

TRANSMITTAL LETTER

Mandatory Requirements and Reasons for Disqualification

7A.2 PROGRAMMATIC OVERVIEW	Page
7.2.A.1 Executive Summary	1
7.2.A.2 Enrollees 65 and Older	5
7.2.A.3 Coordination and Integration of Services.....	10
7.2.A.4 Rehabilitation, Recovery, and Strength-Based Approach to Services	20
7.2.A.5 Person-Centered Care	29
7.2.A.6 Covered Services, Required Services, Optional Services.....	31
7.2.A.7 Organization of Utilization Management Staff.....	50
7.2.A.8 Utilization Management	54
7.2.A.9 Required Elements of Individual Service Coordination and Treatment Planning	64
7.2.A.10 Children in Transition.....	69
7.2.A.11 Appeal Process.....	71
7.2.A.12 Grievance and Complaint Processes	75
7.2.A.13 Requirements for the Provider Network.....	76
7.2.A.14 Network Management	88
7.2.A.15 Quality Assessment and Performance Improvement Program	98
7.2.A.16 Prevention and Early Intervention	115
7.2.A.17 Management Information System	118
7.2.A.18 Financial Requirements.....	136
7.2.A.19 Claims Payment by the Contractor.....	138
7.2.A.20 Fraud and Abuse	141

7A.3 CORPORATE ORGANIZATION AND EXPERIENCE

7A.4 PROJECT ORGANIZATION AND STAFFING

7A.5 BUDGET WORKSHEET AND DESCRIPTIONS

REQUIRED ATTACHMENTS

1. Utilization Management Guidelines
2. Provider Profiles
3. 2008 Quality Assurance Plan
4. Audited Financial Statements
5. Résumés of Key Staff

REQUIRED ADDENDA

1. Bid Bond
2. Certification & Mandatory Guarantee
3. Release of Information

GLOSSARY OF ACRONYMS

List of Frequently Used Acronyms	
ACT/ICE	Assertive Community Treatment/Integrated Community Empowerment
ARO	Adult Rehabilitation Option
ASAM	American Society of Addiction Medicine
CADC	Certified Alcohol and Drug Counselor
CAASP	Child and Adolescent Service program
CCASBE-LD	Comprehensive Child and Adolescent Strength-based Evaluation—Life Domain version

List of Frequently Used Acronyms	
CCC	Community-based Care Coordinator
CCM	Clinical Care Manager
CFSR	Child and Family Services Report
CHN	Colorado Health Network
CMS	Centers for Medicare and Medicaid Services
COMHSA	Co-Occurring Mental Health and Substance Use Disorder
COS	Consumer-Operated Services
COSCAB	Consumer-Operated Services Community Advisory Board
CPRC	Community-based Provider Relations Coordinator
CTBHP	Connecticut Behavioral Health Partnership
DANSA	Dallas County Adult Jail Diversion Program
DCF	Department of Children and Families
DD	Developmental Disabilities
DHS	Department of Human Services
DRA	Dual Recovery Anonymous
EBP	Evidence-based Practice
EC	Essential Care
ED	Emergency Department
EPSTD	Early and Periodic Screening, Diagnosis, and Treatment program
FACIT	Fidelity Assessment Common Ingredients Tool
FQHC	Federally Qualified Health Center
FTE	Full-time Equivalent
ICC	Intensive Care Coordinator
ICM	Intensive Care Manager
ITP	Individualized Treatment Plan
IVR	Interactive Voice Response
JJS	Juvenile Justice System
JJWG	Juvenile Justice Working Group
MBHO	Managed Behavioral Health Organization
MBHP	ValueOptions' Massachusetts Behavioral Health Partnership
MCPAP	Massachusetts Child Psychiatry Access Project
MH	Mental Health
MHJP	ValueOptions' Mental Health Jail Program
MR	Mental Retardation
NAMI	National Alliance on Mental Illness
NOMS	National Outcomes Measurement System
PATH	Planning Alternative Tomorrows with Hope
PCP	Primary Care Provider
PE&O	Prevention, Education and Outreach, a program designed to involve consumers and family members in the Iowa Plan and operations of VOI
PEP	Provider Excellence Program: designed to exempt providers who meet or exceed certain performance standards from concurrent review requirements
PMMP	Psychotropic Medication Monitoring Program
PSD	ValueOptions' Public Sector Division, which oversees the company's contracts with states, counties, and other publicly-funded entities.
QM	Quality Management
RTS	Rehabilitative Treatment Services—Services for children and adolescents funded through the Medicaid Rehabilitation Option. RTS are excluded from the Iowa Plan and

List of Frequently Used Acronyms	
	reimbursed through the Medicaid fee-for-service system.
SAMHSA	Substance Abuse and Mental Health Administration
SCA	Single Case Agreement
S-CHIP	State Child Insurance Program
SDC	Self-Directed Care
SED	Serious Emotional Disturbance
SOC	System of Care
SPMI	Serious and Persistent Mental Illness
SSC	Single State Contractor
TANF	Temporary Assistance to Needy Families
TCM	Targeted Case Management/Manager
UM	Utilization Management
VOI	ValueOptions of Iowa
WIC	Women, Infants, and Children program
WRAP	Wellness Recovery Action Plan