

**REQUEST FOR QUALIFICATIONS
FOR
MEDICAL SOCIAL WORKER SERVICES**

RFQ HHC200806

JANUARY 1, 2008

**PINAL COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
CONTRACTS/GRANTS COORDINATOR
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SECTION I: INFORMATION

GENERAL INSTRUCTIONS

This Request for Qualifications (RFQ) package contains necessary instructions related to applying for a contract with Pinal County's Department of Health and Human Services. Interested parties are encouraged to review the RFQ package in detail prior to contacting the Department of Health and Human Services.

Written questions concerning this RFQ package should be addressed to:

Jacque Reynolds, Contracts/Grants Coordinator
Pinal County Department of Health and Human Services
500 S. Central Ave.
P. O. Box 868
Jacque.Reynolds@co.pinal.az.us
Florence, Arizona 85232

SECTION I: INFORMATION

PUBLIC NOTICE REQUEST FOR QUALIFICATIONS

The Pinal County Department of Health and Human Services hereby solicits qualified professionals for **Medical Social Worker Services**. The preceding services are open from **January 1, 2008** through **December 31, 2008**.

Jacque Reynolds, Contracts/Grants Coordinator
Pinal County Department of Health and Human Services
500 S. Central Ave.
P. O. Box 868
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Florence, Arizona 85232
(520) 866-7281

This announcement does not commit Pinal County to award a contract or to pay any costs incurred in the preparation of applications. Pinal County reserves the right to accept or reject, in whole or in part, all applications submitted and/or to cancel this announcement. The contract awarded shall be based upon the applications most advantageous to the Pinal County Department of Health and Human Services, price and other factors considered. The contract is subject to the availability of funds and is subject to cancellation pursuant to ARS 38-511. The contract is scheduled to be awarded for a time period to be arranged during calendar year 2008, with options for four one year extensions.

SECTION II: CONTRACTING STANDARDS

INSTRUCTIONS

This Section identifies the Pinal County Department of Health and Human Services' Standard Form Contract Requirements that are included in any contract issued to a successful Contractor as a result of this RFQ. These provisions are applicable to the Contract and are non-negotiable requirements. Attention should be given to Unit II, the Work Statement, which identifies services to be provided by the interested party.

SECTION II: CONTRACTING STANDARDS

GENERAL PROVISIONS

A. EFFECT

The Contractor understands and agrees that this Contract is subject to all the State and Federal laws, rules and regulations that pertain hereto. To the extent the General Provisions and Work Statement(s) are in conflict, the Work Statement(s) shall prevail. To the extent that the Work Statement(s) and the Compensation Provisions are in conflict the Compensation Provisions shall prevail.

B. DEFINITIONS

1. **Arizona Revised Statutes (ARS)** – the Laws of the State of Arizona.
2. **Assistant County Manager** - the individual who oversees the Pinal County Department of Health and Human Services.
3. **Board of Supervisors** - the three elected officials, each with the title of District Supervisor, within the Pinal County Government, that together act as the governing board for the County and oversee County contracts, expenditures, policy and procedures, zoning, planning and development, etc.
4. **Change Order** - a written change to the contract that is agreed upon by Pinal County's authorized contracting officer and the Contractor. It may change certain non-substantive terms not contemplated when the contract was first signed.
5. **Contract** - a binding agreement that encompasses this document and all attachments hereto.
6. **Contractor** - the person, firm or organization contracted with the Department to provide the services and/or items as outlined in the work statement section of the contract.
7. **Department** – the Pinal County Department of Health and Human Services.
8. **Division** - an organization within the Department.
10. **Funding Source** – the finances received from Federal, State, County or private agencies. Any changes by these agencies, which may impose conditions on the finances, will be passed on to the Contractor.
11. **HIPAA** – the Health Insurance Portability and Accountability act of 1996, a legislation to amend the Internal Revenue code of 1986 to improve portability and continuity of health insurance coverage in the group and individual markets to combat waste, fraud, and abuse in health insurance and health care delivery, to promote use of medical savings accounts to improve access to long-term care of health insurance, and for other purposes.

SECTION II: CONTRACTING STANDARDS

12. **Subcontractor** - a person, agency or organization that a Contractor has contracted with or delegated some of its functions or responsibilities to provide covered services to its clients.

C. GENERAL REQUIREMENTS

1. The of this Contract shall be construed in accordance with Arizona law; any action thereon shall be brought in the Superior Court of the State of Arizona in and for the County of Pinal, Florence, Arizona.
2. The Contractor is an independent Contractor in the performance of work and the provision of services under this Contract and is not to be considered an officer, employee, or agent of Pinal County.
3. This agreement does not create an employee/employer relationship between the parties. It is the parties' intention that the Contractor will be an independent contractor and not Pinal County's employee for all purposes, including, but not limited to, the application of the Fair Labor Standards Act minimum wage and overtime payments, Federal Insurance Contribution Act, the Social Security Act, the Federal Unemployment Tax Act, the provisions of the Internal Revenue Code, the provisions of the Arizona Department of Revenue, the provisions of the Arizona Board of Tax Appeals, the provisions of the Arizona Income Tax Act of 1978, the provisions of the Industrial Commission of Arizona including the Arizona Employers' Liability Law, Workmen's Compensation, and Unemployment Compensation Fund provisions. The Contractor will retain sole and absolute discretion in the judgment of the manner and means of carrying out the Contractor's activities and responsibilities hereunder. The Contractor agrees that it is a separate and independent enterprise from the public employer, that it has a full opportunity to find other business, that it has made its own investment in its business, and that it will utilize a high level of skill necessary to perform the work.
4. This agreement shall not be construed as creating any joint employment relationship between the Contractor and Pinal County, and Pinal County will not be liable for any obligation incurred by the Contractor, including but not limited to unpaid minimum wages and/or overtime premiums.

D. AMENDMENTS

All amendments to this contract must be in writing and signed by both parties.

E. ASSIGNMENT/SUBCONTRACTING

All rights, liability, obligations or duties under this Contract cannot be assigned, delegated or subcontracted either partially or in their entirety, without the prior written approval of the Department. If Contractor carries out any of the provisions under this Contract through a subcontract with a value or cost of \$10,000 or more over a 12-month period with a related organization, such subcontract shall contain requirements identical to those set forth in this Contract.

SECTION II: CONTRACTING STANDARDS

F. RETENTION OF RECORDS

Pursuant to State Law, Contractor and any subcontractor shall keep and maintain accurate books of record and account, in accordance with sound accounting principles, of all expenditures made and all costs, liabilities and obligations incurred under this Contract, and all papers, files, accounts, reports, cost proposals with backup data and all other material relating to work under this Contract. The Contractor shall make all such materials available at any reasonable time during the term of this contract and for the length of time established by law or five years from the date of final payment (whichever is longer) for audit, inspection and copying upon the Department's request.

G. ADEQUACY OF RECORDS

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that allowable services were provided to eligible clients the Contractor shall reimburse the Department for the services not adequately supported and documented.

H. AUDIT DISALLOWANCES

1. The Contractor shall, upon written notice thereof, reimburse the Department for any payments made under this Contract, which are disallowed by a Federal, State or Pinal County audit in the amount of the disallowance, as well as attorney fees, which Pinal County spends to pursue legal action relating to such a disallowance. Court costs and attorney fees incurred will be specifically identified as applicable to the recovery of the disallowed costs in question.
2. If at any time it is determined by the Department that a cost for which payment has been made is a disallowed cost, the Department shall notify the Contractor in writing of the disallowance and the required course of action, which shall be at the option of the Department either to adjust any future claim submitted by the Contractor by the amount of the disallowance or to require repayment of the disallowed amount by the Contractor forthwith issuing a check payable to Pinal County.

I. CONTRACT COMPLIANCE MONITORING

The Department shall monitor the Contractor's compliance with, and performance under, the terms and conditions of this Contract. The Department and/or its grantor agencies may schedule on-site visits for Contract compliance monitoring at any time during the contractor's normal business hours. The Contractor shall make available for inspection and/or copying by the Department's monitors, all records and accounts relating to the work performed or the services provided under this Contract.

SECTION II: CONTRACTING STANDARDS

J. AVAILABILITY OF FUNDS

1. The provisions of this Contract relating to payment for services are subject to ARS §41-2546.
2. If any action is taken by any State Agency, Federal Department or any other agency instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, the Department may amend, suspend decrease or terminate its obligations under, or in connection with, this Contract. In the event of terminating, the Department shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services performed are in accordance with the provisions of this Contract. The Department shall give written notice of the effective date of any suspension, amendment, or termination under this section, at least 30 days in advance.

K. DEFAULT

The Department may suspend, modify, or terminate this Contract immediately upon written notice to Contractor in the event of a non-performance of stated objectives or other material breach of contractual obligations; or upon any event that would jeopardize the ability of the Contractor to perform any of its contractual obligations.

L. TERMINATION

1. Notice is given that pursuant to ARS §38-511 the Department may cancel this contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the Department is at any time while the contract or any extension of the contract is in effect, an employee or agent of any other party to the contract in any capacity or consultant to any other party of the contract with respect to the subject matter of the contract. Additionally, pursuant to ARS §38-511 the Department may recoup any fee or commission paid or due to any person significantly involved in initiating, securing, drafting or creating the contract on behalf of the Department.
2. Either party may terminate this Contract at any time, with 60 days notice in writing to the other party unless terminated according to ARS 41-2546. Such notice shall be given by personal delivery or by registered or certified mail.
3. This Contract may be terminated by mutual written agreement of the parties specifying the termination date therein.
4. The Department has the right to terminate this Contract upon 24 hours notice when the Department deems the health or welfare of a Department funded client is endangered or Contractor non-compliance jeopardizes funding source financial participation. If not terminated by one of the above methods, this Contract will expire as of the date stated on the cover page.

SECTION II: CONTRACTING STANDARDS

5. This Contract shall automatically terminate in the event the Contractor's license is revoked or suspended.

M. SEVERABILITY

Any term or provision of this Contract found to be prohibited by law or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remainder of this Contract. In lieu of such unenforceable provision there shall be added as a part of the Contract a provision that is legal, valid, and enforceable and is as similar in terms to such unenforceable provision as may be reasonably possible.

N. WAIVER

Waiver of any of the terms of this Contract shall not be valid unless it is in writing and signed by all parties. The failure of the Department to enforce the provisions of this Contract or require performance by Contractor of any of the provisions shall not be construed as a waiver of such provisions or affect the right of the Department to thereafter enforce the provisions of this Contract. Waiver of any breach of this contract shall not be held to be a waiver of any other or subsequent breach of the Contract.

O. NON-LIABILITY

Pinal County and its officers and employees shall not be liable for any act or omission by the contractor or Subcontractor or any employee, officer, agent, or representative of Contractor or Subcontractor occurring in the performance of this Contract, nor shall these entities be liable for purchases or Contracts made by the Contractor in anticipation of funding hereunder.

P. INDEMNITY

Contractor shall indemnify, defend, save and hold harmless the County of Pinal, its departments, agencies, boards, commissions, and its officers, officials, agents, and employees (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for body injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Worker's Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from an against any and all claims. It is agreed that the Contractor will be responsible for primary loss investigation, defense, and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of

SECTION II: CONTRACTING STANDARDS

subrogation against the County of Pinal, its officers, officials, agents and employees for losses arising from the work performed by the Contractor for the County of Pinal.

Q. ASSIST WITH DEFENSE ON LITIGATION

The Contractor must cooperate in the defense of any action filed on behalf of Pinal County related simply to the contract. Cooperation may include, but not be limited to, participating in depositions, interpreting medical records, meeting with County Attorney staff, or other representatives of the Department.

R. INSURANCE

The Contractor shall have in effect at all times, during the term of this Contract, insurance which is adequate to protect Pinal County, its officers and employees, participants and equipment funded under the Contract. The Contractor shall provide the Department with current documentation of insurance coverage by furnishing a Certificate of Insurance or a certified copy of the insurance policy naming Pinal County as an additional insured and shall inform the Department of a cancellation or decrease in coverage of any insurance required under this contract at least 30 days before such action takes place. Insurance policies may be written on an "occurrence" or a "claims made" basis. In the event an insurance policy is written as "claims made" coverage shall extend for two years past completion and acceptance of the Contractor's work.

S. COVENANT AGAINST CONTINGENT FEES

The Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee. For breach or violation of this warranty, the Department shall have the right to annul this Contract without liability.

T. RIGHTS IN DATA

The parties hereto shall have the use of data and reports resulting from this Contract without restrictions except as may be established by law or applicable regulation. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

U. UNIVERSALITY

This Contract is awarded on behalf of the Pinal County Department of Health and Human Services in its entirety. Any Department or Division, within Pinal County, that has need of the services identified herein may utilize this contract.

V. CHANGES

1. The Department may, at any time, by written order, make changes within the general scope of this Contract. These changes will be issued in the form of a Change Order, and require signature and agreement by the Contractor and the Department. Changes may occur in any one or more of the following areas:

SECTION II: CONTRACTING STANDARDS

- a. Work Statement activities reflecting changes in Funding Source or Department regulations, policies or requirements.
 - b. Administrative requirements such as changes in reporting periods, frequency of reports, or report formats required by Funding Source or Department regulations, policies or requirements.
2. Such order will not serve to increase or decrease the total compensation to be paid the Contractor. Additionally, such order will not direct substantive changes in services to be rendered by the Contractor.

W. NON-COLLUSION

The Contractor expressly warrants that neither the Contractor or its associates has directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of trade in conjunction with obtaining or acting under this contractor.

X. COOPERATION WITH OTHER CONTRACTORS AND SUBCONTRACTORS

The Contractor agrees that it shall fully cooperate with other Department contractors and carefully plan and perform its own work to accommodate the work of other Department contractors. The Contractor shall not commit or permit any act that will interfere with the performance of work by any other Contractor with the exception of those necessary to protect clients from circumstances, which present a clear and present danger to them. The Contractor's employees shall wear appropriate identification whenever they provide service to a facility or service site.

Y. RIGHT TO EXTEND CONTRACT

1. Subject to the availability of funds and acceptable contractor performance, the Contractor hereby acknowledges and agrees the Department shall have the unilateral right to extend this Contract for additional periods. If renegotiations fail then termination will occur (refer to L. Termination).
2. In the event that the Contract is not renewed in writing by the termination date of this Contract, and the Contractor continues to do business with Pinal County as specified on the Contract, all terms and conditions of the Contract will be extended, on a month to month basis, until such time as the Contractor and Pinal County sign a new Contract or a notice of termination is served by either party. The Contractor shall continue to receive reimbursement based on the previous rates until negotiation of new rates has been completed.

SECTION II: CONTRACTING STANDARDS

Z. USE OF CONTRACTOR'S NAME

The Department may utilize Contractor's name as one of its providers in its education or marketing literature. Use of the Contractor's name for any other purpose requires Contractor's prior approval.

AA. NO GUARANTEED VOLUME/NON-EXCLUSIVITY

The Contractor understands the Department reserves the right to have service provided by other than the Contractor. Additionally, the contractor hereby acknowledges that the Department makes no representations nor guarantees the Contractor any maximum or minimum number of units of service to be provided.

BB. PROHIBITION AGAINST LOBBYING

1. The Contractor recognizes that pursuant to P. L. 101-121 (31 U.S.C.' 1352) recipients of federal contracts, grants, loans, or cooperative agreements are prohibited from using appropriated funds to pay anyone to influence or attempt to influence Congress, or an executive agency, in connection with any federal grant, contract or loan.
2. The Contractor further agrees that it will not use, directly or indirectly, any of the monies received pursuant to the terms of this agreement for purposes of lobbying, influencing, or attempting to influence, any governmental entity, public official or member of any state, county, or local governmental entity, with regard to any grant, contract or loan.

CC. HANDICAPPED ASSURANCE

The Contractor must ensure that no qualified handicapped person is denied benefits, excluded from participation in a program, or unable to receive authorized services because the Contractor's facilities are inaccessible to or unusable by handicapped persons.

DD. ASSURANCE OF EQUAL TREATMENT

1. The Contractor shall assure that clients are provided contracted services without regard to payer source, race, color, creed, sex, religion, age, national origin, ancestry, marital status, sexual orientation, or physical or mental handicap, except where medically indicated. Examples of prohibited practices include, but are not limited to, the following:
 - a. Denying or not providing a client any service or access to an available facility.
 - b. Providing to a client service that is different, or is provided in a different manner or at a different time from that provided to other public or private clients or the public at large except where medically necessary.

SECTION II: CONTRACTING STANDARDS

- c. Subjecting a client to segregation or separate treatment in any manner related to the receipt of any contracted service: Restricting a client in any way in his or her enjoyment of any advantage or privilege enjoyed by others receiving any covered service.
 - d. The assignment of times or places for the provision of services on the basis of the race, color, creed, religion, age, sex, national origin, ancestry, marital status, sexual orientation, income status, AHCCCS membership, or physical or mental handicap of the participants to be served.
2. If the Contractor were to knowingly execute a subcontract with a provider with the intent of allowing or permitting the subcontractor to implement barriers to care (i.e. the terms of the subcontract act to discourage the full utilization of services by some clients), the Contractor would be in default of its contract.
 3. If the Contractor identifies a problem involving discrimination by one of its providers, it shall promptly intervene and implement a corrective action plan. Failure to take prompt corrective measures may place the Contractor in default of its contract.

EE. SUSPENSION OR DEBARMENT

1. The Contractor shall not employ, consult, subcontract or enter into any agreement for Title XIX services with any person or entity who is debarred, suspended or otherwise excluded from federal procurement activity. This prohibition extends to any entity that employs, consults, subcontracts with or otherwise reimburses for services any person substantially involved in the management of another entity that is debarred, suspended or otherwise excluded from federal procurement activity.
2. The Contractor shall not retain as a director, officer, partner or owner of 5 percent or more of the Contractor entity, any person, or affiliate of such a person who is debarred, suspended or otherwise excluded from federal procurement activity. The Department, may, by written notice to the Contractor, immediately terminate this contract if it determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity.

FF. HIPAA

The Contractor warrants to Pinal County that it is familiar with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying regulations, and will comply with all applicable HIPAA requirements in the course of this contract. Contractor warrants that it will cooperate with Pinal County in the course of performance of the contract so that both parties will be in compliance with HIPAA, including cooperation and coordination with Pinal County privacy officials and other compliance officers required by HIPAA, and its regulations. Contractor will sign any documents that are reasonable necessary to keep Pinal County and Contractor in compliance with HIPAA, including but not limited to business associate agreements.

SECTION II: CONTRACTING STANDARDS

GG. SERVICES DURING COMMUNICATION OUTAGE

The Contractor shall render immediately medically necessary or ongoing services to Department members without prior authorization in the event that routine communication via phone or fax has been severed due to unanticipated or emergency conditions. The Contractor shall request authorization from the Department as soon as communication has been restored and shall in turn receive appropriate authorization. The Department ensures that all services rendered in good faith, under the conditions set forth, will be fully compensated at the contracted rate.

HH. IMMIGRATION STATUS

The Contractor shall ensure compliance with federal law and regulations related to the immigration status of their employees. In particular, the contractor: 1) shall warrant that it is in compliance with federal immigration laws and regulations; and 2) shall ensure that all subcontractors execute similar warranties. Further, the breach of any such warranty shall be deemed a material breach of the applicable contract, subject to monetary penalties or other penalties up to and including termination of the contract. The Department shall retain the legal right to inspect the papers of any employee who works on the contract or a subcontract there under to ensure that the employer is in compliance with its warranties.

II. OUT OF COUNTRY SERVICE

The Contractor agrees that all services provided under this agreement shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States.

SECTION II: CONTRACTING STANDARDS

WORK STATEMENT

A. SERVICE DEFINITION

This service provides qualified Medical Social Work services to Department clients and their families in accordance with a physician's written orders.

B. UNITS OF SERVICES

One unit of service equals one visit

C. DEFINITIONS

1. **Assessment** is a report that includes but is not limited to the client's health profile, social history, informal/formal support systems, activities of daily living skills, mental and emotional status, and community and financial resources.
2. **Plan of Care** is the written document signed by a physician that outlines obtainable goals and objectives to be followed in order for the client to achieve the goals.
3. **Visit** is the total amount of time needed to accomplish the ordered treatment including travel, direct and indirect time and documentation time.

D. STANDARDS AND LICENSURE

1. The Contractor shall comply with all Federal, State and local legislation, rules and regulations relating to the provision of services under the terms of this agreement.
2. The Contractor shall comply with all applicable Department Policies and Procedures and joint policies or protocols developed by Department and the Contractor.
3. The Contractor shall provide the Department with a current copy of an Arizona Department of Health Services (ADHS) license, as applicable, issued for each facility or location and shall comply with all licensing requirements necessary for the provision of service.
4. The Contractor shall ensure that suspected or alleged abuse, neglect, or exploitation is reported immediately to the appropriate authorities (i.e. Adult Protective Service, Arizona Department of Health Services (ADHS), Law Enforcement, State Board of Nursing, Arizona Medical Board, Board of Osteopathic Examiners, Healthcare Integrity and Protection Data Bank, etc.) upon discovery.

SECTION II: CONTRACTING STANDARDS

5. The Contractor shall provide services in a manner that is sensitive to ethnic and cultural diversity with consideration for people who have limited English proficiency or impaired communication abilities.
6. The following insurance and minimum coverage are required:
 - a. Public Liability, Bodily Injury and Property Damage:
 - 1) General Liability, each occurrence \$1,000,000
 - 2) Property damage \$1,000,000
 - 3) Combined single limit, each occurrence \$1,000,000
 - b. Vehicle insurance requirements applying only if the Contractor provides client transportation as part of the contract:
 - 1) General Liability, each occurrence \$1,000,000
 - 2) Property damage \$1,000,000
 - 3) Combined single limit, each occurrence \$1,000,000
 - c. Professional Liability:
 - 1) Each occurrence \$1,000,000
 - 2) Aggregate \$3,000,000
 - d. Standard minimum deductible amounts are allowable. Any deductible amounts are the responsibility of the Contractor.
 - e. Minimum insurance requirements stated herein are not to be considered limits on the Contractor's liability under this Contract.
7. The Contractor and the Contractor's professional employees shall possess current valid professional licenses or certificates and provide copies to the Department.
8. The Contractor shall not refer clients to health care entities with which the physician or a client of the physician's family has a financial relationship as specified in the Social Security Act.

E. SERVICE GOALS

The Contractor shall provide high quality social work services on a visiting basis to Department clients and their families in order to assist clients and their families with psychosocial difficulties which predispose toward illness or interfere with obtaining maximum benefit from the home health team and to facilitate acceptance of and adjustment to medical conditions.

SECTION II: CONTRACTING STANDARDS

F. SERVICE OBJECTIVES AND TASKS

OBJECTIVE 1

The Contractor shall obtain any necessary authorization from the Department for services provided to Department clients. **Payment is based on prior authorization.**

OBJECTIVE 2

The Contractor shall provide Social Work Services to clients and their families in order to assist with psychosocial difficulties and facilitate acceptance of and adjustment to medical conditions following current Medicare guidelines for both Medicare and non-Medicare clients.

SERVICE TASKS

- 2.1 Conduct patient assessments within 48 hours of referral. Once the Contractor has accepted a referral, notify the Department immediately if unable to provide services within time frames specified.
- 2.2 Perform initial assessment and written evaluation of the personal, social, emotional and environmental factors related to the client's illness, need for care, response to treatment, and adjustment to care being given in the home.
- 2.3 Develop a Social Work Treatment Plan based upon client/family assessment and forward initial assessment and admission forms to the Department within three days of the assessment.
- 2.4 Participate in the development of the Plan of Care as established by the Department and physician and provides ongoing feedback regarding the patient's response to treatment and recovery.
- 2.5 Assist in revising the Plan of Care every 60 days and more often as needed, via patient care conferences.
- 2.6 Monitor and reassess the client's needs on a regular basis. Evaluate changes in the condition or environment and modify, re-certify or discontinue the Social Work Treatment Plan accordingly.
- 2.7 Determines the need for continuing or altering the Social Work Service Treatment Plan and keeps the health team apprised of the situation.
- 2.8 Record, date, and sign into the patient's record:
 - a. Psychosocial evaluation
 - b. Social work treatment plan
 - c.

SECTION II: CONTRACTING STANDARDS

- d. Summary of significant aspects of each home visit or telephone discussion
- e. Progress notes
- f. Discharge summary

2.9 Observe strict confidentiality as well as respect for patient/family autonomy.

OBJECTIVE 3

The Contractor shall provide initial and ongoing training and/or consultation to medical providers, clients, family members and Department personnel.

SERVICE TASKS

- 3.1 Assist the physician and other team members in understanding the significant social and emotional factors related to the health problems and patient's use of the program.
- 3.2 Assist patient/family in the selection of referrals to and use of proper community resources, including social agencies that will assist the patient to resume life in the community, learn to live with a disability or in facilitating nursing home placement.
- 3.3 Provide consultation to agency staff members.
- 3.4 Provide information concerning secondary effects of illness, especially the emotional components related to patient/family situations.
- 3.5 Submit clinical summaries for medical updates.

OBJECTIVE 4

The Contractor shall attend patient care conferences or provide status reports to Department staff.

SERVICE TASKS

- 4.1 Participate in case conferences with supervisor as scheduled or as necessary to ensure coordination of care.
- 4.2 Plan and participate in staff development activities.

SECTION II: CONTRACTING STANDARDS

OBJECTIVE 5

The Contractor shall ensure that quality of care issues, which may impact client's health, safety, and well being, are identified and corrected.

SERVICE TASKS

- 5.1 Support a quality management improvement program designed to monitor and evaluate the quality, utilization and appropriateness of client care. Resolve identified problems and address client care issues as they arise.
- 5.2 Work with the Department in collecting and reporting data as required in the Department Quality Management Plan, and policy and procedure. Referral source, physician and patient satisfaction surveys will serve as evaluation documentation.
- 5.3 Implement plan to improve services when either the Department or the Contractor identify problems or opportunities. The Contractor shall:
 - a. Take action to improve care/services or correct the problems; and
 - b. Monitor the effectiveness of the action and take further action if the problems is not improved or resolved; and
 - c. Submit to the Department documented evidence of actions and results, upon request.

SECTION II: CONTRACTING STANDARDS

COMPENSATION

A. COMPENSATION

1. The Department will pay the Contractor fees specified in the attached Pricing Sheet, provided the Contractor's performance is in accordance with the terms and conditions set forth in this Contract.
2. The Contractor will accept payment of fees under this Contract as total compensation for all covered services and shall not bill members for any service performed under this Contract.

B. METHOD OF PAYMENT

1. The Contractor shall seek reimbursement from any additional payer source, when applicable, prior to submitting claims to the Department for services. Payment received from additional payer sources will be deducted from the total amount owed by the Department.
2. The Contractor shall submit to the Department an invoice for payment accompanied by supporting documentation, such as an Explanation of Benefits (EOB) from additional payer sources.
3. The Contractor's claims will be processed and audited for accuracy in order of date received. Authorization numbers shall appear on claims, when applicable. Any discrepancies on claims submitted will be disallowed and the incorrect claim will be returned to the Contractor for correction. The Contractor shall be given the opportunity to document the appropriateness of the disallowed costs and resubmit their claim for payment.
4. The Department will, within 30 calendar days from the date of receipt of a clean claim, process and remit payment to the Contractor.
5. The Contractor must submit claims within six months of the date of service. An EOB must be attached if there are additional payer sources. An additional month is allowed to resubmit claims returned for correction. Any initial claim submitted more than six months after the date of service will not be honored.
6. The Department may withhold payment on a claim until there is satisfactory resolution should the Contractor or their subcontractors default in any manner in the performance of their obligation under this Contract.

SECTION III: REQUIRED SUBMITTAL MATERIALS

INSTRUCTIONS

In this Section, the applicant must provide basic professional information. The applicant is responsible to submit the material required herein. Failure to provide all information and to make full and complete disclosure shall result in rejection of the application as unresponsive.

SUBMITTAL CHECK LIST

Below is a checklist of the portions of this RFQ package that must be completed and returned.

_____ SUBMITTAL LETTER (INCLUDED IN THIS PACKET)

_____ LICENSES, CERTIFICATES AND INSURANCES

_____ BUSINESS / PROFESSIONAL EXPERIENCE QUESTIONNAIRE

SECTION III: REQUIRED SUBMITTAL MATERIALS

SUBMITTAL LETTER

Jacque Reynolds
Contracts/Grants Coordinator
Pinal County Department of Health and Human Services
P. O. Box 868
Florence, Arizona 85232

Dear Ms. Reynolds:

In response to your Request for Qualifications for Medical Social Worker Services, please accept this application.

I hereby certify that to the best of my knowledge and belief, information supplied in support of this application is accurate, complete and current as of the submittal date of this information.

I additionally certify that I am duly authorized to submit this application on behalf of my organization.

Questions concerning this application should be addressed to _____
at telephone number _____.

Sincerely,

Signature _____
(Authorized Individual)

(Date)

Typed Name _____

Title _____

Db _____

SECTION III: REQUIRED SUBMITTAL MATERIALS

PROFESSIONAL LICENSES, CERTIFICATES AND INSURANCES

Each applicant must provide proof of current licensure and/or certification as well as Professional and General Liability insurance. This includes but is not limited to copies of the following items, as applicable:

1. Professional license of the applicant and all employees
2. Business license or Articles of Incorporation listing the exact name of your business. Please note that the name on the contract will be exactly as indicated on your documents.
3. Malpractice insurance
4. General liability insurance
5. DEA number
6. CLIA certification or certificate of waiver
7. W-9 form listing the tax identification number of the applicant or business
8. Resume

SECTION III: REQUIRED SUBMITTAL MATERIALS

BUSINESS / PROFESSIONAL QUESTIONAIRRE

- A. Applicant's legal name: _____
- B. Business Name : _____
- C. Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____ E-mail: _____
- D. Applicant is: (check one)
1. () Sole Proprietor attach a resume.
 2. () Corporation or Limited Liability Company (LLC), attach a copy of the Certificate of Good Standing from the Arizona Corporation Commission or, if a foreign corporation, proof of registration with the Arizona Corporation Commission.
 3. () Other: _____ attach appropriate registration/certification
- E. Number of year's applicant has been providing this service: _____
- F. Federal Employer Identification (FEI) or Social Security No.: _____
- G. Please list other organizations and agencies that have contracted with the Proposer for professional services. Include name, contact person and telephone number and attach.
- H. Civil Rights Compliance Data
- Has any Federal or State agency ever made a finding of non-compliance with any relevant civil rights requirement with respect to you? () Yes () No
- If yes, please explain, in writing and attach.
- I. Prior Convictions
- Have you ever been convicted of a felony? () Yes () No
- If yes, please explain, in writing and attach.
- J. Submit a copy of your current professional license/certification.