# INTRODUCTION

The Delaware Department of Services for Children, Youth and their Families’ (DSCYF) Division of Prevention and Behavioral Health Services (DPBHS) has established a process for authorizing qualified providers of behavioral health services included in the DPBHS Provider Network. **ALL SERVICE PROVIDERS MUST BE AUTHORIZED BY DPBHS.** Contract execution is a subsequent step once a provider has been qualified and the need for an additional service provider determined which will be covered in other documentation.

PROCESS

To become an authorized provider, the agency must fill out the application attached to this solicitation. The application must be **submitted with all required** supporting documents as described below.

# AUTHORIZATION

The “Authorized Provider” classification is issued by DPBHS and is a prerequisite for an agency or business that intends to provide children’s behavioral health benefits for individuals who are eligible to receive services from DPBHS. Once authorized, unless already enrolled DPBHS sends the agency information to the Delaware Medical Assistance Portal (DMAP) for enrollment as a Fee for Service Medicaid Provider.

DPBHS will authorize/not authorize providers based on the information submitted via the submission for Application for Authorization. All applicants will receive written notification of the determination. An applicant may request a review of the outcome of their application for authorized provider status by sending a written request to the DPBHS Director within five business days of receipt of the outcome notification.

DPBHS will maintain a *Directory of Contracted Service Providers* that lists agencies that are qualified **AND** contracted to provide children’s behavioral health services to children eligible for DPBHS services. The Directory will be posted on DPBHS’ website. Except for basic contact information, all other information submitted via the application process will remain confidential to the fullest extent of the law.

# General Information

1. Applicants are required to respond to all questions, and submit any ancillary documents with the application as requested. An incomplete application may result in a delay or denial of authorization.
2. Completed applications and supporting documents must be emailed as follows noting the State of Delaware is not responsible for oversized attachments not being received:

DSCYF\_Bids\_Submission@Delaware.gov

1. Once a provider has been given Authorized status the provider will report any material changes that could adversely affect the provider’s status within ten days of the material change. Notification must be submitted to DPBHS in writing and signed by the provider/provider’s legal designee.

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| *IMPORTANT NOTICE FOR NEW PROVIDERS:*  DPBHS understands the organizational and experiential challenges faced by service providers that are “just getting off the ground.” As a result, new providers may not have all information requested in the application (e.g. survey results, vacancy information, staff turnover, etc.). However, every applicant must complete the following application as thoroughly as possible and attach copies of (1) Required business/facility licenses and/or proof of non-profit status, (2) copy of the certificates of insurance (3) Hire Delaware form, (4) Certifications Form and (5) Assurances Form as listed in Section XII of the RFP. |
| *IMPORTANT INSURANCE INFORMATION:*  The contractor must obtain at its own cost and keep in effect during the term of a resulting contract, including all extensions, the insurance specified below with a carrier satisfactory to the State.   1. Workers’ Compensation Insurance under the laws of the State of Delaware and Employer's Liability Insurance with limits of not less than $100,000 each accident, covering all Contractors’ employees engaged in any work hereunder. 2. Comprehensive Liability -Up to one million dollars ($1,000,000) single limit per occurrence including:    1. Bodily Injury Liability -All sums which the company shall become legally obligated to pay as damages sustained by any person other than its employees, caused by occurrence.    2. Property Damage Liability -All sums which the company shall become legally obligated to pay as damages because of damages to or destruction of property, caused by an occurrence.    3. Contractual liability, premises and operations, independent contractors, and product liability. 3. Automotive Liability Insurance that covers all automotive units used for work with limits of not less than $100,000 each person and $300,000 each accident as to bodily injury or death, and $100,000 as to property damage. |

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| Delaware Division of Prevention and Behavioral Health Services Provider Authorization | | | | | | | |
| Name of Person/Organization: | | | | | | | |
| Current Street Address: | | | | | | | |
| Contact Person: | | | | | Contact’s Phone: | | |
| Contact’s Email: | | | | | | | |
| Fax No.: | | Website: | | | | | |
| ALTERNATE CONTACT INFORMATION | | | | | | | |
| Name: | | | | | | | |
| Address: | | | | | | | |
| Phone: | | | | Email: | | | |
| BUSINESS TYPE | | | | | | | |
| Sole/Individual Proprietor: | Yes or No (circle one) | | | | | |  |
| Business Corporation – For Profit: | Yes or No (circle one) | | | | | | How long? |
| Business Corporation – Non-Profit: | Yes or No (circle one) | | | | | | How long? |
| Limited Liability Partnership (LLC) | Yes or No (circle one) | | | | | | How long? |
| Other (Specify): | Yes or No (circle one) | | | | | | How long? |
| Tax Status Information | | | | | | | |
| Federal E. I. Number (Tax ID): | | | Non-Profit Agency?  Yes or No (Circle one)  (If “Yes” include copy of IRS 501c3 letter | | | | |
| DELAWARE BUSINESS ENTERPRISE AUTHORIZATIONS | | | | | | | |
| Minority-Owned Business Enterprise | Yes or No (circle one) | | | | | Authorization No.: | |
| Women-Owned Business Enterprise | Yes or No (circle one) | | | | | Authorization No.: | |
| If you answered “no” to either of the above, and your business is eligible to be authorized through the State of Delaware’s Office of Supplier Diversity, you are encouraged to apply for said authorization. For more information, visit <https://gss.omb.delaware.gov/osd/> | | | | | | | |
| TYPE OF SERVICE(S) REQUESTING TO PROVIDE (Circle all that apply)  See RFP for service descriptions | | | | | | | |
|  | | | | Application for the Following Indicated Services | | | |
| 1. Outpatient Services | | | |  | | | |
| Mental Health | | | | Yes or No | | | |
| Substance Abuse | | | | Yes or No | | | |
| 1. Intensive In-home Services | | | | Yes or No | | | |
| 1. Parent and Youth Treatment Support Services | | | | Yes or No | | | |
| 1. Partial Hospital Program (PHP)/Day Hospital | | | | Yes or No | | | |
| 1. Inpatient Hospital | | | | Yes or No | | | |
| 1. Residential Rehabilitative Service (RRS) | | | |  | | | |
| Mental Health | | | | Yes or No | | | |
| Substance Abuse | | | | Yes or No | | | |
| 1. Psychiatric Residential Treatment Facility (PRTF) \* | | | | Yes or No | | | |
| 1. Residential Transition Service (RTS) | | | | Yes or No | | | |
| 1. Transition Support Service (TSS) | | | | Yes or No | | | |
| 1. Crisis Residential Service | | | | Yes or No | | | |
| 1. Evidenced-Based Practices | | | | Yes or No | | | |
| Family-Based Mental Health Services | | | | Yes or No | | | |
| Multi-Systemic Therapy | | | | Yes or No | | | |
| Functional Family Therapy | | | | Yes or No | | | |
| Dialectical Behavior Therapy | | | | Yes or No | | | |
| 1. Therapeutic Support for Families | | | | Yes or No | | | |
| 1. Technical Assistance | | | | Yes or No | | | |
| 1. Targeted Case management | | | | Yes or No | | | |
| 1. Additional Treatment Support Services | | | | Yes or No | | | |
| 1. Service requested in an RFP Addendum | | | | Yes or No | | | |
| 1. Can you serve Specialized Populations (see Section III of the RFP) | | | |  | | | |

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| ATTESTATIONS / STATEMENTS | | |
| I have read and agree to the terms as described in the most recent version of the DSCYF Operating Guidelines for Contracted Client Programs/Services, which will be incorporated by reference into any future contract, found on this page in the “Legally Binding Contract Documents Relevant to Executed Contracts” section: <https://kids.delaware.gov/mss/mss_contracts.shtml> | | Initials: |
| I have read and agree to the terms as described in the DSCYF and DPBHS Policies and Procedures: <https://kids.delaware.gov/pbhs/providers.shtml> | | Initials: |
| I have read and agree to the terms as described in the DPBHS Treatment Provider Manual: <https://kids.delaware.gov/pbhs/providers.shtml> | | Initials: |
| SIGNATURES | | |
| I authorize the verification of the information provided on this form and I have retained a copy of this application for my records. | | |
| Signature of Applicant: | Date: | |
| Title (if applicable): | | |

The Authorized Provider Committee requires all applications to include a Narrative Service Description to articulate the proposed service(s) offered, and the target population(s) to be served. If the response includes questionnaires, forms, or other documents, please submit them as an appendix. The responses should be clear and specific, and shall address all areas/subjects requested.

Complete all of the sections below. If a section is not applicable to your application, enter “N/A.”

**Mission State and Philosophy of Service:**

What are the mission, history, and philosophy that underlie the agency’s delivery of services?

Please describe the following:

**Description of Service(s):**

1. Describe the services offered, including the following much of which might be covered in your program description:

* Identification of a specific process and assessment tool(s) used for determining necessary treatment for individual child and family needs and for progress toward achieving treatment goals criteria for admission, continued stay and discharge;
* Basis for recommended scope and intensity of service(s) to be provided;
* Proposed service delivery options (locations and times), service capacity and service geographic location;
* Detailed description(s) of the treatment approach (or approaches) to be used to meet the needs of the population(s) to be served with details, including at a minimum:
  + Evidence-based practice(s) (EBP) and innovative approaches to be used, and the specific needs targeted in approach;
  + Expected treatment outcomes for each service including median length, frequency, and intensity of service elements. DPBHS seeks highly individualized services with variable service lengths, in contrast to traditional services that are program-based and scheduled in a predictable, standard manner. DPBHS is seeking increased flexibility and adaptability on the part of service providers as opposed to that in conventional treatment models;
  + Psychiatric services and medication prescribing practices;
  + Detailed description of the transition planning and discharge process that is child-centered and youth-guided with family, school, and community engagement, including coordination/collaboration with community-based resources;
  + Description of efforts to increase continuity of care and avoid disruptions, as well as to reduce the need for out of home or hospital services;
  + Description of crisis planning and services;
  + Definition of cultural competency and description of the efforts to implement and maintain a culturally diverse staff and a culturally acceptant environment;
  + Identify your ability to serve “Special Populations” as defined on RFP pages 4-5; and
  + Proposed exclusion criteria for admission or participation in services for the population(s) and the criteria used to justify the exclusion.

1. If appropriate, summarize:
2. Most recent Consumer/Family Satisfaction Survey;
3. Most recent Staff Satisfaction Survey; and
4. Staff vacancies rates and staff training compliance rates.
5. Submit as enclosures:
6. One sample of a treatment plan;
7. Copy of **Certificate of Insurance** from your insurance company for Commercial Liability **and** Professional Liability Insurance;
8. Copies of **all licenses and certifications** required by the jurisdictional authority where services are provided; and
9. Copies of all applicable accreditation(s).
10. \* If this Application includes the PRTF service please include the PRTF Detail Survey posted with this RFP.

**Health and Safety:**

1. List any national or other accreditation(s) and certification(s);
2. List and explain any programs or services that the agency offers that are under any probationary or other problematic statuses;
3. List the current licensing authorizations the agency hold in the state(s) in which you are incorporated;
4. List and explain any suspension or revocation of service licenses or authorizations;
5. List and explain any current or pending litigation including Tort; and
6. Submit as enclosure:
7. One copy of the agency Emergency Operation Plan (EOP).

**Policies, Procedures, and Quality Assurance:**

1. Describe the agency’s quality assurance system include a copy of the agency’s quality improvement/strategic plan.
2. Submit as enclosures:
3. One copy of Rights Policy;
4. One copy of Abuse/Neglect Policy;
5. One copy of Risk/Incident Management Policy;
6. One copy of Grievance/Appeals Process; and
7. One copy of Training Policy.

**Business Practices:**

1. Describe the agency’s governing body;
2. Submit a copy of the agency’s organizational chart;
3. Describe the agency’s internal financial auditing system, including auditing schedules;
4. Identify the agency’s current **Delaware** “Authorized Medicaid Provider” status;
5. Describe the agency’s ability to initiate and deliver service(s) on an ongoing basis; and
6. Describe the agency’s pre-employment screening criteria and process.

**NOTE: THE STATE OF DELAWARE RESERVES THE RIGHT TO CONTACT ANY APPLICANT TO DISCUSS OR REQUEST ADDITIONAL INFORMATION REGARDING ANY ASPECT OF THIS APPLICATION.**

**AUTHORIZED PROVIDER STATUS DOES NOT GUARANTEE THAT AN AUTHORIZED PROVIDER WILL BE SELECTED TO PROVIDE SERVICES AND AWARDED A CONTRACT.**