

1. Are the hours of operation flexible?

Hours of operation can be flexible; however, they must cover the high need times of day. The awarded applicant will collect data to inform operating times.

2. What happens when an individual presents near closing time and/or requires transportation to another facility?

Applicants are asked to include a protocol to address this need and include with the submitted proposal. Factors applicants to consider include the individual's clinical needs, reason for presentation, current capacity, and staffing. Applicants should also identify partnerships and resources they may use to address these concerns.

3. Can applicants with locations outside the Broad Street Corridor and/or the preferred ZIP codes submit a proposal?

Yes, while those are the preferred areas, any applicant with a facility located within Philadelphia County is encouraged to apply. For locations outside of the identified areas, the applicant should include how accessible the facility is by public transportation.

4. When is the BHUCC expected to be up and running?

The BHUCC is to be operational within 120 days of the award of contract.

5. Will the awarded provider be able to refer within to community-based services when appropriate?

Yes, the expectation is for the BHUCC to make appropriate referrals and linkages for behavioral health services as well as social support services. Preference is given to those providers that can refer internally or that can demonstrate established community partnerships that will allow for quick connection to external services. The focus of the BHUCC is to provide immediate access to needed behavioral services and to facilitate connection to long-term community-based services in an expeditious manner.

6. Will this be funded like the CRCs or fee-for-service?

The initial year of funding is included in the Reinvestment Plan. Following year one, HealthChoices Medicaid will fund services for CBH members. The utilization data gathered during year one will be used to develop the rate once the reinvestment funding period has ended. The awarded applicant is encouraged to create partnerships with other behavioral health managed care organizations, including commercial insurance companies, to continue providing services for individuals outside of Medicaid.

7. Is there a cap on administrative costs?

Please submit your administrative costs in your budget submission. We do not have a cap per se, but please use 15% as a guideline for overhead.

- 8. Will the program need to operate under a different set of approved state regulations until the draft walk-in crisis regulations are approved?**

The BHUCC will operate under the current walk-in crisis regulations (see [Crisis PA Code 55 Chapter 5240](#)).

- 9. Will we be dispensing medications onsite or providing a medication prescription when appropriate?**

The BHUCC is designed to provide treatment for members experiencing non-emergent episodes. In most cases the members presenting may require a medication prescription while they wait for connection to an outpatient medication appointment. PRN medications may be employed at the BHUCC when indicated for treatment of acute symptoms.

- 10. Will there ever be a need to transport clients?**

Applicants should provide a plan for facilitating transportation when necessary. That plan should include how to address individuals with ADA needs.

- 11. If we are using nurse practitioners to provide assessments and medication prescriptions when appropriate, will they need to be under a licensed MD?**

Consultation staffing can include a Board-Certified Psychiatrist, a Physician's Assistant who is supervised by a psychiatrist, or a Certified Registered Nurse Practitioner (CRNP). The applicant should preferably have a CRNP onsite and a board-eligible attending physician available on an on-call basis both for consultation with onsite staff and to provide supervision. Use of a CRNP in Pennsylvania does require that the CRNP is linked to a physician's license for presumed supervision.

- 12. Will you be able to confirm the amount of reinvestment funds?**

Applicants should submit a budget that includes all operating costs such as personnel, administrative, ongoing, supplies, renovations, and ongoing building expenses.

- 13. Can agencies use telehealth prescribers in lieu of on-site prescribers for the Adult BHUCC?**

Telehealth can be utilized for psychiatry and/or by additional licensed clinicians, with the director's approval, for immediate short-term staffing needs. Consultation staffing can include a Board-Certified Psychiatrist, a Physician's Assistant who is supervised by a psychiatrist, or a CRNP.

Additionally, it is important to remember that tele prescribing needs to conform with Commonwealth guidelines (see [PA State Department FAQs about Telemedicine](#)).