



Q: Will there be only one provider chosen as the preferred provider? Who are the current Preferred Providers?

A: Inclusa will choose **one** Preferred Provider. Preferred Provider designation:

- Establishes preferred provider priority when a member does not have preference for a specific provider, and
- Permits all other qualified contracted providers to provide the same level of service as long as the service is provided at a cost which is equal to, or less than, the rate Inclusa has established through the preferred provider process.

The current Preferred Provider for Inclusa is Philips Lifeline.

Q: The RFP is for “Landline and Cellular In-Home Units” only. Can we include Mobile GPS Units, Fall Detection devices and WiFi into our proposal?

A: Should a Vendor wish to provide rates for additional equipment types, Inclusa would be interested in reviewing those rates and services. These items and rates would not have an impact on the selection process for the Preferred Provider of the Landline and Cellular units utilized in the home.

Q: Is Inclusa looking for one blended rate that includes all services?

A: Inclusa is seeking a rate for each type of unit which is utilized in the home, both Landline and Cellular units. These can be coupled with a regular ‘help’ button or ‘falls detection’.

Q: What is the preferred billing cycle?

A: Per contract language, Inclusa will only reimburse for the actual dates of service, therefore any partial month of service would need to be prorated for the actual dates of service. PERS service is typically billed monthly.

Q: Does/Can ALL communication go through Inclusa Portal? (Member Incidents, service suspension, Case Manager communication, weekly status of installation/activation for clients, client agreements)

A: The Inclusa portal is utilized for the purpose of accessing authorization details needed for claims submission/billing. Billing questions and/or concerns would be directed to the *Provider Claims Customer Service* department at 1-888-544-9353. The majority of other communications regarding the member, and PERS service provided to the member, would go through the member’s Care Management team. All questions related to contracting and Scope of Service/Provider Expectations would be directed to the *Community Resources/Provider Relations* department.

Q: What is the required testing cycle of equipment?

A: Inclusa would follow the language in Attachment E, Scope of Service, and require testing every 30 days.



Q: If there is currently an agreement in place between the provider and Inclusa, what happens to that agreement after the RFP process is complete? (win or lose)

A: Once the Preferred Provider is chosen and the Preferred Provider rate is established, all other providers who wish to continue contracting with Inclusa will need to agree to provide the same level of service as long as the service is provided at a cost which is equal to, or less than, the rate Inclusa has established through the preferred provider process.

Q: Is there an option for self-install/Care Manager-assisted install for remote areas?

A: As part of the Preferred Provider status, Inclusa requires that all units are installed by trained staff, and that the member (and member's family) receive complete instructions at the time of installation. Per the RFP language:

- Each PERS shall include: Installation in the member's home, including any needed phone jack modifications and devices; two-way voice communication; an average range, water proof, portable help button, with a 3 to 5-year battery. Models with additional features should be specified in the proposal (i.e. fall detection, smoke detector, medication reminder, etc.).
- Installation:
 1. It shall be the provider's responsibility to deliver and install each Personal Emergency Response System unit that is purchased or leased. The provider agrees to complete installation within 5 working days of receipt of the service order (Referral). Services billed in the month that PERS units are ordered and installed should be prorated to reflect the number of days that the PERS device was in use.

Q: What is the approximate/anticipated number of monthly PERS units the awarded provider(s) can expect?

A: We would anticipate that once the Preferred Provider rate is established, a few currently contracted providers may discontinue contracting, and as a result there will be some members who will need to change providers. If the member has no preference of provider, the Inclusa Team will make a referral to the Preferred Provider. Past data indicates an average of 16-20 new units authorized per month.

Q: Will awarded Provider replace current PERS users with their systems?

A: Not necessarily. Inclusa intends to use the results of this process to award **Preferred Provider Status** to a designated vendor. Once the new Preferred Provider rate is established there may be providers who wish to discontinue their contract. Members who were served by a discontinued provider will be given the option of other providers in the network, if the member has no preference, then the referral will be made to the Preferred Provider.

Q: Define "Installation Jack Modifications and Devices".

A: Inclusa would follow the language in Attachment E, Scope of Service, Section 3.4 #2, "The provider shall provide all parts and equipment necessary for installing an emergency medical response system unit into a functioning telephone system."

Q: What information is needed if/when contractor is used?

A: Per Inclusa’s Scope of Service for PERS:

5.0	Staff Qualifications /Trainings
5.1*	Caregiver Background Checks- Providers will comply with all applicable standards and/or regulations related to caregiver background checks as well as comply with the <i>Inclusa Provider Policy on Caregiver Background Checks.</i>
5.2*	The installation of PERS systems should be done by qualified installers representing the health agency managing the personal emergency response system. In the event these installers are not available, the agency should seek experienced technicians to complete necessary line adaptations.
5.3	For the monitoring/response center employees, the provider shall employ staff who are professional and have a college degree in a human services field or extensive experience working with the target population (physical disabilities, developmental disabilities, and frail elderly) served by the Inclusa.
5.4	Agency must orient and train their staff on the Family Care Program and Inclusa. Support materials regarding the Family Care Program are available on the Inclusa website at: www.Inclusa.org
5.5	To adequately meet the needs of this population, it is recommended that monitoring staff have been trained in these areas: <ul style="list-style-type: none"> • Blood Borne Pathogens • Universal Precautions • First Aid • CPR • Medication Administration • Crisis Response • Managing Threatening Confrontations • and specific training around the needs of the individuals that they support
5.6	Staff shall be trained in recognizing abuse and neglect and reporting requirements.
5.7	If the contracted PERS agency subcontracts for installation technicians and/or monitoring response staff, the contracted PERS agency is responsible to verify that subcontractors meet the staff qualifications/training requirements.

Q: For return of the devices, are pre-paid return labels acceptable, or does someone need to physically pick up the device at the member’s home?

A: Per the RFP language: The provider shall disconnect/remove a PERS unit from a member’s residence within 5 working days of notification by the Inclusa team. Inclusa will discontinue payment effective 5 days after notice of disconnect or the following day after removal of the PERS, whichever is sooner.

Q: Define the installation notification process.

A: Inclusa would follow the language in Attachment E, Scope of Service, Section 3.4 #4. The expectation would be that the form signed by the provider representative or employee and by the member or member’s representative confirming the date of the installation and the member’s understanding of the use and maintenance of the PERS would be sent to the member’s Care Manager.

Q: In addition to the Preferred Provider, how many vendors are in the PERS pool currently? Approximately what % of the overall clients are with those vendors?

A: Inclusa currently has approximately 30 vendors contracted to provide PERS to our members. Our apologies, but information on those vendors is not available at this time.

Q: What is Inclusa's current monthly rate for landline and wireless monthly monitoring? Is it one rate or separate? Is there a current installation fee?

A: The current Preferred Provider rate for a Landline PERS unit in the home is \$18.00/month. This rate includes the installation and education of the member and member's representative if present. Inclusa has not established a preferred provider rate yet for the Cellular unit in the home.

Q: What are the training requirements for vendor staff?

A: Inclusa would expect that individuals working in the **call center** and responding to members would have knowledge of the following:

- Blood Borne Pathogens
- Universal Precautions
- First Aid
- CPR
- Medication Administration
- Crisis Response
- Managing Threatening Confrontations
- and specific training around the needs of the individuals that they support

Inclusa would expect that **Installers** would have a general knowledge of the needs of the populations Inclusa serves.

Q: Will Inclusa accept comparable regulatory training from other Managed Care Organizations?

A: Inclusa will accept comparable training from other MCOs as long as it meets Medicare and WI Medicaid criteria.

Q: Does the College Education Requirement apply to all staff or just those in a supervising role?

A: While a college degree is recommended for the **call center staff**, Inclusa would accept comparable training in the areas noted in the response above for call center staff in order to support the members in our target population.

Q: The Split Billing requirement is a manual billing process. Are there other options for high volume billing?

A: Per our contract with DHS, Inclusa is only allowed to reimburse for services rendered. However, Inclusa would be open to discussion with the successful bidder on other options that would work for both parties.

Q: The document indicates landline and cellular devices that remain located in the home. However, the Scope of Services indicates other options such as mobile. Are mobiles to be included?

A: The RFP focuses on the in-home units as Inclusa is looking for the most effective and cost effective units for our members. Should a Vendor wish to provide rates for additional equipment types, Inclusa would be interested in reviewing those rates and services. These items and rates would not have an impact on the selection process for the Preferred Provider of the Landline and Cellular units utilized in the home.

Q: Is it anticipated that the number of clients will remain about the same as listed on the Regional Map (2,106)?

A: Yes. Members are free to enroll and disenroll at any time, so it is difficult to give a specific number of units that will be authorized in the future, but we would expect that the number of members utilizing the PERS service would remain relatively constant.

Q: Do we need to be registered as a Medicaid provider in Wisconsin before entering in a contract with Inclusa?

A: It is not a requirement that a provider be a WI Medicaid provider, however, providers must agree to follow the guidelines set by WI Medicaid for the PERS service and billing. There is a form that providers must complete when contracting if they are not a WI Medicaid provider.

Q: Does Inclusa pay for service calls? Replacement parts? Damaged equipment?

A: At this time Inclusa does not pay for service calls. Inclusa's expectation is that as part of the regular monthly fee, the provider will maintain the PERS device and provide any replacement parts necessary or provide a new unit if the current unit is no longer functioning properly. Damaged equipment issues would be handled on a member-specific basis.

Q: On Attachment C, the rate proposal sheet, there is a section for the Unit Purchase Cost Rate. Is that referring to an installation fee?

A: At times, Inclusa has had to purchase a piece of equipment, therefore, it is important that we have a rate established and listed in the contract prior to Inclusa reimbursing for the PERS unit.

Q: What is the breakdown of clients per county? How many clients per county are monitored by the preferred provider, and how many are monitored by the other providers?

A: Counts of units by county will be posted to the Inclusa website in the PERS RFP tab. As mentioned in the Vendor Conference, a number of our counties are not currently part of the Preferred Provider Pricing/programming. Those counties are located in the Red area on the map attachment in the RFP package, as well as the counties of Rock, Taylor, Adams, and some portions of the Green area (NW WI).

Q: What is the average length of time that a client has a unit in his/her home?

A: Inclusa does not have data related to average length of time that a member has a unit in their home. Units are typically authorized for a 6-7 month period during scheduled member plan reviews.

Q: How many new installs and terminations are estimated each month?

A: Past data indicates an average of 16-20 new units authorized per month.

Q: Of those members currently online, what % are landline versus wireless?

A: It is estimated that 60-65% of the units being utilized by our members are Landline units in the home.