



# Credentialing & Privileging Platform

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RFP Number: **24-003**

GENESEE HEALTH SYSTEM  
1040 W. BRISTOL ROAD  
FLINT, MI 48507

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## PROJECT SUMMARY

### Service Requested: Credentialing & Privileging Platform

Genesee Health System (Board or GHS) is seeking sealed proposals from interested and qualified parties to maximize its operational efficiency. The selected offeror shall be responsible for providing a credentialing & privileging platform for GHS clinical providers.

## ORGANIZATIONAL OVERVIEW

### *Organization Background*

The Board received Authority status as of January 1, 2013, effectively becoming a distinct non-profit separate from the County of Genesee. Funding for the service(s) described herein is enabled by a cost reimbursement contract with Region 10 Prepaid Inpatient Health Plan (PIHP) to manage the Concurrent 1915(b)(c) Programs, the Healthy Michigan Plan and relevant waivers in Genesee County, Michigan and to provide a comprehensive array of specialty mental health services and supports as indicated therein. The Board also operates Genesee Community Health Center, which offers a holistic approach to physical health care for those who may otherwise go without.

The Board 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 Board 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 Board. This RFP establishes criteria and requirements that have been designed to cover important aspects of the services to be provided.

### *Objective*

A solution to streamline and manage the credentialing and privileging process for our clinical providers. GHS seeking a software platform that will automate all the manual processes, streamline the process to include reduction of time it takes to credential and privilege a provider, enhance the hiring process by having a user-friendly end user experience, improve quality to reduce errors, prevent losing revenue by ensuring the provider is fully credentialed and privileged within 1 week of starting employment.

### *Current Situation*

GHS has a manual entry process that does not meet the Agency's needs in today's market. The current credentialing and privileging process can take upwards of 30-60 days, which is not cost effective and frustrating to the provider who is ready to begin seeing consumers. Current providers are 400 with the potential growth of 10% over the next 5 years.

**Proposed RFP Deadline Dates**

The Board will make every effort to adhere to the schedule below. However, the Board reserves the right, at its sole discretion, to adjust the RFP Schedule of Events as it deems necessary:

<b>EVENT</b>	<b>TIME and DATES</b>
Issue RFP	June 24, 2024
Questions accepted until (email to RFPpreplies@genhs.org)	July 1, 2024, by 11:00 am
Q and A document posting	July 3, 2024, by 5:00pm
Deadline for Final Submission of Proposals	July 15, 2024, by 11:00 am
Award (tentatively)	September 30, 2024
Service Date:	October 1, 2024, or other date agreed to by both parties

**Contact Information**

The purchasing contact on this project is Cindy Stahmer, Purchasing Manager. All communications, any modifications, clarifications, amendments, questions, responses, or any other matters relating to this RFP, shall be made by and through the purchasing contact via email [RFPpreplies@genhs.org](mailto:RFPpreplies@genhs.org) No contact regarding this solicitation made with other GHS employees is permitted. Any violation of this condition may result in immediate rejection of the proposal

# STATEMENT OF NEED

## Specifications

**Scope of Work**

The credentialing & privileging software should be aligned to meet the following criteria:

- 1) NCQA Accredited
  - a) An internal QI process;
  - b) Ensuring appropriate agreements and collaboration with clients;
  - c) Protecting credentialing information;
  - d) A peer-review process;
  - e) Credential verification;
  - f) Monitoring of sanctions and complaints.

2) Compliance

Credentialing software should assist GHS in meeting regulatory requirements, such as state licensure and certifications, by including built-in checks. It should provide easy access to records and documents, which can help the Agency avoid penalties and legal issues. The checks are:

- a) Professional License (Nationwide);
- b) NPI;
- c) DEA;

- d) Sanctions/Exclusions: State;
- e) Sanctions/Exclusions: OIG;
- f) Sanctions/Exclusions: SAM;
- g) Medicare Opt-Out;
- h) Office of Foreign Asset Control (OFAC);
- i) Education Verification (NSC);
- j) Board Certifications;
- k) SSN-DMF;
- l) NPDB;
- m) CMS Preclusions; and
- n) criminal background check.

3) Time savings

Automation is needed so the credentialing process reduces the time it takes to gather, verify, and update provider information. This can help the Agency expedite onboarding and maintain compliance with minimal administrative burden. Document upload and retention.

4) Accuracy

Credentialing software must reduce the risk of errors by eliminating the need for manual data entry and excel paperwork.

5) Integration, Collaboration & Security

The system needs to be configurable to meet with Region 10's practitioner application. In addition, the system needs to allow for internal controls of assigning user access as well as electronic review and e-signatures of peer review committee.

6) Implementation & Training

Implementation should include training in the use of software and allow for follow-up questions, or issues to be addressed and resolved. Timeline should be no more than 8 weeks.

7) Monitoring

Visibility to the status of new hires and those who need re-credentialing and re-enrollment. Process for the employee to view and to move through as each step is completed.

8) Value Added Features

Do you provide any value-added services? If so, what other services do you offer?

- How will including value-added services impact pricing?

**General Requirements and Standards**

- 1) The selected Offeror shall comply with all privacy and security standards as stipulated by the Health Insurance Portability and Accountability Act (HIPAA) of 1996.

- 2) The selected Offeror shall comply with all Federal and Michigan Laws, regulations and the Michigan Administrative Code, the Michigan Mental Health Code, 42 CFR and the Michigan Department of Health and Human Services (MDHHS) Contractual obligations.
- 3) The proposal to provide these services will be in compliance with all applicable State and Federal standards and guidelines.
- 4) The Board 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 Board reserves the right to re-solicit/re-advertise as deemed necessary.

***Experience***

To be considered, Offerors should have extensive experience providing a credentialing & privileging platform to clients of similar size, industry, and scope as GHS.

***Contract Term***

The selected Offeror shall provide all services described herein for two (2) years. The organization, in its sole discretion, will have the option to renew annually for up to five (5) years by agreement of both parties.

***Customer Service***

The selected Offeror shall provide adequate support in the event of any service issues. At a minimum, the selected offeror shall provide an account manager that will serve as the buyer's main point of contact throughout the project. The account manager should be available during normal business hours at a minimum.

***Subcontractors***

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 Board 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. However, all services conducted by subcontractors must be performed under the supervision of the Offeror. It is understood that the Offeror will be responsible for all payment of fees charged by the subcontractor(s).

## PROPOSAL FORMAT

### Proposal Submission Requirements

***Proposal Submission Requirements***

- Proposals must be submitted by the proposal deadline. The Offeror shall be responsible for preparing and submitting an effective, clear, and concise proposal. Proposals must contain the following information:
- a. Shall be written in the English language

- b. Offeror will prepare a comprehensive document incorporating responses to each Section; said responses shall be presented as follows: Font Style "Arial or Calibri" with a minimum Font Size of 10.
- c. Offeror shall prepare a Table of Contents with page numbers.
- d. Offeror shall respond regarding how they will meet the organization's statement of need and include any additional documentation that is relevant to answering the RFP. Cite the section number for each response corresponding to the Table of Contents.
- e. Proposal must be signed by the official authorized to bind the submitter to its provisions. The Offeror must complete an Offeror Background Submittal Form A and attach to the proposal.

All areas of the proposal must be addressed in the same sequence cited in the RFP Submission Requirements 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 **only** accepted document formats for email submission are **.pdf** or **Microsoft Word .doc, .docx**. Submissions not received by the deadline will not be considered.

#### **Technical Proposal**

Offerors should submit an in-depth technical proposal for the project.

- a. This proposal should specify how the Offeror's solution will meet the requirements of the RFP.
- b. Offeror shall describe their capacity to complete the work necessary to implement the services to be provided in this RFP in a timely manner.
- c. Offeror shall detail all other services it operates under contract to any PIHP or CMHSP in the State of Michigan.

#### **Cost Proposal**

Offerors should submit a detailed cost proposal for the project. Submit the cost proposal as a separate file, not included with the technical proposal. The file must be named with the proposer's company name and 'Cost Proposal'. This proposal should cover the costs for all services described in the RFP.

Cost and Licensing include the following applicable costs.

- a. Cost Structure: Detailed cost breakdown, including licensing fees, maintenance, and support costs.
- b. Licensing Terms: Clear terms and conditions for software licensing, including any limitations or additional fees.
- c. Discounts for bundling services

#### **Experience**

Offeror shall describe any qualifications and/or experience and/or demonstrated competency specifically related to the project. The proposal should include information about the number of years the Offeror has been in operation, and how established they are in the market.

- a) Include experience and qualifications of the staff who will be assigned to the GHS project.
- b) Experience and Expertise: Demonstrated experience and expertise in developing HIPAA-compliant software solutions for healthcare entities.
- c) References and Case Studies: References and case studies from similar organizations, showcasing successful implementations.

- d) Compliance Certifications: Any relevant certifications or attestations (e.g., HITRUST CSF certification).

**Timeliness**

Offerors should include a description of the chronology for completing the work. This information should include a timeline and deadlines for each task described in the RFP.

**References**

Offerors should include at least three references from clients for whom similar credentialing and privileging services were rendered during the past two years. Please include the names, telephone numbers and e-mails for each contact. Other Community Mental Health (CMH's) and/or Pre-Paid Inpatient Health Plan (PIHP's) are preferred references.

**Insurance Coverage**

- 1) Offeror shall attach a Certificate of Workers' Disability Compensation insurance coverage.
- 2) Liability Insurance, throughout the contract period, the successful Offeror must provide the following insurance coverages, attach a certificate of insurance confirming:
  - Professional liability (errors and omissions) in a sum of not less than \$1,000,000 per claim and \$3,000,000 annual aggregate.
  - Offeror 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 \$1,000,000 per occurrence and \$3,000,000 annual aggregate.

**Financial Health**

Offerors must disclose information about their financial health. This information should be audited financial statements for the previous two (2) years of operation. Additionally, Offerors must indicate whether they have recently merged or been acquired by a competitor and if they have ever filed for bankruptcy.

**Conflicts of Interest**

Offerors should disclose whether they will face any potential conflicts of interest by entering into this contract. Failure to disclose conflicts of interest in advance could result in termination of the contract.

**Reimbursable Expenses**

Offerors should provide a detailed breakdown of all additional expenses that the organization will be responsible for reimbursing, including travel, lodging and other incidentals. Additional expenses that are not outlined will not be reimbursed.

## OFFEROR QUESTIONNAIRE

**Proprietary Software & Technology**

- 1) Do you use any proprietary software or technology?
- 2) What are the advantages of using your software as opposed to internal systems?
- 3) Does your software need to be licensed?
- 4) At the end of the contract, is it possible to save the information contained in proprietary systems? What is the process?



## EVALUATION CRITERIA

### ***Technical Proposal***

Offerors will be selected based on how well their technical proposals fulfill the organization's needs. Preference will be given to Offerors with technical proposals that meet all requirements set forth in the RFP. The organization will consider that the Offeror is NCQA Accredited. The organization may expand its operations during the course of the contract. Therefore, preference will be given to Offerors that have the capacity and capability to quickly scale their operations at minimal cost in response to structural changes within the organization.

### ***Cost Proposal***

The organization will select Offerors based on their ability to meet the requirements established in the RFP while keeping costs minimal. Therefore, Offerors will be evaluated based on the competitiveness of their cost proposals.

### ***Experience***

Offerors' experience in the market and their qualifications for meeting the organization's needs will be key factors in the final decision on contract awards. The organization will consider the number of years the Offeror has been active, how long the staff has been implementing systems and their qualifications.

### ***Timeliness***

Offerors will be evaluated based on the timeliness of their work plans. Preference will be given to Offerors that have a record of completing services on schedule.

### ***References***

Offerors should have a good reputation among clients.

### ***Financial Health***

Offeror financial health is a key consideration for this market. Because strong financial health is important for ensuring service continuity, preference will be given to Offerors that do not have high financial risk or that have not faced recent bankruptcies. Private Offerors should provide their most recent financial statements to disclose the health of their companies.

# SUBMITTAL FORM A – OFFEROR BACKGROUND

RFP Number: **24-003**

RFP Name: **CREDENTIALING AND PRIVILEGING PLATFORM**

## **Offeror Information**

Name of Organization:

Address:

Person(s) to Contact, identify an individual that can be contacted for clarification on the proposal:

*Name:*

*Title:*

*E-Mail Address:*

*Telephone Number:*

## **STATEMENT OF CERTIFICATIONS AND ASSURANCES**

The Offeror has thoroughly reviewed this RFP, contract documents, and all pertinent appendices, exhibits, and attachments included as part thereof, and that we fully understand all elements required for the full completion of the project as defined therein.

The prices in this Proposal have been arrived at independently with collusion, consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other firms or with any other competitor.

By signature below the signatory certifies legal authority to bind the responding entity to the provisions of this RFP and any contract awarded pursuant to it. The Board may, at its sole discretion and at any time, require evidence documenting the signatory's authority to be personally bound or to legally bind the responding entity.

Authorized Representative Signature

Date

Printed Name & Title

Include the following as attachments with submittal Form A:

- Offeror must provide/submit a current criminal background check for the organization's principal staff.
- Offeror must disclose any litigation involving the organization during the past five (5) years.