug history prior to prescribing or dispensing any schedule II-IV drugs. All prescribers and dispensers are able to be connected to this centralized system. The Prescription Monitoring Program helps to prevent adverse drug-related events through opioid overdoses, drug diversion, and substance abuse by decreasing the amount and/or frequency of opioid prescribing.

1. **Respondent:**

Any individual or organization submitting a response to this RFI.

1. **Substance Use Disorder (SUD):**

A problematic pattern of alcohol or other drug use leading to clinically significant impairment or distress.

**State of Maine  
Department of Health and Human Services**

**RFI# 201911202**

**Statewide Provider Directory and Service Locator**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The Department of Health and Human Services (Department) is seeking information regarding the development of a Statewide comprehensive Provider directory and service locator from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

The Provider directory and service locator will include the data infrastructure required to maintain and report up-to-date information along with a consumer- and Provider- facing tool to search for Providers, services, service locations, and referral/service capacity. The tool would enable users to view the current available capacity for a given service and Provider, along with information on how to book an appointment and general Provider location and contact information. The users of the tool would include the general public, patients and their families, care coordinators, referring Providers, and others who may be referring individuals for treatments, including first responders, police, and social service Providers.

As a long-term vision, the Department is interested in a multi-payer Provider directory and search tool that would encompass healthcare services from primary care, specialists, behavioral health services, as well as broader social services to respond to consumers’ whole-person social needs such as transportation, housing, utility assistance, and food. Furthermore, the Provider directory could serve as the basis for individual commercial health insurance carrier’s Provider directory tools. A single centralized directory would reduce the duplication of efforts by Providers who are currently supplying information with multiple Provider directories, and it would reduce the administrative burden of the insurance carriers who are currently creating their own Provider directories.

In recognition of the considerable scope of such a project and the necessity of involvement from numerous entities within the State, the Department is taking a phased approach to implementation. As an initial objective, the Department is interested in a Provider directory and service locator focused on primary care and behavioral health services and Providers covered under MaineCare. The intent of this RFI is to assess the current experience and capacity of vendors to develop and/or implement a tool that meets the Department’s objective, with a longer-term vision of a comprehensive Provider directory and search tool. Within the initial scope, the Department would prioritize opioid use disorder (OUD) treatment, followed by other types of substance use disorder (SUD) and mental health (MH) treatments and primary care services. This focus fits with both the Governor’s [Executive Order 2](https://www.maine.gov/governor/mills/sites/maine.gov.governor.mills/files/inline-files/Executive%20Order%202_0.pdf) to focus on opioid response, as well as the [Department’s Improving Behavioral Health Services in Maine Initiative](https://www.maine.gov/dhhs/major-initiatives/index.shtml) to improve the behavioral health system.

## B. Current Conditions

MaineCare currently maintains an [online Provider directory](file:///C:\Users\Brandon.Martin\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\UGUJFJFG\online%20provider%20directory) which lists all Providers currently enrolled to provide services to MaineCare Members. The current online Provider directory tool does not indicate Provider capacity or appointment availability and does not offer a straightforward way to identify substance use treatment Providers and treatment options.

Additionally, [211 Maine](https://211maine.org/) is a collaborative effort of the United Ways of Maine, the Department, and The Opportunity Alliance and provides similar information in its Provider directory as well, but it is limited in its filtering capabilities. 211 Maine does not indicate Provider capacity or appointment availability and has very limited information on primary care.

**C. Challenge Statement**

This RFI is intended to ascertain vendor interest, capacity, and/or experience in the development, implementation and maintenance of a Provider directory and service locator for:

1. A range of behavioral and physical health services. The Department plans to develop functionality for both behavioral health and primary care services, with an immediate-term focus on Substance Use Disorder (SUD) services. In the long term, the Department’s vision is for use of this tool across a comprehensive range of behavioral and physical health services, as well as community social services provided outside the scope of mainstream health insurance.
2. MaineCare-covered services, in the short term, with longer term potential to integrate and differentiate multi-payer data. Integration of multi-payer data may require a tool that is accessible to multiple entities within State government for administrative purposes.

## D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be 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.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department welcomes responses to the questions included in this RFI, as well as creative suggestions and feedback regarding the Department’s longer-term vision. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents shall not provide any specific cost or customized pricing documentation in their response.**

1. **General Information** 
   1. Using **Appendix A**, identify yourself and any organization you represent in this RFI.
      1. Name of Respondent
      2. Organization and affiliation
      3. Address (organizational, if responding on behalf of an entity)
      4. Contact information (phone number(s) and email address)
2. Provide a brief overview of your organization, including your capacity for and/or experience in providing a Statewide Provider directory and/or service locator.

1. **Feedback Requested**

* The Department recognizes that creating a comprehensive Provider directory and service locator is a large undertaking with multiple components, including:
* Creating an appropriate data infrastructure to capture Provider type, demographics, treatment capacity, etc.
* Identifying and collecting ongoing data feeds for:
  + Current capacity information;
  + Provider location(s), networks, and organizational affiliations;
  + Services available from Providers;
  + Insurance types accepted by Providers.
* Creating a public search tool that can be easily accessed and used, with results that can be easily interpreted by patients, Providers, and other users.
* Creating a closed-loop referral system that provides a system for making referrals directly within the tool, based on the Provider’s current availability.
* Some use-case examples include, but are not limited to:
* A MaineCare Member who needs to locate an office-based Opioid Use Disorder (OUD) treatment Provider.
* An emergency department Provider who needs to transfer a patient to an inpatient mental health facility that has a bed available that day.
* A Maine resident who recently relocated to the State and needs to locate a new primary care Provider who accepts their insurance.
* A primary care Provider who needs to refer a patient to a specialist with availability within a two (2) week period.

Below are the sections of the RFI, the Department is seeking responses to:

1. Provide recommendations on how best to approach the following:
   1. The range of services included in the tool (e.g. Substance Use Disorder (SUD), Behavioral Health (BH), primary care, specialty care and social services).
   2. Whether the tool provides and differentiates information from multiple payers, including other state Medicaid programs.
   3. Separate and complementary consumer and Provider facing views.
   4. Administrative access through multiple governmental entities.
   5. Existing tools, data feeds, or data infrastructure that can be leveraged to streamline the implementation.
   6. Display of service capacity, service availability, Provider contact information, ability for Providers to make and/or accept referrals.
   7. The use of maps or other interactive tools to aid users in determining the relevancy of search results.
   8. Inclusion and display of quality/outcome data for Providers, at the organizational and/or individual Provider level.
2. What are some benefits and drawbacks of:
   1. Combining Provider directory and service locator functions, and a comprehensive range of physical and behavioral health services into a single integrated system; versus
   2. Maintaining separate dedicated systems for different functions and/or services?
3. Outline the data collection efforts necessary for the Provider directory and service locator, including:
   1. What efforts would be time-consuming or error-prone, either initially or as part of ongoing maintenance?
   2. What timing do you recommend for frequency of updates, and is the option of managing daily or real time data feeds feasible, with the objective of balancing the meaning and utility of the information with the administrative and cost burdens on Providers and the Department?
   3. Would the Provider directory benefit from interfacing with the Statewide Prescription Monitoring Program as an option to facilitate near real time data sharing?
   4. What, if anything, could the Department do to facilitate accurate and timely data updates?
4. The Department is considering a phased approach to the implementation, with the first phase prioritizing OUD Providers and treatments and later phases expanding into other types of Providers and services. The goal of the phased approach would be to minimize the time needed to create an OUD treatment service locator tool while providing a foundation to build toward a more comprehensive tool.
   1. Are there alternative approaches that should be considered when pursuing this goal?
   2. What would be the estimated time between project initiation and completion of an OUD treatment locator tool?
5. Have other states/organizations taken on projects of similar scope?
6. What are contributing factors that would influence the cost of a new technical solution?
7. What issues need to be considered for integrating a new technical solution with the Department’s existing infrastructure and programs?

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed in the timeline above.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. A list of key questions is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many questions as possible within the RFI. Number each response to correspond to the relevant question or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of Health and Human Services**

## RESPONSE COVER PAGE

**RFI# 201911202**

**Statewide Provider Directory and Service Locator**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Lead Point of Contact - Name/Title:** | | |  | | |
| **Organization Name (if applicable):** | | |  | | |
| **Tel:** |  | | **Fax:** |  | |
| **E-Mail:** |  | | **Website:** | |  |
| **Street Address:** | |  | | | |
| **City/State/Zip:** | |  | | | |

**APPENDIX B**

**State of Maine**

**Department of Health and Human Services**

**SUBMITTED QUESTIONS FORM**

**RFI# 201911202**

**Statewide Provider Directory and Service Locator**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

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| **RFI Section & Page Number** | **Question** |
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*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*