WholeYouNYC Social Care Network

Community-Based Organization (CBO) Social Care Network Application

Solicitation #: 2024.08.SCN.01.01
Application Due Date: August 22, 2024 at 12pm ET

The State of New York has selected Public Health Solutions (PHS) as the Social Care Network (SCN) lead entity for the boroughs of Manhattan, Queens, and Brooklyn in connection with the New York State (NYS) Department of Health, Office of Health Insurance Programs' RFA #20417 entitled "New York Health Equity Reform: Social Care Networks". As a SCN lead entity, PHS will create and maintain a network of community-based organizations (CBOs) that will screen, navigate, and deliver social care services to eligible Medicaid members to address their health-related social needs (HRSN). PHS is soliciting applications to participate in our SCN, the WholeYouNYC Social Care Network (such network maintained by PHS is referred to here as the "Network").

<u>Requirements of joining the WholeYouNYC Social Care Network:</u>

a) At all times maintain (i) status as a not-for-profit charitable organization that works at the local level to meet community needs and (ii) valid registration as a 501(c)(3). If at any time not-for-profit status is lost, notify PHS immediately.

b) Maintain a service coverage area that includes at least one zip code in the WholeYouNYC SCN region.

c) Provide sufficient staffing and operational capacity to manage screenings, navigation and/or social care services provided on behalf of the Network.

d) Designate and maintain a dedicated point person(s) for services provided on behalf of the Network. Notify PHS immediately of any change in the dedicated point person(s).

e) If a Network screening partner, ensure the capability to conduct screenings in-person as well as via telephone, virtual, website, and text messaging on behalf of the Network.

f) Actively participate in the Network implementation and ongoing training and technical assistance activities, including but not limited to confirming Network services, setting up Network services in the Network's data and IT platform, attending required and optional Network trainings (e.g., data and IT platform, HIPAA compliance, screening members for HRSN, serving a new target population, etc.).

g) Participate in an assessment to inform Network capacity building needs.

h) Onboard onto (which may include entering or accepting any end-user license agreements, Network participation agreements, terms and conditions, and/or any other agreements) and use the Network's data and IT platform, Unite Us, as your sole referral technology solution for the Network to:
   o validate Medicaid member eligibility for Network services.
   o respond to Network referrals within 48 business hours of the referral being sent.
   o screen regional Medicaid members for HRSNs on behalf of the Network utilizing an electronic, standardized screening tool.
   o navigate regional Medicaid members to the Network and/or pre-existing state, federal, and local programs that most appropriately meet their HRSNs.
   o provide evidence-based, enhanced HRSN services to eligible, regionally managed Medicaid members.
   o ensure referral and case documentation quality and closure adequacy.
   o proactively maintain your organization's relevant Network service and contact information (e.g. services, service capacity, addresses, hours of service, languages spoken, screening modalities offered, etc.).
i) Agree to be reimbursed by PHS (on behalf of the Network) for eligible Network services provided to eligible managed Medicaid members in accordance with a NYS defined fee schedule and other Network requirements for payment (e.g., services entered in the data and IT platform).
j) Agree to your organization's platform (organization details, service delivery, payments) data being shared with NYS and other key stakeholders to support Network payments, performance, evaluation and reporting.
k) Appoint representative(s) to participate in Network convenings and learning collaboratives with PHS and/or other Network partners, as reasonable.
l) Agree to be listed as a Network participant in marketing materials, on the WholeYouNYC website, applications and/or proposals for Network funding opportunities, directories of Network participants, presentations about the Network, and other media or materials listing out Network participants.
m) Support Network sustainable funding / collaborative partnership opportunities, in good faith, and ensure a timely response to requests for documentation for proposals, grant writing, and other new business development opportunities as needed.

Requirements for Application Submission
Interested applicants are required to complete all components listed by the Application due date of **12pm ET on Thursday, August 22, 2024**:
   • Complete and submit the CBO Network Application Form (*via Microsoft Forms Link)*: WholeYouNYC Social Care Network
   • Upload New York State Certificate of Incorporation (full copy, including any amendments)
   • Upload Internal Revenue Service 501(c)(3) Determination Letter

Next Steps

Following the application due date, PHS' procurement department will review all received applications to ensure that they are complete. If an application is incomplete, PHS' procurement department will reach out via email for a resolution. Applicants with complete applications will then be contacted by PHS' contract management team via the applicant's provided contact email to move forward with onboarding the Network participants.

How to Apply - PHS Procurement Portal

To use the PHS Procurement Portal, you must first register for a New Vendor Account:

https://healthsolutions.bonfirehub.com/portal/?tab=login

- Step 1: Account Confirmation (*required*)
    - Fill out all listed fields and click on <u>Create Account</u>. If the account was created successfully, you will see a "Success" message.
    - To continue with the registration process, check your email inbox for confirmation. Open the email and click on the "Complete your registration" button, where a new page will open prompting you to create a password.
- Step 2: Account Information (*required*)
    - Fill out all required (marked with an asterisk) fields.
- Step 3: Documentation (*optional*)
- Step 4: Commodity Codes (*optional*)
- Step 5: Complete Registration (required)

Note: Any optional steps can also be completed after registration.

To Submit an Application via the PHS Procurement Portal:

All the documents listed in the Application Requirements section <u>must be completed and submitted</u> via the PHS Procurement Portal by the application due date and time.

To submit an application:

1. Navigate to the 'Open Public Opportunities' tab and select the 'View Opportunity' button to the right of the appropriate RFA.
2. Scroll down to the segment titled 'Submission'. Indicate 'Yes' to the question asking for your intention to bid on this opportunity. Click 'Submit'.
3. After confirmation, the 'Prepare' Tab will open. Since the PHS Procurement Portal is a new procurement system, it is recommended to watch the accompanying video for a quick overview of the submission process. When you are ready, select 'Prepare Your Submission'.
4. On the Submission page, upload the required documents and submit and finalize your application.

Note: After the 'RFA Close Date', you will be unable to modify your application and uploaded documents.

The required submission method for each document is indicated in the PHS Procurement Portal.

You should NOT submit a hard copy of your application or submit via email. Use of the PHS Procurement Portal is <u>REQUIRED</u>. Applications sent by hard copy or email will <u>NOT</u> be considered as submitted.

Please be aware that uploading an application will involve multiple files representing different required application documents. Please allow sufficient time to check that you have included all necessary digital file attachments. <u>Please ensure that you have a working login and familiarize yourself with the PHS Procurement Portal</u>.

It is the responsibility of the submitting applicant or organization to ensure delivery of the application to Public Health Solutions via the PHS Procurement Portal by the submission deadline. A confirmation of receipt of the application submission will be sent by email. Note that the email confirmation is confirming the delivery and receipt of the application submission and is **not** a confirmation that the application submission is complete.

<u>Questions Regarding the Application</u>
Questions regarding this solicitation must be submitted via the PHS Procurement Portal. Select the "View Opportunity" button for this solicitation. From the Project Details page, click the "Ask a Question" button which will prompt you to the "Vendor Discussion" tab. Click on "Ask a Question" to begin the process of submitting your questions. For more information on how to ask a question through the PHS Procurement Portal please visit the <u>Bonfire Vendor Help Center</u>.

Questions submitted via the PHS Procurement Portal prior to the application due date may be addressed in a public response through the PHS Procurement Portal. Please note that not all written inquiries will receive written responses. Note, that PHS may not respond to questions received after the application due date.

All inquiries concerning this application, from the date of issuance to Network acceptance announcements, must be submitted via the PHS Procurement Portal. Organizations are advised that the PHS Procurement Department is the authorized contact for all matters concerning this application.