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**DIVISION OF ADMINISTRATION**  
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HELEN E. HANKS

COMMISSIONER

JONATHAN K. HANSON

DIRECTOR

## **ADDENDUM # 4 to RFP NHDOC 22-05-GFEMD**

**THIS DOCUMENT SHALL BE INITIALED BY THE CONTRACT SIGNATORY AND  
SUBMITTED WITH THE VENDOR'S BID RESPONSE.**

### **RFP: NHDOC 22-05-GFEMD Medical-Dental-Behavioral Health Professional Services**

(1) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: SECTION B: Description of Agency/Division/Program, Page 6 of 79.

Delete:

### **3. Requested Contracted Services**

Specific professionals are being sought to fulfill the range of services needed to ensure a responsive, clinically appropriate, and comprehensive healthcare services. These contracted services will work in collaboration with our state healthcare staff and other correctional team members to ensure an adequate and safe healthcare delivery system to meet the needs of our resident population. All contracted employees shall be qualified and licensed to perform the necessary duties related to their scope of service. All healthcare staff are located on site with some travel/movement among facilities required to meet staffing needs in the event of vacancies, changes in staffing due to illness or vacation, staffing efficiencies and possible emergencies. All contracted healthcare staff will be expected to participate in quality assurance activities as appropriate to their role. All healthcare staff will be expected to engage in initial resident assessment activities as appropriate to their role. At all times, services shall be provided in accordance with federal laws, state laws and administrative rules, NHDOC policy, and industry standards. Professionals to provide the following services are sought via this request for proposal.

- 2.1. Medical Staff – for the provision of routine, acute, chronic, and primary care evaluation, and treatment. Basic emergency response, development of treatment plans, and coordination of care with community healthcare partners and NH Department of Corrections staff is also expected. This includes assessment at the time of reception into our facilities. Those in this group must be able to perform the majority of their tasks independently including an understanding of various treatment modalities (including providing medication assisted treatment and/or medication for substance use disorders) for a wide range of medical issues. The setting is both an outpatient setting and infirmary level of care. On-call services are part of the expectation to ensure continuity of care twenty-four (24) hours a day. A medical case manager, who shall assist in managing medically complex cases, those hospitalized, medical parole cases and resolving resident medical concerns, is also sought. Medical assistants to ensure coordination of care and support to provider staff is also part of this RFP. A Chief Medical Officer (CMO) is sought.
- 2.2. Behavioral Health Staff – for the provision of behavioral health services that include but not limited to psychosocial and pharmaceutical modalities, as well as providing routine, individual and group therapies, acute, chronic, and emergent in nature. Oversight of behavioral health treatment plans, coordination of care with both contracted and state employees, and ability to provide appropriate

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- 2.3. services in a NH Department of Corrections inpatient facility, residential treatment settings, as well as general outpatient services to those who have a wide range of psychiatric disorders as diagnosed in the most current diagnostic and statistical manual of mental health disorders that are both acute and long-term is necessary. Psychiatric providers are expected to provide sick call services and on call services to ensure continuity of care 24 hours a day. Additionally, providing medication assisted treatment and/or medication for substance use disorders is expected. A psychologist position is being sought to provide assessment, evaluations, testing, management of special populations, and crisis intervention. A specialist to manage the Not Guilty by Reason of Insanity (NGRI) population, who may be incarcerated but may be at other levels of care, including living independently in the community, throughout New Hampshire and its community mental health system. Specialty services in the form of forensic psychologists who can respond to orders from the New Hampshire court system to complete court ordered competency evaluations is also being requested. Licensed Alcohol and Drug Counselors (LADC) are part of the search for services to provide assessment and treatment for those with substance use disorders. Mental health clinicians are needed for management of a broad range of behavioral health needs. A Chief Psychiatric Officer (CPO) is sought.
- 2.4. Dental Staff – to provide dental evaluation and treatment (including partial and dentures, oral surgery, and dental hygiene services). Care provided can be routine, acute, or emergent. Dental sick call is expected, and a Chief Dental Office (CDO) is sought. On-call services are an expected part of the proposal.
- 2.5. Administrative Staff – to include a Program Manager (PM) who shall serve as the Chief Administrator for the Vendor, who is accountable to the Director of Medical & Forensic Services.
- 2.6. Quality Improvement Analyst – who shall provide a wide range of duties to include behavioral health training to staff, conducting incident reviews, and organizing follow up strategies, assisting in developing and executing a cohesive patient education program, and gathering and analyzing data to identify trends, establish a quarterly reporting mechanism to the Medical & Forensic Services leadership, and to provide data to various stakeholders as determined by the NH Department of Corrections to include utilization management strategies.
- 2.7. Administrative Assistant – one assistant to provide support to the Program Manager in fulfilling obligations incurred under this service request.
- 2.8. Forensic Records Professional – to provide oversight of medical record keeping.

Add:

### 3. Requested Contracted Services

Specific professionals are being sought to fulfill the range of services needed to ensure a responsive, clinically appropriate, and comprehensive healthcare services. These contracted services will work in collaboration with our state healthcare staff and other correctional team members to ensure an adequate and safe healthcare delivery system to meet the needs of our resident population. All contracted employees shall be qualified and licensed to perform the necessary duties related to their scope of service. All healthcare staff are located on site with some travel/movement among facilities required to meet staffing needs in the event of vacancies, changes in staffing due to illness or vacation, staffing efficiencies and possible emergencies. All contracted healthcare staff will be expected to participate in quality assurance activities as appropriate to their role. All healthcare staff will be expected to engage in initial resident assessment activities as appropriate to their role. At all times, services shall be provided in accordance with federal laws, state laws and administrative rules, NHDOC policy, and industry standards. Professionals to provide the following services are sought via this request for proposal.

- 3.1. Medical Staff – for the provision of routine, acute, chronic, and primary care evaluation, and treatment. Basic emergency response, development of treatment plans, and coordination of care with community healthcare partners and NH Department of Corrections staff is also expected. This includes assessment at the time of reception into our facilities. Those in this group must be able to perform the majority of

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their tasks independently including an understanding of various treatment modalities (including providing medication assisted treatment and/or medication for substance use disorders) for a wide range of medical issues. The setting is both an outpatient setting and infirmary level of care. On-call services are part of the expectation to ensure continuity of care twenty-four (24) hours a day. A medical case manager, who shall assist in managing medically complex cases, those hospitalized, medical parole cases and resolving resident medical concerns, is also sought. Medical assistants to ensure coordination of care and support to provider staff is also part of this RFP. A Chief Medical Officer (CMO) is sought.

- 3.2. Behavioral Health Staff – for the provision of behavioral health services that include but not limited to psychosocial and pharmaceutical modalities, as well as providing routine, individual and group therapies, acute, chronic, and emergent in nature. Oversight of behavioral health treatment plans, coordination of care with both contracted and state employees, and ability to provide appropriate services in a NH Department of Corrections inpatient facility, residential treatment settings, as well as general outpatient services to those who have a wide range of psychiatric disorders as diagnosed in the most current diagnostic and statistical manual of mental health disorders that are both acute and long-term is necessary. Psychiatric providers are expected to provide sick call services and on call services to ensure continuity of care 24 hours a day. Additionally, providing medication assisted treatment and/or medication for substance use disorders is expected. A psychologist position is being sought to provide assessment, evaluations, testing, management of special populations, and crisis intervention. A specialist to manage the Not Guilty by Reason of Insanity (NGRI) population, who may be incarcerated but may be at other levels of care, including living independently in the community, throughout New Hampshire and its community mental health system. Specialty services in the form of forensic psychologists who can respond to orders from the New Hampshire court system to complete court ordered competency evaluations is also being requested. Licensed Alcohol and Drug Counselors (LADC) are part of the search for services to provide assessment and treatment for those with substance use disorders. Mental health clinicians are needed for management of a broad range of behavioral health needs. A Chief Psychiatric Officer (CPO) is sought.
- 3.3. Dental Staff – to provide dental evaluation and treatment (including partial and dentures, oral surgery, and dental hygiene services). Care provided can be routine, acute, or emergent. Dental sick call is expected, and a Chief Dental Office (CDO) is sought. On-call services are an expected part of the proposal.
- 3.4. Administrative Staff – to include a Program Manager (PM) who shall serve as the Chief Administrator for the Vendor, who is accountable to the Director of Medical & Forensic Services.
- 3.5. Quality Improvement Analyst – who shall provide a wide range of duties to include behavioral health training to staff, conducting incident reviews, and organizing follow up strategies, assisting in developing and executing a cohesive patient education program, and gathering and analyzing data to identify trends, establish a quarterly reporting mechanism to the Medical & Forensic Services leadership, and to provide data to various stakeholders as determined by the NH Department of Corrections to include utilization management strategies.
- 3.6. Administrative Assistant – one assistant to provide support to the Program Manager in fulfilling obligations incurred under this service request.
- 3.7. Forensic Records Professional – to provide oversight of medical record keeping.

(2) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: SECTION B: Description of Agency/Division/Program, Page 6 of 79.

### 3. Requested Contracted Services

Delete:

- 3.2. Behavioral Health Staff – for the provision of behavioral health services that include but not limited to psychosocial and pharmaceutical modalities, as well as providing routine, individual and group therapies, acute, chronic, and emergent in nature. Oversight of behavioral health treatment plans, coordination of care with both contracted and state employees, and ability to provide appropriate services in a NH Department of Corrections inpatient facility, residential treatment settings, as well as general outpatient services to those who have a wide range of psychiatric disorders as diagnosed in the most current diagnostic and statistical manual of mental health disorders that are both acute and long-term is necessary. Psychiatric providers are expected to provide sick call services and on call services to ensure continuity of care 24 hours a day. Additionally, providing medication assisted treatment and/or medication for substance use disorders is expected. A psychologist position is being sought to provide assessment, evaluations, testing, management of special populations, and crisis intervention. A specialist to manage the Not Guilty by Reason of Insanity (NGRI) population, who may be incarcerated but may be at other levels of care, including living independently in the community, throughout New Hampshire and its community mental health system. Specialty services in the form of forensic psychologists who can respond to orders from the New Hampshire court system to complete court ordered competency evaluations is also being requested. Licensed Alcohol and Drug Counselors (LADC) are part of the search for services to provide assessment and treatment for those with substance use disorders. Mental health clinicians are needed for management of a broad range of behavioral health needs. A Chief Psychiatric Officer (CPO) is sought.

Add:

- 3.2. Behavioral Health Staff – for the provision of behavioral health services that include but not limited to psychosocial and pharmaceutical modalities, as well as providing routine, individual and group therapies, acute, chronic, and emergent in nature. Oversight of behavioral health treatment plans, coordination of care with both contracted and state employees, and ability to provide appropriate services in a NH Department of Corrections inpatient facility, residential treatment settings, as well as general outpatient services to those who have a wide range of psychiatric disorders as diagnosed in the most current diagnostic and statistical manual of mental health disorders that are both acute and long-term is necessary. Psychiatric providers are expected to provide sick call services and on call services to ensure continuity of care 24 hours a day. Additionally, providing medication assisted treatment and/or medication for substance use disorders is expected. A psychologist position is being sought to provide assessment, evaluations, testing, management of special populations, and crisis intervention. **A coordinator to monitor, report and track those people civilly committed under the NH Not Guilty by Reason of Insanity statute, who may be residing at varying levels of care across the NH Mental Health Delivery System, including living independently in the community.** Specialty services in the form of forensic psychologists who can respond to orders from the New Hampshire court system to complete court ordered competency evaluations is also being requested. Licensed Alcohol and Drug Counselors (LADC) are part of the search for services to provide assessment and treatment for those with substance use disorders. Mental health clinicians are needed for management of a broad range of behavioral health needs. A Chief Psychiatric Officer (CPO) is sought.

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(3) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 5. Medical and Dental Services, 5.3. Medical Services Program (Contractor shall be responsible for the following): Page 40 of 77.

Delete:

5.3.13. Contractor shall participate in the Department's Division of Medical & Forensic Services Infection Control (IC) Program and shall be responsible for on-site clinical management of infectious disease residents/patients with HIV/AIDS, hepatitis virus, **SARS-CoV-2**, tuberculosis, medicated assisted treatment for substance abuse use disorder, endocrinology specifically associated with transgender and any other infectious diseased resident/patient in need of medical management.

Add:

5.3.13. Contractor shall participate in the Department's Division of Medical & Forensic Services Infection Control (IC) Program and shall be responsible for on-site clinical management of infectious disease residents/patients with HIV/AIDS, hepatitis virus, **SARS-CoV-2**, tuberculosis, and any other infectious diseased resident/patient in need of medical management. In addition, the Contractor shall support on-site clinical management of medication assisted treatment for substance use disorder and medication for the treatment of opioid use disorder, and endocrinology specifically associated with transgender.

(4) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 5. Medical and Dental Services, 5.4. Medical On-Call Services (Contractor shall be responsible for the following):, P. 42 of 77.

Add:

- 5.4.1. The on-call schedule shall be part of the MFSS requirements as specified in Scope of Services, Exhibit B, 10. General Provisions, 10.8. Staffing Plans for Medical-Dental-Behavioral Health Professional Services.
- 5.4.2. Medical On-Call Schedule:<sup>1</sup>
- Monday-Friday: sixteen (16) hours/day for two hundred fifty-one (251) weekdays (non-holiday)
  - Weekends/Holidays: twenty-four (24) 24 hours/day for one hundred four (104) weekend days and ten (10) holidays.
  - Call Backs: Historically one (1) call back/month.

(5) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 5. Medical and Dental Services, 5.8. Dental On-Call Services (Contractor shall be responsible for the following):, P. 46 of 77.

Delete:

5.8. Dental On-Call Services (Contractor shall be responsible for the following):  
Contractor shall provide on-call dental coverage for all facilities/locations identified in **Scope of Services, Exhibit B, 3., Service Locations** of this document, Monday through Friday from 4PM to 8AM, as well as 24 hours a day on weekends to include all State and Federal holidays. On-call coverage is required 365

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<sup>1</sup> Recognizing years with leap year.

days a year. The Contractor's on call providers shall assess emergent needs of residents/patients as reported by Department's Division of Medical & Forensic Services health care staff or correctional staff in the absence of on-site dental professionals. The Contractor shall provide an appropriate rotation of providers to meet the needs of on-call dental services to manage the facilities/locations listed in paragraph 3., [Service Locations](#). The on-call provider shall respond by telephone to institution-based calls within fifteen (15) minutes of the telephone call for service and shall provide direction to the caller.

(6) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 6. Required Behavioral Health Services, 6.3.6 Behavioral Health On-Call Services, Page 49 of 77.

Add:

- 6.3.6.1. The on-call schedule shall be part of the MFSS requirements as specified in Scope of Services, Exhibit B, 10. General Provisions, 10.8. Staffing Plans for Medical-Dental-Behavioral Health Professional Services.
- 6.3.6.2. Medical On-Call Schedule:<sup>2</sup>
  - Monday-Friday: sixteen (16) hours/day for two hundred fifty-one (251) weekdays (non-holiday)
  - Weekends/Holidays: twenty-four (24) 24 hours/day for one hundred four (104) weekend days and ten (10) holidays.
  - Call Backs: Historically one (1) call back/month.

(7) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 8. Key Medical, Dental, and Behavioral Health Performance Indicators, Medical, Dental and Behavioral Health, Documentation and Peer Reviews, Operational Action, Page 51 of 77.

Delete:

Area	Performance Measure	Operational Action
<p><b>Medical, Dental, and Behavioral Health</b></p>	<p><b>Documentation and Peer Reviews</b>            Documentation will be through, timely (by end of shift) and in a format that covers the following areas:            Subjective, Objective Assessment and Plan.</p> <p>Ongoing peer reviews conducted to ensure clinical practice is within best practice measures and align with in the departmental standards. Areas include diagnosis, prescribing, and documentation.</p> <p>Completion of behavioral health treatment plans in the electronic record for those prescribed medications and rendered a</p>	<p>Results of peer reviews to be reported quarterly.</p> <p>Clinical leadership monthly monitoring and reporting.</p>

<sup>2</sup> Recognizing years with leap year.

Add:

Area	Performance Measure	Operational Action
<p><b>Medical, Dental, and Behavioral Health</b></p>	<p><b>Documentation and Peer Reviews</b>            Documentation will be through, timely (by end of shift) and in a format that covers the following areas:            Subjective, Objective Assessment and Plan.</p> <p>Ongoing peer reviews conducted to ensure clinical practice is within best practice measures and align with in the departmental standards. Areas include diagnosis, prescribing, and documentation.</p> <p>Completion of behavioral health treatment plans in the electronic record for those prescribed medications and rendered a</p>	<p>Results of peer <b>or supervisory</b> reviews to be reported quarterly.</p> <p>Clinical leadership monthly monitoring and reporting.</p>

(6) Addendum Descriptor: Change/Correction/Clarification:

RFP Change: Scope of Services, Exhibit B, 9. 9. Critical Medical, Dental, and Behavioral Health Performance Indicators, Pharmacy Costs, Operational Action, Page 53 of 77.

Delete:

Area	Performance Measure	Operational Action
<p><b>Medical, Dental, and Behavioral Health</b></p>	<p><b>Pharmacy Cost</b>            Containment of pharmaceutical costs</p>	<p>NHDOC will generate pharmaceutical cost reports. Based on those reports, any increase of ten percent (10%) over the same quarter in the previous year, will incur a penalty of (seventy-five) 75% of those costs by the Contactor. Prescribed medications available to residents via canteen will be paid for one hundred (100%) by the Contractor if prescribed by providers. Exceptions are if canteen over-the-counter medications are not available to the patient due to housing unit or it is post an acute procedure not to exceed one (1) week. This will be reviewed monthly.</p>

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Add:

Area	Performance Measure	Operational Action
<p><b>Medical, Dental, and Behavioral Health</b></p>	<p><b>Pharmacy Cost</b> Containment of pharmaceutical costs</p>	<p>The Department is working to ensure close alignment to the CMS Formulary by providers working within our system. This ensures seamless community transitions for patients in light of our State adoption of Medicaid expansion. NH Department of Corrections will generate pharmaceutical utilization reports. Based on those reports, any deviations from the Department’s formulary of 10% over the same quarter in the previous year, will incur a penalty of 50% of those costs by the Contractor, if these costs cannot be explained through documented medical necessity, other pharmacy cost industry or clinical practice adjustment standards (i.e., new treatment pharmaceutical with better efficacy for outcomes, cost procurement adjustment, increased patient population). Prescribed medications available to residents via canteen will be paid for 100% by the contractor if prescribed by providers. Exceptions are if canteen over-the-counter medications are not available to the patient due to housing unit, verified stock outages of canteen inventory, or it is post an acute procedure not to exceed one week or a chronic condition with documented medical necessity. This will be reviewed monthly and during the regularly scheduled Pharmaceutical and Therapeutics Committee meeting.</p>

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