

Questions and Responses for the Transitions Bridging RFA, #2017-DMA-001

Aug. 31, 2016

Questions are in *BLACK and ITALICS*

Responses are in RED

1. *Is there an expected number of Bridge Team (BT) members?* No, as long as functions outlined in the RFA can be effectively met.
2. *Can BT staff each carry an individual caseload (up to 15) then work as a team with other BT staff with their respective caseload, or are cases inside the 15 shared?* The Bridging Team's caseload is intended to be rotating. Its collective caseload is 15 Bridging Team participants at any given time, unless the vendor secures written approval from DMA to exceed this limit. The only Team member required to be dedicated full time to the Project is the care coordinator. All other functions on the Bridging Team may continue to perform other responsibilities unrelated to the Bridging Team, so long as doing so does not interfere with Team responsibilities and required activities.
3. *Can you provide additional clarification on the expected credentials of BT members?* So long as credential and criteria Appendix C are met, MCO have flexibility to design the Bridging Team staffing arrangement.
4. *Is there an expectation that BT members transport consumers?* DMA defers to the MCO in how the Bridging Team will meet the needs of participating individual. The application will be evaluated based on strength of strategy proposed.
5. *Is there an expected number of contacts per week/month for each staff/consumer?* For MFP participants, the High Engagement Follow Along schedule, as outlined in Attachment T of the NC MFP Operational Protocol applies: <https://www2.ncdhhs.gov/dma/MoneyFollows/OperationalProtocolFinal.pdf>

For non MFP participants MCOs have flexibility based on individual needs and Bridging Team recommendations. For all transitions, including MFP, MCOs have flexibility to determine which Bridging Team member(s) are most appropriate to provide a specific follow-up activity.
6. *Does the member have to be moving in to an MFP slot to be eligible for services from the bridging team? No. Or can these be Innovations members or members that will receive B waiver services upon transition? Yes.*
7. *In appendix C in the notes section there are references to specific licensed staff. Is it required that these members are on the bridging team, or can relationships with consultants be used to fill some of these functions when necessary in addition to the other bridging team members?* Bridging Team members' experience and certification criteria are outlined in Appendix C. Consultants may be used in lieu of staff for Team functions so long as doing so does not compromise the Team's availability or required activities as outlined in Appendix C.