

## **PART 1: GENERAL INFORMATION**

### **1.1 Purpose of this Request for Information (RFI)**

The Pennsylvania Department of Human Services (DHS) is evaluating the structure of the current financial management services (FMS) agreement in the Aging, Attendant Care, COMMCARE, Independence Waivers and Act 150 Program administered by the Office of Long-Term Living (OLTL), as well as the Consolidated and the Person-Family Directed Support (P/FDS) Waivers administered by the Office of Developmental Programs (ODP). DHS is soliciting input on how to improve FMS and broaden DHS' perspectives regarding potential strategies and solutions to enhance participant choice, to enhance the quality and efficiency of this program, and to integrate FMS into the future managed long-term services and supports (MLTSS) delivery system, known as Community HealthChoices.

DHS is interested in learning of ideas and approaches it may want to consider in order to accomplish the following objectives for FMS:

- A. Improving the efficiency and consistency of service to participants;
- B. Promoting the accountability of FMS providers;
- C. Generating consistent and predictable FMS service costs across the waivers;
- D. Identifying options for quality improvement strategies and process improvement;
- E. Strengthening DHS' capacity to produce and analyze benchmark statistics to support state and federal monitoring of the program; and
- F. Preparing for transition of FMS delivery from the current waiver programs to Community HealthChoices.

### **1.2 RFI Timeline**

Event	Date
Release of RFI	November 4, 2015
RFI Response Date	December 4, 2015.

DHS is requesting that all responses to this RFI be submitted by the close of business on the due date. Please submit responses electronically to:

[RA-PWRFICOMMENT@PA.GOV](mailto:RA-PWRFICOMMENT@PA.GOV)

### **1.3 Disclaimers**

This RFI is issued for information and planning purposes only and does not constitute a solicitation for future business, an invitation to submit bids or proposals or any other type of current or future procurement or procurement action. DHS will not award a contract or an agreement on the basis of this RFI or otherwise pay for any of the information received. In issuing the RFI, DHS is not intending to convey a predisposition to any particular solution, method or service delivery model but is only seeking information and input from interested stakeholders.

DHS may, but will not be required to, use the information gathered through this process in the development of future documents.

Respondents are solely responsible for all expenses associated with responding to this RFI.

DHS will not return responses to this RFI. Respondents will not be notified of the results of DHS' review, nor will they be provided copies of it. If DHS issues a procurement document, no vendor will be selected, pre-qualified or exempted based on its participation in this RFI process.

Respondents should be aware that the responses to this RFI will be public information and that no claims of confidentiality will be honored. DHS is not requesting, and does not require confidential, proprietary, or other competitively sensitive information to be included as part of the RFI submission. Ownership of all data, material and documentation originated, prepared and provided to DHS during this RFI process will belong exclusively to DHS.

## **PART 2: BACKGROUND**

Pennsylvania has a rich history of offering self-directed services under home- and community-based services (HCBS) programs. Self-directed services allow participants to make choices about their services which allows them to manage their own services and employ their own direct care workers (DCWs).

FMS provides payroll, invoice processing and payment, fiscal reporting, employer orientation, skills training and other fiscal-related services to HCBS participants who choose to exercise employer- or participant-directed budget authority (See 55 Pa. Code § 3 (concerning definitions)).

DHS currently uses the Fiscal/Employer Agent model for its FMS. In a Fiscal/Employer Agent model, participants recruit, hire, train, supervise and fire their own DCWs. The Fiscal/Employer Agent acts as the employer agent and handles the employer-related fiscal and administrative tasks, including but not limited to processing timesheets, making payments, managing Social Security and tax withholding from DCWs' paychecks, paying and filing employment taxes, and managing the workers' compensation insurance process for participants.

OLTL and ODP offer self-directed services through their respective HCBS programs. Currently, one FMS provider assists all self-directing participants in Pennsylvania. The current FMS provider has one office located in Harrisburg and one office in Philadelphia. The FMS provider also has staff located throughout the Commonwealth and operates a call center to assist participants.

## **PART 3: RFI SUBMISSION FORMAT**

Through this RFI, DHS is soliciting information and input regarding options for improving FMS in the Commonwealth. All interested stakeholders are asked to respond in writing to the RFI, as outlined below. If a stakeholder has recommendations or insight into potential strategies or solutions which may help DHS achieve its stated objectives but which are not mentioned below, please feel free to include those recommendations as part of your response in a separate section.

Please submit concise responses. All responses should be produced in 12 point font or larger. Please limit responses to no more than 4 pages. The cover letter does not count as a page in the response submission. Please do not send marketing materials to DHS.

Cover Letter – Please include a cover letter with a summary of your or your organization’s background and interest in Pennsylvania’s HCBS programs.

Response – In your response, we suggest that you address the following:

1. Discuss recommended changes to the FMS that would increase efficiency and promote the quality and consistency of FMS.
2. Outline any thoughts or concerns related to the current FMS structure as compared to other FMS options.
3. Discuss any recommendations as to the optimal number of FMS provider(s) for HCBS programs. If multiple FMS providers are recommended, how should DHS structure the delivery of FMS to participants (for example, by HCBS program, by geographic area or by some other model)?
4. Describe any recommendations as to the delivery of FMS for participants in OLTL HCBS programs vs. those in ODP waiver programs.
5. Discuss any recommendations as to the most effective way to promote accountability of FMS providers.
6. Discuss any recommendations as to payment methodologies that may assist DHS in achieving greater budget predictability, quality of service and accountability.
7. Discuss the recommended best approach to achieve the objectives listed in section 1.1 above.
8. Discuss how the FMS provider should interact with the Managed Care Organizations in Community HealthChoices.