

RFP QUESTION & ANSWER

1. **Q:** What is the expected number of people to be served by this project?

A: See answer to Question #10.

2. **Q:** How many providers (clinicians) do you expect to be involved?

A: The solutions are targeted to members. Only in the case of the Depression solution, its deployment will be in partnership with a few OBGYN clinics.

3. **Q:** How many individual organizations and locations do you expect to participate?

A: As mentioned above, only clinicians in select OBGYN clinics. All other solutions will deploy directly via CBH to the members.

4. **Q:** What are the three most important aspects of this project that you want to be sure are addressed?

A: The Project scope captures the desired aims of the project

5. **Q:** On page 4 in section 2.2, CBH indicates that they are looking for access to on-demand member engagement reports by identified CBH leads. Can CBH provide some additional detail on the on-demand reports that it is seeking? What are CBH's data expectations?

A: CBH expects that at pre-determined frequencies, usage analytics of solutions should be accessible for review.

6. **Q:** On page 5 in section 2.2, CBH indicates that they are looking for a solution that "Includes health information exchange (HIE) interface capability." Can CBH share some additional detail on the HIE interface capabilities that it is seeking? What is CBH and HIE's resource availability to support this integration (i.e., Point of Contact on both sides)?

A: CBH is currently connected to the Health Share Exchange HIE. CBH will be the point of contact for any integration efforts.

7. **Q:** On page 5 in section 2.3, you refer to the need for integrations. Can CBH share more information about CBH's existing information technology systems?

A: CBH is finalizing data migration to the cloud, which will be the source for all data.

8. **Q:** On page 8 in section 3.6, CBH indicates that the response will discuss "the capability to exchange data via a CBH cloud-based data platform and link to third party software systems." Can you provide detail on which third party systems you are looking to exchange data with?

Are you able to share the name of the Population Health Management system that is in use today?

A: Health Catalyst is the name of the Population Health manage system that CBH is utilizing, although the integration process is not complete at this time.

- 9. Q:** Section 2.2 indicates support for no/low code AI that is accessible to users with no coding knowledge. Can CBH provide additional details on functionality they would like these users to be able to manage or support?

A: CBH requests that users can access the 2-way mobile platform, create profiles, customize home screens, and specify communication preferences without coding knowledge.

- 10. Q:** So that we can provide accurate pricing to the CBH team, are you able to provide an estimated number of lives you plan to engage for each of the five identified opportunities for the scope of the contracts (from the 5 that were outlined)?

A: Please note that these are all rough estimates to allow for a tentative rough budget draft:

- » Schizophrenia Treatment & Medication Adherence (SAA HEDIS Measure) – **2,000 members approximately in a 12-month period**
- » Pre-/Post-Partum Depression Support & Information – **1500 members approximately in a 12-month period**
- » Deaf/Hard of Hearing or Severe Speech Impairment Engagement (Multiple Languages) – 150 unique members approximately in a 12-month period and less than 1,000 service requests
- » Mobile Outreach for Opiate Use Disorder (16 years and older) within 30 days of Buprenorphine Prescription (POD / OUD) – **3,000 members approximately in a 12-month period**
- » Follow-up Engagement with Behavioral Health Services, Post-Discharge from Acute Psychiatric Inpatient Hospital – **1,000 members approximately in a 12-month period**

- 11. Q:** On page 4 in section 2.2, CBH indicates the requirement of “allows for security auditing of access to data.” Please specify the scope and frequency of the audit.

A: The frequency of auditing has not been determined at this stage of the RFP process but will be specified prior to final stages of vendor selection; to ensure applicants have the bandwidth to meet the requirement.