

Request for Information (RFI)

For

Uniform Assessment Tool

Information Due Date: June 7, 2013

Information Due Time: 2:00 p.m. CDT

Questions regarding general Request for Information (RFI) procedures should be directed to:

Michelle Schober
Agency Procurement Officer
Illinois Department of
Healthcare and Family Services
michelle.schober@illinois.gov
217-558-3059

Send your Request for Information (RFI) response electronically to Michelle Schober at michelle.schober@illinois.gov. If unable or unwilling to submit your response electronically, please deliver six (6) copies of your Request for Information (RFI) response by due date and time to:

Michelle Schober
Agency Procurement Officer
Illinois Department of
Healthcare and Family Services
2200 Churchill Road, A-1
Springfield, IL 62702

Introduction:

The purpose of this Request for Information (RFI) is for the State of Illinois, Office of Management and Budget, in conjunction with the Department of Healthcare and Family Services (HFS), Department of Human Services (DHS), and the Department on Aging (DoA) to collect information and data to assist in the acquisition of a Uniform Assessment Tool (UAT) (also known as a “Core Standardized Assessment”). The UAT will also serve as the functional eligibility assessment for Illinois home and community-based and institutional program of Long-Term Supports and Services (LTSS) and will replace the state’s current Determination of Need (DON) tool.

The RFI is being issued solely for the purposes of gaining knowledge of available assessment tools, clinical resources and functions, licensing arrangements, and other related information, and should not be construed as intent, commitment, or promise to acquire services, supplies, or solutions offered. No contract will result from any response to this RFI. The State of Illinois will not pay for any information requested in this RFI, nor is it liable for any cost incurred by the responding vendor. The information gathered is intended to be used to make subsequent decisions about the acquisition of a UAT.

The responses to this RFI should be submitted in the format described below. Responses to the RFI Questionnaire should elaborate on industry and stakeholder community standards and best practices. The responses will be viewed as recommendations from the stakeholder community. The responses should not be based solely upon your organization’s inherent processes, but also on your knowledge of the industry standards.

Responding to this RFI will not make you a prohibited bidder or prevent you from entering into a contract with the State under 30 ILCS 500/50-10.5(e).

The information provided in response to this RFI is considered the property of the State. Confidential information will not be accepted. All information received through this RFI will be available for public review.

Format of Response

Please submit your response in the following format:

- Cover Page
 - Organization Name
 - Organization Address
 - Organization Representative
 - Contact information for the organization representative
- Response to RFI Questions

- Appendix of additional information (if desired)

Background

The State's Intention

The State seeks to acquire an automated Uniform Assessment Tool (UAT) (also known as a "Core Standardized Assessment"), as both a replacement for its current functional eligibility assessment for institutional and home and community-based Long Term Services and Supports (Determination of Need (DON) tool), and as a mechanism that will help the State to collect information regarding the needs of its LTSS-eligible population in order to unify policy around the provision of Long Term Supports and Services (LTSS). In support of this goal, the State has submitted an application to the federal Centers for Medicare and Medicaid Services (CMS) for the Balancing Incentives Program (BIP), which in part requires states to implement enhancements in its assessment, including the collection of data across a standard set of domains.

The primary goal of acquiring an automated Uniform Assessment Tool (UAT) is to standardize and streamline the collection of financial and functional eligibility information for consumers who may be Medicaid-eligible for long-term institutional care, or for home and community-based services in Illinois. These include services across the long-term care continuum associated with any of the Illinois agencies that oversee such services: the Department of Healthcare and Family Services, the Department on Aging, and the divisions of Rehabilitation Services, Mental Health, Developmental Disabilities, and Alcohol and Substance Abuse, in the Department of Human Services.

The type of assessment system sought would include, but not be limited to an initial or "Level One" screening tool and a subsequent, more comprehensive "Level Two" tool that would allow the determination of support and need for the customer based on the outcome of the Level One screen; or the incorporation of both types of screenings in one tool.

Purpose of Seeking UAT Information

For certain programs operated by the Departments on Aging, Healthcare and Family Services, and Human Services, the State currently uses its Determination of Need (DON) instrument to assess the level of care needed by those seeking state assistance for LTSS. The DON was created in the early 1980's. It is only used in the State of Illinois. The DON examines a potential consumer's Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL), to determine unmet needs for community support in these areas of function.

The DON is used to make determinations of functional eligibility for those seeking long-term institutional care, or community-based service and support alternatives. The individual DON score is also used to determine maximum allocation of service dollars to provide needed LTSS within the elderly and physical disabilities home and community-based waiver programs. The DON is not used when potential consumers are eligible for mental health, substance abuse, or developmental disability services and supports, except insofar as its use serve as an initial screening.

Given the age of the DON, its limited clinical focus, and the changes in the healthcare and LTSS systems over the last 30 years, the State desires to replace it with an assessment instrument that reflects current research and best practices. The State is seeking information about the availability of such tools.

Policy Considerations and Goals

Significant federal and state policy developments have contributed to the States' increasing focus on rebalancing its LTSS system. Rebalancing includes increasing availability and access of home and community-based services and supports as an alternative to institutional care and to promote the provision of services in integrated settings in the community. In addition, the State has been encouraging coordinated care delivery through expanded managed care models; the staged inclusion of LTSS care delivery within managed care models additionally requires an updated assessment tool.

The State of Illinois has applied for federal Balancing Incentive Program (BIP) funding. The BIP program encourages long-term care rebalancing efforts through the provision of enhanced Medicaid matching funds for community LTSS. It requires the State to have a Core Standardized Assessment, and to use it in implementing a "no wrong door" entry process. The State's current system uses different assessment tools at different points of contact depending on the individual's primary diagnosis, making the holistic assessment of consumers difficult. The State is seeking a system that can apply BIP-encouraged practices across the spectrum of LTSS care.

In addition, the UAT should 'triage' applicants in an appropriate manner to respond to urgent needs, and reduce response time by providing for continuity in the eligibility determination process regardless of where an individual accesses the system.

The State would like to better understand the capability and capacity in the marketplace to develop, coordinate, test and/or implement a UAT, and provide related training. The following sections of this RFI detail the types of services the State is interested in seeking.

RFI Questionnaire

Please review the following list of questions and respond as completely as possible to as many questions as are appropriate for your organization. If your response to a question(s) requires additional material, please include this material in an Appendix to your response, with a clear reference to the applicable question(s).

1) Describe the kind of assessment system that can be provided.

The UAT should assess all long-term care applicants across a core set of financial and functional areas, including but not limited to physical, cognitive, behavioral health and environmental domains. UAT domain elements should be weighted and respective scores calculated. A useful UAT system would provide both needs determination and referral to one or more specialty services.

Planning for domains and respective elements should also, at minimum, consider Federal CMS' Balancing Incentive Program (BIP) required domains: (1) activities of daily living; (2) instrumental activities of daily living; (3) medical conditions/diagnoses; (4) cognitive functioning; and (5) behavior concerns.

- a) Describe the assessment systems that are available which can provide a "Level One", or entry level screening process, the function of which would be (1) to determine needed services, and (2) link applicants to the proper places to access such services.
- b) Describe how an available assessment system addresses the consumer's needs resulting from a physical disability, substance abuse, mental health, or developmental disability (or any combination) that would have the specificity to determine level of care needs.
- c) Describe the validity and reliability testing of available assessment systems, including testing of algorithms to make determinations of unmet need across service types.
- d) Describe the types and level of flexibility available in assessment systems to adjust for changes in policy and fiscal environment.
- e) Describe the linkage and/or involvement with stakeholders, if any, that has been used to facilitate the development of screening and assessment tools.

- f) Describe the opportunities for assessment information and determinations to be comparable between different levels of care (i.e. acute, post-acute, and community-based).
- g) Federal CMS has developed and tested a post-acute care assessment titled CARE (Continuity Assessment Record and Evaluation)¹. Describe how a new assessment system might take into account assessment items from instruments developed and tested by federal CMS.

2) Describe the type of IT integration with State systems that can be provided.

Each agency in Illinois currently maintains its own independent IT data system. A UAT website and database must interface with existing agency IT platforms to ensure the handoff for further intake and assessments is seamless. In addition, the UAT should interface with the State's new Integrated Eligibility System (IES), which is currently under development as part of the Illinois Health Insurance Marketplace.²

- a) Describe the level of interoperability available, for the types of "Level One" screen and "Level Two" subsequent assessment systems described above, with other State eligibility and payment systems.
- b) Describe how a system could use information gathered by an assessment to also run analyses for quality, payment, or similar considerations in other State systems (e.g. the Medicaid Management Information System).

3) Describe the web-based interface and back-end database/engine services that can be provided.

As part of its development of a UAT, the State is seeking a "Level One" initial screening tool that will be flexible and web-based, providing applicants with a variety of use options, including online, phone-based, and person-based.

When considering both a "Level One" screening and a "Level Two" needs determination system, a UAT also must be able to create a storable database that will house the gathered

¹ CARE items are currently in use in part on federally mandated post-acute-care assessment tools: MDS 3.0, OASIS, IRF-PAI, LTCH; and the outpatient version of CARE developed for CMS demonstration project: Developing Outpatient Therapy Payment Alternatives (DOTPA).

² The IES will assess financial eligibility for multiple state and federal programs, including Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF).

data, scoring results, and other related information that can be accessed by all relevant agencies.

- a) Describe any front-end application interfaces that are available for both consumer and staff use.
- b) Describe the types of back-end database engines that are available for use in an assessment system.
- c) Describe the availability of some or all of the following functions in an assessment system:
 - i) "Skip patterns",
 - ii) "smart lists" incomplete/incorrect data alerts,
 - iii) data auto-save per page advancing,
 - iv) auto-save per time out,
 - v) collapsing data,
 - vi) pre-population of data to other agency forms,
 - vii) sub-set of pre-population capabilities,
 - viii) signaling or producing lists of incomplete items by users
- d) Describe the types of interfaces available that can assure completeness of the assessment by the user.
- e) Describe the types of internal reports and analyses that can be generated to assure program effectiveness and oversight.

4) Describe the training for an assessment system that could be made available for staff.

The development of a UAT will require training for staff administering the system's entry points, to ensure consistency and reliability in an assessment's application.

- a) Describe the types of assessor training strategies, methods, media and venues that are available to effectively and efficiently train assessors locally, regionally and statewide.
- b) Describe the qualifications that assessment system trainers typically have.

Demonstrations

In addition to your written response to this RFI, if you wish, you may provide a live demonstration of an assessment system. Demonstrations will be held after the June 7, 2013, due date for written responses. If you would like to provide a live demonstration, please indicate so in your written response, and you will be contacted by the RFI contact to schedule a demonstration time. Please note that, pursuant to 44 Ill. Admin. Code 1.2050(h), agreement to allow a demonstration will be solely at the State's discretion and will not entitle you to a contract and no payment for the demonstration will be made.

Thank you for your participation. The State appreciates your assistance in answering these questions in order to provide the State with the information needed to potentially create a solicitation for these services. In order to make sure your organization is notified of upcoming procurement opportunities, please make sure that you are registered on the Illinois Procurement Bulletin (www.purchase.state.il.us).

If you need any assistance registering on the Illinois Procurement Bulletin, please feel free to contact the Procurement Help Desk at (866) ILL-BUYS.