

## BTCS Telemedicine RFP

### Q&A

1. Is there a response time standard for non-block time call backs, for example after-hours, weekends and holidays?

**Our Answer:** Yes, 60 minutes is the usual standard for non-emergent callbacks and 15-minute response for on-demand emergent request such as containments, emergency medications, admissions to Diversion, etc.

2. Is there historical and/or projected utilization data available related to the scope of this RFP?

**Our Answer:** Monthly average of on demand services expected to be around 125 hours.

3. Could you please provide the daily volume of patients and calls/requests, broken down by Services or programs? Additionally, include data segmented by patient population for each day of the week.

**Our Answer:** Monthly average of on demand services expected to be around 125 hours.

4. Please specify which services, programs and time duration necessitate the onsite availability of a Nurse Practitioner (NP).

**Our Answer:** The Withdrawal Management Unit does require an in-person evaluation by NP or MD within 24 hours of admission. This ability to be on site for this in the RFP is preferred, but not a required expectation.

5. Can all services be done by a Psychiatric NP with a supervising/collaborating MD?

**Our Answer:** Yes, with the exception of admissions to Diversion and Withdrawal management and containment orders. These must be conducted by a physician. A physician is required for certain activities at the Diversion Units (Extended Observation Units): (1) must provide the admission evaluation within 8 hours of presentation (2) completion of Certificates of Medical Examination if needed (3) restraint orders and follow restraint procedures including any follow up (4) ordering of emergency medications (5) required to discontinue an involuntary status.

6. If so, are there any requirements for the MD such as signing of on notes, having to see the patients that need restraints, etc.?

**Our Answer:** MD's must supervise the NP's. NPs must be properly supervised with available physician consultation as needed. MDs will be required for the duties listed in #5.

7. For the 2 hour rounding blocks in the morning and the afternoon, how many patients are expected to be seen in the 2 hour time frame?

**Our Answer:** Typically, 8-10

8. What does the credentialing time frame look like for your facilities and do you do credentialing by proxy?

**Our Answer:** Time frames vary, often around 90 days, and we do not credential by proxy

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9. How many separate facilities are included in the RFP? I see the diversion center and then 2 facilities where the Adult and Youth Respite Programs are, and the Withdrawal Management Center totaling facilities, is that correct?

**Our Answer:** Correct, 6 separate programs/locations

10. The June 14th due date for questions...is that for questions like I am asking now or is it for the questionnaires on pages 9, 10 and 11 of the RFP?

**Our Answer:** It is for questions like you are asking now. You are expected to answer all the questions in the RFP in your formal response.