



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: December 16, 2015

HSS-15-051

Personal Attendant/Support for Participant Direction

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: **December 16, 2015**

By **11:00AM Local Time**

ADDENDUM # 2 – Questions & Answers

**PLEASE NOTE:**

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

Personal Attendant/Support for Participant Direction – HSS-15-051  
Questions & Answers

1. Page 29 / Attachment 5 / Business References:  
List a minimum of three business references, including the following information
  - a. *Can the MCO's be listed as a business reference since they are not state agencies or employees?*  
a. Yes, if your agency currently has contractual relationships with either of the Delaware Managed Care Organizations (MCO's), you can use the MCO's as a business reference.
  - b. *What types of businesses qualify to be listed as a reference?*  
b. Any legal entity of which the provider has a current business relationship (where services are provided and compensated is provided), can be used as a "Business Reference".
  
2. Page 33 / Attachment 9 / Employing Delawareans Report / Items # 1-4  
*Does this report require that only the vendor's direct employees be included in the counts exclusive of PAS attendants who work for participants?*  
Correct, it is not necessary to project the amount of attendants that may be hired under this program, only the direct provider agency employees of the project need to be calculated for the Employing Delawareans Report.
  
3. Page 42 / 2.0 Service Unit / section 2.4 - 'Reimbursement rates include:'  
*Is the intent to have three separate rates – one to address each scenario (2.4.1, 2.4.2, 2.4.3), or can the total cost of all anticipated FLSA related costs be averaged into one unit rate?*  
The intent at this time is to have three separate rates. Overtime and travel rates have been included, in addition to the regular time rate, because they are associated with new requirements under the Fair Labor Standards Act (FLSA). DSAAPD is in the process of working through administrative details surrounding payments for overtime and travel time. Bidders will need to submit for the three separate rates as detailed in Service Unit section of the Service Specifications.
  
4. Page 42 / 4.0 Service Location / section 4.1.1 - 'Personal Attendant services may be provided in a long term care facility or acute care setting under limited circumstance 'if permitted by the funding source.'  
*Who authorizes the services to be provided in these settings?*  
Personal attendant services may not be provided in a long term care facility or acute care setting when funded through Medicaid. Non-Medicaid personal attendant services in may be permitted under limited circumstances when authorized by a DSAAPD case manager.
  
5. Page 47 / 7.0 Service Standards / section 7.15.2 - 'The use of subcontractors is permitted for the provision of emergency care'  
*Will DSAAPD permit the vendor to reduce the number of hours provided if the hourly cost of subcontractor services is higher than the PAS reimbursement rate?*  
A reduction in service hours would not be permitted if the reduction would jeopardize the health and welfare of the participant. Contractors are encouraged to coordinate with State staff (e.g., case managers) to find reasonable solutions, when needed, to ensure adequate service coverage in emergency situations.
  
6. Page 48 / 7.0 Service Standards / section 7.21.3.1- 'In the rare occurrence that the flexing of hours results in overtime pay for the attendant, DHSS must be notified'  
*Who in the DHSS is to be notified?*  
If the flexing of service hours would result in overtime pay for an attendant, the contactor must notify the DSAAPD contract manager.

7. Appendix B-1/2.4.2/Page 42. *“Reimbursement rates include overtime (when required under FLSA).”*  
By what method or system does the Division plan to have providers report and bill for overtime? [DSAAPD is currently in the process of determining how overtime and travel time will be tracked, reported and billed.](#)
8. Appendix B-1/2.4.3/Page 42. *“Reimbursement rates include travel time (when required under FLSA).”*  
By what method or system does the Division plan to have providers report and bill for travel time between residences of participants under one provider? [DSAAPD is currently in the process of determining how overtime and travel time will be tracked, reported and billed.](#)

By what method or system does the Division plan to have providers report and bill for travel time between residences of participants under more than one provider? [DSAAPD is currently in the process of determining how overtime and travel time will be tracked, reported and billed.](#)

9. Appendix B-1/6.15.17,18,19/Page 43. *“Transporting/escorting to a physician’s office or other medical facility...to a job interview, place of employment, or other employment related activity...to a community facility (such as a bank, post office, library, pharmacy, etc.) or event.*

It has been the experience of the provider that questions arise concerning reimbursement to attendants for travel costs when the attendant uses his or her own vehicle in the execution of the activities indicated above. In the interests of providing more clarity for attendants and participants:

Would the Division consider adding to these specifications that potential costs associated with such travel (i.e., fuel costs, tolls, parking, etc....) are not reimbursable by the program? [There is currently no plan to update the service specifications/requirements regarding these potential costs.](#)

Would the Division consider adding to these specifications that any potential reimbursement to an attendant incurring such costs would be based strictly on an arrangement arrived at by the participant and the attendant? [There is currently no plan to update the service specifications/requirements regarding these potential costs.](#)