

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

**REQUEST FOR PROPOSAL
FOR
FISCAL INTERMEDIARY (FI) /
FINANCIAL MANAGEMENT SERVICES (FMS) AGENCY**

ISSUED/RELEASED: MAY 9, 2025

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I. PURPOSE AND SPECIFICATIONS

St. Clair County Community Mental Health Authority (hereinafter referred to as the "Authority") is seeking sealed proposals from interested and qualified parties experienced in providing **FISCAL INTERMEDIARY (FI)/FINANCIAL MANAGEMENT SERVICES (FMS)**. These services will be provided to individuals residing in St. Clair County at locations as requested by the individual/Authority.

Proposals must be clear, concise, typewritten, and must be signed in ink by the official authorized to bind the submitter to its provisions. The contents of this Request for Proposal (RFP) will become incorporated within any contract signed by the Authority and the provider of service. Do not retype this RFP, instead, respond on a separate page and cite the section number for each response. All areas of the proposal must be addressed in the same sequence cited in the RFP instructions in order that proper consideration is given to the proposal. Proposals submitted without information or incomplete content will result in the proposal being removed from consideration. The Offeror must complete an **Offeror Cover Sheet** and attach to the proposal.

Bidders are to use their expertise to meet or exceed the Authority's needs and earn its trust. Questions from qualified parties may be submitted via email sent to RFP@scccmh.org. No phone calls will be accepted. Questions will be accepted until **05/15/2025 at Noon**. A Question & Answer document will be posted on the SCCCMH website <https://scccmh.org/> and may be found by following the link to RFP Opportunities. The Q & A will be posted by **5:00 P.M. on 05/21/2025**.

Any change to this RFP subsequent to its release will be confirmed in writing by the Authority. **One (1) original electronic version attached to your email** shall be sent to RFP@scccmh.org. **Proposals will be accepted until May 29, 2025 at 2PM. Proposals must be received by this date and time in order for the proposal to be considered.** The following should be noted in the **Subject** line of your email:

"RFP – FI/ FMS AGENCY PROPOSAL"

Proposals may be mailed or hand delivered to the following address:

**St. Clair County Community Mental Health Authority
Attn: Contract Management
3111 Electric Avenue
Port Huron, MI 48060**

Proposals will be publically opened **on May 29, 2025 at 3PM** at 3111 Electric Avenue. -2nd Floor Summit, Port Huron, MI 48060. The proposal shall cover services beginning on or about **June 11, 2025** or as agreed upon by the Offeror and the Authority.

The Authority reserves the right to accept or reject any/all proposals received pursuant to this RFP, in whole or in part; and/or to waive any/all irregularities therein;

and/or to delete/reduce the units of service; and/or to negotiate proposal terms in any way whatsoever to obtain a proposal as deemed in its best interest. The Authority reserves the right to re-solicit/re-advertise as deemed necessary.

INTRODUCTION AND OVERVIEW

Funding for the service(s) described herein is enabled by a cost reimbursement contract with Region 10 Prepaid Inpatient Health Plan to manage the Concurrent 1915(b)(c) Programs, the Healthy Michigan Plan and relevant waivers in St. Clair County, Michigan and to provide a comprehensive array of specialty mental health services and supports as indicated therein. The Authority is also a Certified Community Behavioral Health Clinic (CCBHC) demonstration site in the State of Michigan.

The Authority intends to enter into a contract with a for-profit or non-profit entity or entities to provide **FISCAL INTERMEDIARY (FI)/FINANCIAL MANAGEMENT SERVICES (FMS)**. It is expected that the proposal to provide these services will be in compliance with all applicable State and Federal standards and guidelines.

The Authority has chosen to meet the challenge of managed care by managing its mental health care service delivery through evaluation and monitoring and expecting its service providers to be solely responsible for managing its operations consistent with terms of the accepted contract. Consequently, the Offeror should be aware that providers from whom the Authority purchases services are expected to operate in the marketplace and be able to effectively meet the requirements for establishing and maintaining a contractual relationship with the Authority. This RFP establishes criteria and requirements that have been designed to cover important aspects of the services to be provided.

COST LIABILITY

The Authority assumes no responsibility or liability for costs by the Offeror, or any Offeror prior to the execution of a contract between the organization and the Authority.

OFFEROR RESPONSIBILITIES

All inquiries concerning the content of the RFP shall be submitted to the address cited on page three (3) of the RFP.

It is the responsibility of the Offeror to understand all details of the RFP. The Offeror, by submitting a response indicates a full understanding of all details and specifications of the RFP. Offerors are expected to present narrative statements/summaries in a clear, concise and organized manner for review.

The Offeror is solely responsible for delivery of **one (1) electronic attachment to email sent to RFP@scccmh.org** or delivered to the specified address on or before the date and time specified on page three of the RFP. The Contract Management Office will be the single point of contact throughout the RFP process.

RFPs submitted after the deadline will not be considered and will be discarded.

All RFPs submitted by the deadline will become the property of the Authority.

OTHER MATERIALS

Offerors may attach other materials believed to be relevant to illustrating the Offeror's ability to successfully provide these services.

AWARD OF CONTRACT

It is the intent of the Authority to enter into a contract with provider(s) that will emphasize administrative efficiencies, and possess the capacity, infrastructure and organizational competence to provide the requirements under this proposal.

Award recommendations are contingent upon an initial evaluation of the Offeror's qualifications to determine if the Offeror is a quality provider.

There are three types of evaluation that **may be used** to determine if an Offeror meets quality standards. The first is an evaluation of the written response to the RFP. The second involves interviewing Offeror's staff and/or regulators. The third involves interviews with Offeror's customers and/or individuals. The latter may involve interviews with a random sampling of the Offeror's current and previous customers. "Customers" include direct recipients of service, recipients' representatives (e.g., parents, guardians, family members, etc.), and payers.

In addition to access to customers, the evaluation process must be assured of unimpeded access to employees (current and former), regulators, and other stakeholders of the Offeror. Requests for additional information, to assist the evaluators, may be submitted to the prospective Offeror in order to facilitate sampling satisfaction.

Offerors who are awarded contracts shall not assign or delegate any of their duties or obligations under the contract to any other party without written permission of the Authority.

Specific requests for information to assist the Authority's evaluators will be submitted to the Offeror as needed.

DISCLOSURE

All information in an Offeror's proposal is subject under the provisions of Public Act No. 442 of 1976 known as the Freedom of Information Act.

CONFLICT OF INTEREST

Offerors awarded a contract will affirm that no principal, representative, agent, or other acting on behalf of or legally capable of acting on the behalf of the Offeror, is currently an employee of the Authority; nor will any such person connected to the Offeror currently be using or privy to any information regarding the Authority which may constitute a conflict of interest.

At the time of the proposal, all Offerors shall disclose any known direct or indirect financial interests (including but not limited to ownership, investment interests, or any other form of remuneration) that may be present between the Offeror or its potential subcontractors, and Authority personnel. This disclosure shall be made to the Authority's Chief Operating Officer who will forward the information to the CEO.

As part of the proposal, include a list of any known potential subcontractors, including the portion of work being contracted out to other licensed contractors. This listing of potential subcontractors shall be limited to the name of the company, name of the company's owner(s), and business address. If any other subcontractor is selected after a contract is awarded, the successful Offeror shall provide the Authority with the name of the company, its owner(s), and address. This requirement is not intended to apply to minimal relationships such as the purchase of a small dollar amount of supplies to complete a project.

RELATIONSHIP OF THE PARTIES (INDEPENDENT CONTRACTOR)

The relationship between the Authority and any Offerors successful in obtaining a contract is that of client and independent contractor. No agent, employee, or servant of the contractor shall be deemed to be an employee, agent, or servant of the Authority for any reason. The independent contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, and servants during the performance of a contract resulting from the RFP.

NO WAIVER OF DEFAULT

The failure of the Authority to insist upon strict adherence to any term of a contract resulting from this RFP shall not be considered a waiver or deprive the Authority of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

DISCLAIMER

All the information contained within this RFP reflects the best and most accurate information available to the Authority at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for legal recovery of damages, either real or punitive. If it becomes necessary to revise any part of this RFP, a supplement will be issued to all potential Offerors who obtained the original RFP.

REFERRAL PROCESS

Authorizations for service will be made by the Authority and the Region 10 Utilization Management Review Process in the format designated by the Authority. Providers must agree to accept and serve all individuals referred and authorized by the Authority under the contract as described in the following service description.

SERVICE DESCRIPTION

FISCAL INTERMEDIARY (FI) /FINANCIAL MANAGEMENT SERVICES (FMS) AGENCY

The following services will be provided under a contract(s) with the Authority:

FI/FMS is defined as services that assist the adult beneficiary, or a representative identified in the beneficiary's individual plan of services, to meet the beneficiary's goals of community participation and integration, independence or productivity while controlling his individual budget and choosing staff who will provide the services and supports identified in the IPOS and authorized by the PIHP. The FI/FMS agency helps the beneficiary manage and distribute funds contained in the individual budget. FI/FMS services include, but are not limited to:

- Facilitation of the employment of service workers by the beneficiary, including federal, state and local tax withholding/payments, unemployment compensation fees, wage settlements, and fiscal accounting.
- Tracking and monitoring participant-directed budget expenditures and identifying potential over- and under-expenditures.
- Assuring adherence to federal and state laws and regulations; and
- Ensuring compliance with documentation requirements related to management of public funds.

The FI/FMS may also perform other supportive functions that enable the beneficiary to self-direct needed services and supports. These functions may include selecting, contracting with or employing and directing providers of services, verification of

provider qualifications (including reference and background checks), and assisting the beneficiary to understand billing and documentation requirements.

FI/FMS services may not be authorized for use by a beneficiary's representative where that representative is not conducting tasks in ways that fit the beneficiary's preferences, and/or do not promote achievement of the goals contained in the beneficiary's plan of service so as to promote independence and inclusive community living for the beneficiary, or when they are acting in a manner that is in conflict with the interests of the beneficiary.

FI/FMS services must be performed by entities with demonstrated competence in managing budgets and performing other functions and responsibilities of a fiscal intermediary. Neither a provider of other covered services to the beneficiary, family member(s), or guardian(s) of the beneficiary may provide fiscal intermediary services to the beneficiary.

FI/FMS services are subject to the then current Medicaid Provider Manual.

<https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>
Behavioral Health and Intellectual Disabilities Support and Services Section: Section 17.4.E Fiscal Intermediary Services.

OFFEROR CRITERIA AND RESPONSE REQUIREMENTS

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

REQUEST FOR PROPOSAL

FISCAL INTERMEDIARY (FI) / FINANCIAL MANAGEMENT SERVICES (FMS) AGENCY

II. BIDDER CRITERIA AND RESPONSE REQUIREMENTS

A. *Service Delivery System and Consumer Care Management*

1. The bidder shall give examples of the types of consumers they serve and describe the support methods used to serve these types of consumers. Describe any special qualifications of bidder staff who have provided services to consumers of the bidder.
2. The bidder shall describe their implementation of Person-Centered Planning (PCP) and their on-going commitment to PCP.
3. The bidder shall attach procedures relating to the bidder's Recipient Rights process, staff training on Recipients Rights and the process for monitoring staff's compliance with Chapter 7 (Recipient Rights) of the Michigan Mental Health Code.

B. Base Capacity of the Service

1. This program is expected to enroll approximately eighty (80) individuals annually. It is expected that each person will have an individualized budget and remain an active participant in the Self-Determination Initiative. The program must be available twelve (12) months each year. **The bidder shall describe how their services would be structured to provide this capacity.**

C. Role of the Individual

1. The bidder's orientation to individual involvement is considered a key factor in determining the success of the project. **The bidder shall provide a description of the appropriate role of the individual in this project.**

D. Accessibility

1. It is important that a successful bidder be available and accessible to individuals in St. Clair County, minimally during regular business hours. **Bidders shall describe their capacity, including their track record, to be available and accessible to individuals with multiple disabilities/challenges.** Please include descriptions of possible service sites, modes of communication, and other ways you will make yourself available and accessible to individuals.

E. Individual Acceptance Process

1. As a paneled provider, it is important that bidders have a clear understanding of who they are best suited to serve. **Bidder shall describe potential individuals they will serve, and how they will make this information available to individuals as they are choosing a fiscal intermediary.**

F. Staff Qualifications and Availability

1. The bidder shall describe the relevant qualifications of their staff assigned to this program. Bidders shall also describe any specialized staff skills or training expected to improve the provision of fiscal services. Please be sure to designate whether the required staffing capacity is currently available within your organization or must be recruited for this program. Bidders may also use this section to describe their own organization's record and history

in providing services to persons with developmental disabilities and/or severe and persistent mental illness.

G. Supporting Individuals in Managing Individual Budgets

1. The purpose of this program is to support and assist individuals in managing their own budgets. Individuals will have the option of serving as employers of their own personal assistant/support staff or seek these services via purchase of service agreements with provider agencies/staffing agents.

The bidder shall describe how they will support and assist individuals in managing their own budgets, personal assistant/support staff, and other supports and services as determined in the Person-centered Plan. The bidders should include in this description the full-range of supports provided to individuals who choose to be their own employer-of-record.

H. Vendor Payment Capabilities

1. It is important that the FI/FMS agency make prompt and accurate payments to those vendors serving individuals.

The bidder shall describe their vendor payment capabilities. Minimally, this description should include the history and record of such capacity, the hardware and software environment, timeliness and accuracy of check payment, and emergency payment capacity.

I. Fiscal Reporting Capabilities

1. The FI/FMS agency will need to report fiscal information at multiple levels and frequencies, including to the individual and guardian, agency clinical and administrative staff, as well as various governmental entities when required by law. **The bidder shall describe their fiscal reporting capabilities at these various levels, demonstrating flexibility in these reporting capabilities and requirements.**

J. Other Supports and Services Needs

1. Given that the bidder will be participating in a program at the agency, other supports and services needs may arise in this program with the individuals being served. Or the bidder may be aware of other supports and services that may be critical for the success of Self-Determination. **The bidder shall describe other supports and services that they would provide within the spectrum of FI/FMS services or related fiscal services, including the full range of fiscal services provided within the context of the individuals' own budgets.**

K. Outcomes Evaluation

1. The Authority is committed to the following outcome indicators:

- Number of individuals on their own budgets
- Individual satisfaction
- Vendor satisfaction, as it relates to the FI/FMS agency
- Staff satisfaction, as it relates to the FI/FMS agency

The bidder shall describe key, specific outcome indicators of the “customer satisfaction” array described above, and how they plan to collect, analyze, and report this information. Bidders should also describe other outcome indicators or evaluation approaches, which they believe may be relevant.

L. Quality Assurance

1. Assuring quality of services involves more than evaluation of outcome indicators.

The bidder shall describe how they would assure that high quality services are provided.

M. Record Maintenance and Documentation

1. The Authority will require that the bidder keep the following types of records:

- Budgets, disbursements, budget changes, and adjustments.
- Up to date financial records of the individuals and their budgets.
- Records of the timeliness of budgetary activities on behalf of individuals, in relation to Agency authorizations.

The bidder shall describe their capacity for ensuring accurate record maintenance and documentation.

N. Bidder's Internal Policies and Procedures

1. The bidder shall attach personnel policies and procedures specific to:

- a. recruitment and selection
- b. performance evaluation
- c. supervision

- d. competency, privileging and credentialing
 - e. termination
2. The bidder shall describe the organization's procedures for promoting safety and its procedures for emergency response within the organization.

O. Management/Administrative Capability and Information Systems

1. The bidder shall describe the organization's operation and the staff and systems available to:
 - a. Maintain a database of individuals served that includes but is not limited to service activity provided.
 - b. Maintain the capacity to bill using a PCE system.

* A primary provider is defined as the mental health professional who is responsible for coordinating and writing the person-centered plan.

P. Utilization Management

1. The bidder shall include a copy of the Organization's Utilization Management Plan.

Q. Performance Improvement

1. The bidder shall include a copy of the Organization's Performance Improvement Plan (Continuous Quality Improvement).
2. The bidder shall include a copy of its last 2 years of Customer Satisfaction Surveys. The bidder shall explain its procedures for distribution of the survey, follow-up of the results and how the results are implemented in order to improve customer satisfaction.

R. Legal Structure and Financial Viability

1. The bidder shall submit documentation and proof of entity (e.g., IRS 501(c) 3 determination); copy of Articles of Incorporation or document under which the organization is constituted/organized from its inception.
2. The bidder shall include the names, addresses, and title or representation of all owners or controlling parties of the organization,

whether they are individuals, partnerships, corporate bodies, or subdivisions of the bodies.

3. The bidder shall attach audited financial statements for the previous two (2) years of operation.
4. The bidder shall attach a copy of its Accreditation Certificate (if applicable).
5. The bidder shall attach a Certificate of Workers' Disability Compensation insurance coverage.
6. The bidder shall attach a certificate of professional liability (errors and omissions) in a sum of not less than \$3 Million per claim and \$3 Million annual aggregate.
7. The bidder shall attach a certificate of general liability insurance with Broad Form General Liability Endorsement or equivalent, if not in policy proper, Provider and Contractual liability coverage with limits of not less than \$1 Million per occurrence and \$2 Million annual aggregate.
8. The bidder shall attach a certificate of vehicle liability insurance coverage, and Michigan No-Fault coverages, including all owned, non-owned, and hired vehicles, with limits of not less than \$1 Million per occurrence and \$1 Million annual aggregate (if transporting consumers).
9. The bidder shall attach a certificate of Employers Liability Insurance in an amount not less than \$500,000 each accident, each employee by disease, and aggregate disease.
10. The bidder shall attach a certificate of Privacy and Security Liability (Cyber Liability) Insurance with limits of liability not less than \$1,000,000/\$1,000,000 per occurrence and aggregate. Bidder must have their policy cover information security and privacy liability, privacy notification costs, regulatory defense and penalties, and website media content liability.
11. The bidder shall complete and submit two additional documents which are posted on the Authority's website, including: **Form #1306 – Conflict of Interest**, and **Form #1301 – Organizational Application**.

12. Fidelity/Surety Bond: The Fiscal Intermediary shall obtain and maintain appropriate coverage specific to authority advance funding levels of fidelity/surety bonding. If the Fiscal Intermediary contracts with multiple payors/CMHSP's/PIHP's for fiscal intermediary services, bonding levels shall cover in aggregate all advance funding levels.

S. Rate Submission for Service code(s) to be provided

The bidder must submit a rate for each service as described in this RFP. Bidders awarded the contract may be expected to provide information or be present at Authority site reviews/audits without additional cost to the Authority.

The bidder shall indicate the cost to provide the services described herein as a monthly case rate. This rate should contain all expenses related to serving one individual for one month. The individual client budgets will be calculated using the Authority's standard rates for authorized self-determined services. Rates are inclusive of all administrative overhead, employer expenses, and the current DCW hourly wage pass-through.

T. Documentation

1. The bidder must submit the following information under separate cover at the time of bid submission:
 - a. A current staff list, along with job titles, credentials and phone numbers of each staff person. If the bidder has multiple sites, a list of the managing staff at each site must be included.
 - b. A list of organizations, contact names and phone numbers of the organizations for which the bidder has provided services
 - c. Names of five individuals served which have consented to being a reference for the bidder.
 - d. Three examples each of the assessment form, person centered plan and periodic review forms from 3 different staff persons.

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

**REQUEST FOR PROPOSAL
FOR FISCAL INTERMEDIARY (FI) / FINANCIAL MANAGEMENT SERVICES (FMS)
AGENCY**

III. OFFEROR COVER SHEET

Offeror Information

Name of Organization:

Address:

Authorized Representative:

Title:

Telephone Number:

Fax Number:

E-mail:

Person(s) to Contact:

- 1. For Authority representative to ask questions regarding the contents of the packet:*

Name:

Title:

Telephone Number:

E-Mail Address:

Program Services Included in the Proposal:

FISCAL INTERMEDIARY (FI) / FINANCIAL MANAGEMENT SERVICES (FMS)

IV. TIMELINE REQUIREMENTS

The following is the calendar of events related to this RFP:

<u>EVENT</u>	<u>FIRM DATES</u>
Issue RFP	May 9, 2025
Publish on Facebook & The Times Herald	May 12, 2025
Questions sent to RFP@scccmh.org	May 15, 2025 by Noon
Q & A Document Posting @ www.scccmh.org	May 21, 2025 by 5:00PM
<u>Deadline</u> for Final Submission of Proposals to Authority (1 electronic attachment to email) To RFP@scccmh.org	May 29, 2025 by 2:00 P.M.
Opening	May 29, 2025 at 3:00 PM
- No Review.	
- Log who submitted responses, counts, etc.	
Award (Tentatively)	June 10, 2025
Delivery Due By:	June 15, 2025

V. ATTACHMENTS

- **SCCCMHA Self Determination and Choice Voucher Policy**
- **Self-Direction Technical Guide**
- <https://www.mdch.state.mi.us/dch-medicaid/manuals/MedicaidProviderManual.pdf>
Behavioral Health and Intellectual Disabilities Support and Services
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