

## CalAIM recuperative care RFP

### Request for Proposals (RFP) overview

Anthem Blue Cross (Anthem), with the support of Quantified Ventures,\* is seeking a partner(s) to provide recuperative care services to Medi-Cal Managed Care (Medi-Cal) members in Santa Clara county, California as a part of Anthem's implementation of the [CalAIM Community Supports](#).

Recuperative care, also known as medical respite, offers temporary shelter, medical care, behavioral healthcare, and other clinical and social support services to people experiencing homelessness. This RFP will support the development of up to 40 recuperative care beds for people experiencing homelessness in Santa Clara County who have had an inpatient hospital stay and require a place to heal safely.

RFP is designed to help Anthem identify and select organizations to engage in an initial 12 month contract to develop and deliver recuperative care services to Medi-Cal members experiencing homelessness. After this initial contract term, assuming satisfactory performance, Anthem expects to re-contract with chosen organization(s) to provide recuperative care services to Medi-Cal members.

### RFP responses

Completed proposals, including a narrative response, complete budget, budget narrative, and start-up funding request, using the templates provided, are due by November 10, 2022, <email address>. Please adhere to the page limits in the [Application Response](#) section.

Based on the applications, Anthem may choose to hold interviews with a select subset of prospective awardees. Award decisions will be announced by November 2022. Anthem hopes to disperse initial funds by December 31, 2022.

Recognizing that, to date, there is limited capacity for recuperative care in Santa Clara County, Anthem understands that an implementation period may be necessary while selected partners update their services to include recuperative care.

Quantified Ventures (QV), a national consulting firm and social enterprise with expertise in community-based service provider and health plan partnerships and financial models, is available to support all potential applicants. QV has developed a template for financial modeling that is available to all applicants and can answer questions on recuperative care. Each prospective applicant organization is eligible to receive up to one hour of technical assistance from QV.

### About recuperative care

According to the [Medi-Cal Community Supports Policy Guide](#), recuperative care “is short-term residential care for individuals who no longer require hospitalization, but still need to heal from an injury or illness (including behavioral health conditions) and whose condition would be exacerbated by an unstable living environment. An extended stay in a recovery care setting allows individuals to continue their recovery and receive post-discharge treatment while obtaining access to primary care, behavioral health services, case management, and other supportive social services, such as transportation, food, and housing.”

Recuperative care supports a member's care plan to:

1. Stabilize the member until they can be released into their own care.
2. Help address other underlying conditions (for example, mental and behavioral health).

\* Quantified Ventures is an independent company providing community-based service on behalf of Anthem Blue Cross.

<https://providers.anthem.com/ca>

3. Find long-term housing for the member, when possible. Recuperative care is typically provided for a maximum of 90 days.

### Partner requirements

In the narrative response, please explain how your organization meets all minimum partner requirements and how you currently or will meet the preferred partner requirements.

#### Minimum partner requirements

The potential partner must currently meet these requirements or be able and willing to meet these requirements if awarded the RFP:

- Currently contracted and in good standing with Anthem or eligible and willing to contract with Anthem and stay in good standing. For full contractual requirements, please see [Attachment 1: Anthem Blue Cross Community Supports Provider Guide](#).
- Actively advances health equity, particularly among people experiencing homelessness.

#### Preferred partner requirements:

- Organizations, leadership, or staff with previous experience:
  - Working with people experiencing homelessness or similar populations
  - Providing recuperative care or similar programs
  - Billing Medicaid managed care plans (MCPs) for services rendered
  - Operationalizing CalAIM programs, particularly Community Supports
- Currently engaged with the local [Continuum of Care program](#)
- Currently provides behavioral health and/or primary care services
- Currently have space or have identified space to operate a recuperative care program. Anthem recognizes the space may require upgrades or renovations to operate a recuperative care program.
- Have a current or imminently planned physical presence or partner with an organization with a physical presence in Santa Clara County
- If currently contracted with Anthem, meets or exceeds existing Anthem quality benchmarks
- Have leadership support and reporting infrastructure necessary to link recuperative care reimbursement to achievement of mutually agreed upon outcomes (see *Financing* below)

### Program requirements

In the narrative response, please explain how your organization meets all minimum program requirements and how you currently or will meet the preferred program requirements.

#### Minimum program requirements

The potential partner must currently meet these requirements or be able and willing to meet these requirements if awarded the RFP:

- All requirements of a recuperative care program per CalAIM policy. As of the RFP release, the most recent policy guide is: [August 2022 Medi-Cal Community Supports or In Lieu of Services \(ILOS\) Policy Guide](#).
- All requirements of a recuperative care program per the Community Supports Provider Guide for Anthem Blue Cross (see [Anthem Blue Cross Community Supports Provider Guide](#)).
- Continuous (24-hour, 7-days a week) on-site monitoring support

#### Preferred program requirements<sup>1</sup>

- Provide support services by a case manager/social worker, including:

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<sup>1</sup> For a comprehensive overview of all best-practice standards for recuperative care programs, please see the [2021 Standards for Medical Respite Care Programs](#).

- Socialization Assessment including Adult Needs & Strengths Assessment and Service Prioritization Decision Assistance Tool (SPDAT) or VI-SPDAT
- Applications for disability and other benefits, as needed
- Connections to legal services, rep payee, job training, and/or employment training services
- Education and training for housing success and stability
- Directly provide housing transition navigation services with the ability to continue providing those services after discharge from the recuperative care program
- Use of a low-barrier, housing first approach
- Recuperative care program administers high quality post-acute clinical care that is culturally relevant and appropriate:
  - Appropriate recuperative care staff conducts a baseline assessment of each patient to determine factors that will influence care, treatment, and services. Assessment criteria to include cultural needs and considerations.
  - Supporting the patient in developing self-management goals. Self-management goal setting is a collaborative, culturally appropriate approach.
- Ability to support different types of patients, including:
  - Individuals with active substance use disorder (SUD) – with limitations for active intoxication – and/or serious mental illness (SMI).
  - Individuals with a history of trauma and/or domestic violence.
  - Adult men and women of all ages.
- Ability for minor children to safely stay with their parents/guardians being treated in the recuperative care program, ideally in a separate space from the broader program population
- Continuous (24-hours, 7-days a week) ability to:
  - Process and accept referrals by phone and/or online website.
  - Access on-call medical support.

### Application response

Please provide a narrative response to the following prompts. Completed proposals, including a narrative response, complete budget, budget narrative, and start-up funding request, using the templates provided, are due by November 10, 2022, to <email address>. Please adhere to the page limits in each section.

### Applicant background (2-page limit):

- Organizational information:
  - Name of organization
  - Name of person(s) applying on behalf of the organization, email addresses and phones numbers of applying person(s)
  - Location of the organization's headquarters; if different, location(s) of the organization's implementation sites
  - Organizational overview including: history (and partnership history if relevant), mission/vision and their alignment with recuperative care, organizational structure
  - Geography served
- Annual operating budget. Do you have any other major capital projects or initiatives underway in the near term? If so, please describe?
- Description of existing space that is (or could be) ready for recuperative care use. If so, approximately how many respite beds would be appropriate for this space? If new space would need to be procured, please respond *none*.
- Overview of current electronic documentation, outcomes tracking, and reporting capabilities
- Approach to advancing health equity

### Statement of Interest (1 page limit):

Why are you interested in partnering with Anthem on delivering recuperative care services in Santa Clara county?

### Partner requirements (2 page limit)

- Explain how your organization meets or will meet all minimum partner requirements, if awarded the RFP.
- Explain which of the preferred partner requirements your organization meets or will meet, if awarded the RFP. Explain how your organization will adapt to meet those preferred requirements your organization does not currently meet.
- Provide **certificate of status** or equivalent organizational documentation.

### Program requirements (5 page limit)

- Describe your current or planned recuperative care program, including expected maximum point in time capacity.
- Explain how your organization meets or will meet all minimum program requirements, if awarded the RFP.
- Explain which of the preferred program requirements your organization meets or will meet, if awarded the RFP. Explain how your organization will adapt to meet those preferred program requirements your organization does not currently meet.
- Describe the milestones and timeframe your organization will meet to build the proposed recuperative care program.
- Describe your process for:
  - Engaging with hospitals for discharge planning to facilitate entries to your recuperative care program.
  - Ensuring adequate capacity for Anthem members in your recuperative care program.
  - Ensuring your program, policies, and procedures create a *low-barrier* model.
  - Engaging with participants with active substance use disorder (SUD) and/or serious mental illness (SMI).
  - Engaging with community providers for post-recuperative care discharge planning, including housing transition navigation services.
- Describe how you see your recuperative care program growing and evolving over the three budget years. What additional services, populations, and/or capacity (if any) do you expect to add?

### Patient archetype (2 page limit)

For the following patient archetype, describe an example care plan that would be delivered by your recuperative care model. Include the care management, clinical services, and support staff that would be made available to each patient, as well as the social-services and community-based organizations the patients would be connected to.

#### Patient archetype:

- Patient is male, 50-55, experiencing homelessness
- Acute reason for respite care: recovering from wound, requires dressing changes
- Additional needs: mental/behavioral health disorders, diabetes, no previous relationship with a housing-support program.

### Financing (2 page limit, not including templates)

Anthem is interested in developing innovative financing models to support this work, such as partnering with organizations to develop outcomes-based contracting arrangements. Anthem provides a daily rate for services provided and an additional outcomes-payment if certain mutually-agreed upon outcomes are met. This approach acknowledges the value providers deliver to Medi-Cal plans and allows them to earn sufficient reimbursement to cover the cost to deliver services and additional incentives for high-quality care. Quantified Ventures (QV) is available to discuss outcomes-based financing and explain the budget templates for any interested organizations. All applicants are able to receive up to 1 hour of technical assistance from QV:

- Complete attached templates for (In **Attachment 2 TEMPLATE: Recuperative Care RFP Budget**):
  - Three-year annual budget
  - Budget narrative

- Start of up funding
- Describe the targeted average daily payment or targeted per patient payment necessary for award acceptance. Alternately, describe a targeted outcomes-based arrangement.
- Describe outcomes that the recuperative care partner would be interested in including in an outcomes-based contract (in other words, a portion of payment for recuperative care would be tied to achievement of these outcomes). Example outcomes include (but are not limited to):
  - Supportive housing placement
  - Positive housing outcome
  - Preventing hospital utilization within three and/or six months
  - SUD treatment placement
  - Engagement with behavioral health treatment
  - Engagement with primary care

### Further information

For more information about CalAIM, please visit the [DHCS CalAIM website](#).

For more information about Enhanced Care Management (ECM) and Community Supports (CS), please visit the [DHCS ECM and CS Website](#).

### Attachments:

1. Community Supports Provider Guide for Anthem Blue Cross



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2. Template recuperative care RFP budget



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