

First Amendment to The Iowa Plan for Behavioral Health
Request For Proposals
RFP Med 09-010
Revision Issued February 4, 2009

1. The Table of Contents, page 6, is revised to replace Exhibit 9.3 with Exhibit 9.1(3).
2. Section 4A.3, page 46, lines 139-141, is revised to read
 - medication compliance management and counseling by appropriately credentialed professionals, such as pharmacists, or physician assistants;
 - medication management;
3. Section 4A.4 is revised to remove reference to respite services at page 47, line 190.
4. Section 4B.5.6, page 61-62 line 286-2877 is amended to read as follows:
“The actual amounts expended were \$1,309,340 in fiscal year 2006 and \$1,390,905 in each of fiscal years 2007 and 2008.”
5. Section 6.7.1, page 125, line 2776 is amended to delete “14” and replace it with “12.”
6. Section 6.7.2, page 125, line 2813 is amended to deleted “9.3.4” and replace it with “9.1(3)(d).”
7. Section 7A.2.12, page 135 line 242 is revised to delete “5B.1 and 5B.3” and replace it with “5B.1, 5B.3 and 5B.4.”
8. Section 7A.2.18, page 137-138 is revised to read as follows:

**7A.2.15 Quality Assessment and Performance Improvement Program
(Section 5D of this RFP)**

a) Describe the Bidder’s experience in using data-driven evaluation of organization-wide initiatives to improve the health status of covered populations. Provide quantified, statistically significant evidence of:

- improved mental health quality – process measures;
- improved substance abuse quality – process measures;
- improved mental health quality – functional or clinical outcome measures;
- improved substance abuse quality – functional or clinical outcome measures;
- improved mental health quality – consumer-reported outcome measures, and
- improved substance abuse quality – consumer-reported outcome measures.

Include the names of the programs and provide the names, telephone numbers and e-mail addresses of three references that can be contacted to verify the description submitted by the Bidder.

b) Describe the Bidder's experience with implementing instruments in publicly funded managed care programs that assess changes in functional status and/or recovery. Specify the tools, the populations and subpopulations of consumers with whom the tools were applied, the size of the sampled groups, the nature of the findings, and what was done with the captured information.

c) Describe how the Bidder would involve Eligible Persons and family members in the quality assessment and performance improvement program

d) Describe the way in which the Bidder would utilize state pharmacy data to:

- identify utilization that deviates from clinical practice guidelines for schizophrenia and major depression, and
- identify those Enrollees whose utilization of controlled substances warrants intervention either because of multiple prescribers, excessive quantities or prescribing that is inconsistent with the clinical profile of the Enrollee.

e) Identify what the Bidder believes to be the greatest opportunities for quality improvement in public managed behavioral health programs like the Iowa Plan. Discuss the approaches the Bidder would pursue to realize two such opportunities in Iowa.

f) Describe the Bidder's experience in adapting policies or procedures based on input from publicly funded consumers and from advocacy groups. Describe the measured impact of the changes based on quality assessment studies, feedback from affected groups, or other data.

Include the names of the programs and provide the names, telephone numbers and e-mail addresses of consumer advocacy groups that can be contacted to verify the description submitted by the Bidder.

g) Describe the process by which the Bidder would conduct retrospective monitoring of all substance abuse service providers in accordance with Section 5.D.1.2. The description should include:

- the source of the evaluation tool with which the Bidder would assess the appropriateness of clinical services delivered, and
- what actions the Bidder would propose to take with a provider who it has determined does not deliver services or follow contract guidelines appropriately, both in the event of an initial finding and of a repeated finding.

h) Provide a copy of a 2008 QA plan that the Bidder developed for a publicly funded client.

9. Section 7A.2.18, page 139, line 423 is amended to replace “two (2)” with “three (3).”