

Written Response to RFP Questions

Question	Answer
Number Of FTE	LifeStream: 850+, Meridian: 600+
Number Of Prescribers	LifeStream: 21, Meridian: 23
Number Of Prescribers requiring ECPS	LifeStream: 21, Meridian: 23
Number of Potential Users by Organization	LifeStream: 600+, Meridian: 730+
Number of Concurrent Users by Organization	Undetermined
Number of Potential Mobile Users by Organization	LifeStream: 120+, Meridian: 159+
Number of Locations by Organization	LifeStream: 24, Meridian: 26
Number of Services/Encounters	Annual numbers were provided in the RFP
Current EMR products used by Organization	LifeStream: Tier, implemented 2007, Current Version- 8.4, last update 4/2016 Meridian: Essentia, implemented 2013, Current Version- 8.11, last update 8/2019
Number of Beds By Organization	LifeStream: ACSU - 10, CCSU - 20, ARF - 10, IP - 41, IPSA - 5, and Residential - 136 Meridian: CSU - 79, Residential - 81, Detox - 14
Facility Type Information By Organization	LifeStream: Psych Hospital - 1, Acute care - 3, Medical - 1, Behavioral/Substance Abuse - 26 Meridian: Behavioral Health - 11 (MH/SA, includes psychiatric, primary care, MAT, Targeted Case Management, etc.), CSU's - 2, Detox - 1, Residential Units - 3
Can you help us understand the funding mix for Progress Health? What percentage of funding is coming from the state/grants/counties/Medicaid/etc.	LifeStream: Fed/State/Grant - 43%, Net Pt. Revenue - 32%, Local Grant - 14%, Other - 11% Meridian: State - 40.5%, Medicaid - 31.0%, TP - 4.9%, Fed/Contracts - 23.6%
Please detail the GL (accounting) software in use by each agency, and if there are any planned changes.	LifeStream: Great Plains, Meridian: MIP No changes are planned at this time for the organizations.
With multiple locations and needs for Real Time Data, is Mobile (connected and disconnected) a mandatory requirement?	Yes, a mobile solution is a requirement.
Please advise as to the location where answers to Inquiries will be posted by 1/10/20.	ProgressHealthSystems.org
Does Progress Health System have a pharmacy partner or are pharmacy services provided in-house?	LifeStream and Meridian are co-located with Genoa Pharmacy.

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What pharmacy system does Progress Health System use?	<p>LifeStream: ePrescribing is done through the EMR utilizing Order Connect. The EMR is utilized to manage internal pharmacy.</p> <p>Meridian: ePrescribing is done through the EMR utilizing RCOPIA/Dr. First. Internal medications and inventory are managed within the current EMR.</p>
How many pharmacy bi-directional interfaces are needed?	<p>LifeStream: Utilizes Order Connect</p> <p>Meridian: We are currently not considering direct interfaces with a pharmacy and plan to utilize a ePrescribing within the EMR.</p>
Do you own your own pharmacy? If not, who is the third party and what system is the pharmacy currently on? There are several mentions of multiple formularies, what is the current process and can you help us understand the workflow/interaction between the EHR and the Pharmacy Systems	Neither organization owns a pharmacy. Both organizations require an integrated solution with the ability to ePrescribe within the EMR for all levels of care. Both organizations require formularies provided by the client's insurance plan. Internal and external medication history, possible interactions, etc. Both organizations have the need to manage medication and medication inventory within EMR.
Please clarify or elaborate on the question "Describe the audit features for E-Prescribing" (Vendor Profile, E-Prescribing, Page 12)	Please describe how your product meets or exceeds the audit controls requirement per ONC, CMS, DEA, and other governing bodies.
Do they have nursing functions, drug and supply inventory functions?	Yes, both organizations have nursing staff and require drug supply and inventory controls integrated into the EMR.
If lab bi-directional interfaces are needed, what lab(s) does Progress Health System use?	<p>LifeStream: Quest</p> <p>Meridian: Currently Precision (will need Quest and LabCorp)</p>
Do they have a bed management system?	Yes, both organizations have a bed management that is integrated into the EMR.
Please clarify or elaborate on the question "Does the system allow custom questions per order to be developed?"	Does the product's order entry process allow for additional questions with logic and reporting?
When discussing MAT, can you describe all the different workflows and medications utilized for those workflows?	<p>LifeStream: MAT utilizes Vivitrol, Buprenorphine and NARCAN. Same work flow as standard Detox protocol and/or medication management</p> <p>Meridian: MAT programs utilize Methadone, Vivitrol, Buprenorphine, and the only work flow that is different from standard outpatient is the ability to dispense and manage methadone orders.</p>
Is it in Progress Health's Plan that LifeStream and Meridian will each have their own separate Database, Billing under separate EIN's?	Yes

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<p>Billing is incorporated into the base functionality of the software – would the organizations benefit from using managed billing services to manage and execute the billing process?</p>	<p>Not required per RFP bid process, but we are open to learn more.</p>
<p>Organizational project resources, “super users” and dedicated teams.</p>	<p>There were several questions about the available IT and Clinical resources within each organization that will be dedicated to this project.</p> <p>Each organization is highly experienced in IT and clinical operations. Each organization has a structured team with the required leadership and skilled staff from each functional area involved with the RFP process and throughout implementation.</p>
<p>Organizational training expectations and requirements.</p>	<p>Both organizations will require a partnership with the vendor to conduct the initial training of our staff. Both organizations have used a train-the-trainer model in the other implementations and are open to utilizing available online training materials.</p>
<p>What is the existing technical environment of LifeStream and Meridian?</p>	<p>Both organizations are self-hosted.</p>
<p>Is there documentation on the existing infrastructure, networks, data centers, and environment available? How many desktops, laptops, servers, networks, etc. are in the environment?</p>	<p>Yes, both organizations maintain documentation on existing infrastructure. The number of appliances is not relevant to the RFP bid process at this time.</p>
<p>Are you currently using a cloud provider and if so who?</p>	<p>Neither organization is currently using cloud-based services .</p>
<p>Progress is looking for a SaaS based EMR solution. Is Progress / LifeStream / Meridian only looking for a SaaS-based EMR or is one or more of these entities looking for a completely outsourced managed services solution?</p>	<p>As per the RFP, both organizations require a SaaS based EMR for this bid process. However, Progress Health is willing to review proposals for managed services solutions if needed in the future.</p>
<p>Do each of the organizations have longitudinal healthcare records? If no, is this an objective?</p>	<p>Yes, both organizations have a longitudinal healthcare record.</p>
<p>Are there any issues with care team collaboration and communication challenges within the organization?</p>	<p>Undetermined at this time.</p>
<p>Are services provided by staff in non-clinical settings, i.e., patient homes? What services are provided in a non-clinical (home or other) setting?</p>	<p>Yes, both organizations provide the full spectrum of behavioral health services in non-clinical settings. Services include therapy, care coordination, peer services, case management, crisis services, home health, etc.</p>
<p>Please clarify or elaborate on the question "Describe the audit process within the product." (Vendor Profile, Security and Security Features, Page 11)</p>	<p>Please describe how your product meets or exceeds the audit controls requirement per HIPAA, HITECH, and other areas of concern such as CFR42.</p>

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Our EMR Systems reporting functionality includes a number of reporting programs, for example: HEDIS Measures, Treatment Episodic Data Set (TEDS), Quality and Performance Indicators (QI/PI), Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) Reporting (MIPS/APMs), Clinical Quality Measures (CQM), Certified Community Behavioral Health Clinics (CCBHC), and Inpatient Psychiatric Facility Quality Reporting (IPFQR). Are any of these reporting programs required for the EMR System go-live?	Yes.
How is the EMR implementation linked to the overall business strategy / growth plan?	Selection of a new EMR is critical to the future growth of all organizations and is required for key strategic initiatives.
Are the organizations working with the Offeror to undertake the implementation or looking for a turn-key implementation?	We don't know of a turn-key option within our industry, and would like to know more.
If an accelerated implementation approach is used, will the clinical participants be empowered to make decisions?	A coordinated team approach will be used regarding all decision making.
Is Progress / LifeStream / Meridian or the vendor responsible for Organizational Change Management?	A coordinated team approach will be used regarding all decision making.
Will Progress Health System implement the EMR System as one entity or is the expectation that Meridian and LifeStream will remain separate entities with their own instance of the EMR System and will implement individually?	Yes, the organizations will be implementing separately.
The availability of proposed resources will depend on the award date; and to the best of our ability, we will propose resources that we expect will be available at the time of the proposed award date; if this is acceptable please confirm; if not, please provide direction?	We have no way to answer this question at this time.
As Progress Health System was created via two separate entities, will two conversion processes be needed?	Yes, conversions will be separate.
Is Progress Health going to operate as an MSO?	Undetermined at this time.
What are the plans and expectations for growth and expansion for both Meridian and LifeStream over the next five to ten years?	Significant.
Is the EMR implementation expected to drive consistent business models and workflows at both LifeStream and Meridian Behavioral Health?	Yes.
What is the compelling event(s) for replacing these EMR's?	Each organization is looking forward to leveraging technology to improve direct staff experience, improve the client experience, maximize efficiency, drive better outcomes for our clients, and have the ability to be flexible for continued growth.

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What is the organization's experience with similar enterprise-wide initiatives?	Significant.
What are the biggest business challenges facing the organizations?	Staffing.
What are the most important issues or gaps to resolve with a new EMR system?	Improve direct staff user experience to maximize efficiency.
Data Migration can add significant time and cost.	If data migration is not included in RFP bid price, additional costs must be clearly defined out as part of RFP.
What are the organization data conversion expectations?	Full conversion. For example: demographics, services, complete clinical documentation (a.k.a. electronic chart), ADT, medication history, vitals history, critical dates such as treatment plan expiration dates, etc.
What is the quality and quantity of data to be converted?	Each organization has years worth of data based on their implementation date. The quality of our data is excellent.
Will alternatives to data conversion be considered?	Complete conversion is required.
Who will be responsible for data integrity and cleanup?	A partnership between the organizations and the vendor is expected.
Is Progress taking on the responsibility for extracting data from their legacy systems?	A partnership between the organizations and the vendor is expected.
How many years of data need to be converted?	All records in current system with the understanding that our current systems meet all the legal requirements of a complete medical record.
The RFI/RFP does not specify an implementation methodology or approach. Will the organization accept an accelerated implementation approach?	Progress Health will look to the vendor for successful methodology and approach.
We have included the core reporting for Florida in our cost proposal. Does Progress Health System submit any other documentation to the Managing Entity that should be included in the pricing?	None known at this time.
Per the instructions in the RFP, as outlined in Section 3 Inquiries and Section 8 Cost Estimate, please confirm that Section 6 Cost Estimate should be submitted as a wholly separate file apart from Sections 1 through 5?	If responding to RFP via electronic media, send in same email with separate files. If vendor chooses to mail the response to the RFP in paper format, please send and seal Section 6 in a separate envelope. Send paper responses to Attn: Don Savoie 1565 SW Williston Rd. Gainesville, FL. 32608
Can you please provide clarifying information on the demonstration process following submission of the RFP response?	Progress Health will provide a list of critical functionality to the vendor when demos are scheduled. Each vendor will receive one day to provide a vendor led demonstration.
Will there be any selection / decision process following the RFP responses in January to identify who will provide demonstrations by 02/21/2020?	Yes.

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Is there a process for scheduling a specific date for the demonstration, and is your intent to have all of the demonstrations the week of February 17, 2020?	Demonstrations will likely occur over multiple weeks based on vendor and organizations availability.
Who are the individuals and what are their titles who will be voting on the new EMR?	A coordinated team approach will be used regarding all decision making. The team will be made up of leadership from all key functional areas.