

Center for Life Resources
Answers to Submitted questions
Request for Proposal

Attachment H- Line 92 ID# 1.2.5.4 States "System shall have the ability to move a single document or entire chart to another client record" What is the use case that the Center would need to move a document or chart from one client record to another? Is this intended if a client has duplicate records that need to be merged?	Yes, Intent is to merge duplicate record
Attachment H – Line 106 ID# 1.3.1.9 States "System shall have the ability to update referral categories and referring organizations" Does the Center wish to send information back to the referral source? Can the Center provide the organizations they typically receive referrals from?	Sending back to referral source is not a necessity. We must be able to run report by referral sources such as: Self, family, other LMHA, Probation, Parole, Primary Care Physician
Attachment H- Line 507 ID# 1.4.9.2 States " System shall incorporate clinical lab-test results into EHR as structured data. Ideally lab information would be populated via an integration with a lab provider, otherwise shall be entered by staff manually as structured data" What labs would the Center need/want to integrate with?	At a minimum, Center would like to enter lab results manually and have those results show on the face page of the Electronic Health Record. Lab at Brownwood Regional Hospital is used for individuals that do not have insurance.
Attachment H – Line 583 ID# 1.4.13.8 States "System shall have ability to import check-in and check-out information using structured format" Will the Center provide clarification as to this requirement and what the Center is trying to achieve?	Need to import client informations such as date and time of service from where the appointment is scheduled into the progress note.
Attachment H- Line 921 ID# 2.2 Data Migration States "Need last demographic, diagnosis, treatment plan, last assessment for Level of Care (ANSA, CANS, etc.)" Does the Center wish/need to migrate forwarding balance for clients?	Yes
Attachment H- Line 927 ID# 3.1.4 States "System shall support 50 concurrent users" What is the Named User count for the center?	70
Page 4 Section D: RFP Submission Schedule does not have any dates listed for vendor demonstrations. Is the Center planning on selecting vendors to demonstrate their solution prior to the recommendation to the Board of Trustees? If so, will the Center provide a timeframe that they anticipate viewing product demonstrations?	Yes that timeframe is provided on Amendment I
Does the Center provide any inpatient mental health services?	No
Has the Center applied to become a CCBHC? If not, does the Center plan to?	No we have not applied; yes we plan to.
Does the Center provide primary care? If so, how many primary care providers does the Center have?	No
How many psychiatrists does the Center have?	2
How many prescribers does the Center have?	5
How many non-prescribers des the Center have? (Non-prescriber is anyone other than a prescriber who needs to have access to 1-prescribing. This may include nurses, system administrators, clinic managers, or others who would need access to e-prescribing)	5
Do you intend to schedule web and/or web demos?	Yes
What EHR system (s) is the Center currently using? When was the EHR system(s) implemented?	Cerner; August 1999
Can you please provide the Center's annual revenue for 2019? We ask this question as annual revenue is a potential impacting factor on our proposed pricing.	\$12 Million
How many prescribers does the Center have (not prescribing controlled substances)?	5
How many prescribers can prescribe controlled medications and would use EPCS?	5
Will the Center connect with a Health Information Exchange (HIE)?	Not at this time, but hope to in the future.

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How many Center staff, who work in the community, would utilize a disconnected mobile solution that would enable access to the new EHR system?	14
Attachment H Functionality Requirements:	
1.4.8 Medical and Prescribing, EHR Requirement 1.4.8.6 "System shall support direct communication of prescriptions to internal pharmacy" - Is the internal pharmacy owned and operated by the Center or is the pharmacy an outside pharmacy that is 'housed' within a Center facility?	No, but the Center might in the future look for an outside pharmacy that is housed within the facility.
2.0 Interfaces, 2.1 Data Exchange - (See Below as well as Interfaces tab) – Row 912 instructs responding vendors to see the Interfaces tab. There is no Interfaces tab in Attachment H. Should responding vendors ignore the reference or will there be an updated Attachment H, with an Interfaces tab, provided?	CARE, TKIDS, and CMBHS
How many named users will need to access the EHR?	70
How many clinicians will be prescribing medications? Of those, how many will be prescribing controlled substances?	5 will be prescribing medications; 5 will be prescribing controlled substances
How many IP/Residential facilities do you operate? How many beds in each facility?	Three; Two with 13 beds each ; one with 4 beds; total = 30 beds
How many staff require a mobile solution that allows them to provide services out in the field?	14
Is Center for Life Resources planning for CCBHC certification? If so, what is the date for seeking certification?	Yes, Date is December 2020
Do you intend to schedule web and/or web demos?	Yes
Could Cerner please get an unlocked version of the excel file for that portion of The Center's RFP response? We would like to add in an additional column for comments on some of our responses and when we try to unlock it, it messes up with the configuration of the file.	Please feel free to add any information you would like us to consider.
14. What is the Center's average number of clients receiving services per month?	1800 Unduplicated count
15. How many payers does the center have?	30
16. How many billable NPIs does the Center have?	Center has 2; Staff have 24
17. Approximately how many claims per month does the Center process?	2000
18. What is the Center's average number of days in accounts receivable?	30-60
19. What is the Center's average number of denied claims per month?	300
20. What is the Center's average time spent reporting back to primary and specialty care providers, EDs? (hours/week)	1 hour per week
21. What is the Center's average time spent per week on billing across all staff involved? (hours/week)	20 hours per week
22. What is the Center's average number of client visits per month?	11,671
23. What is the Center's average time spent on double entry of clinical data across all staff involved? (hours/week)	1 hour per week
24. What is the Center's average time spent managing assignments across agencies and teams? (hours/week)	2 hours per week
25. What is the Center's average time spent on medication management across all staff involved? (hours/week)	15 Minutes per week
26. What is the Center's average time spent maintaining records for DEA audits across all staff involved? (hours/week)	Less than 1 hour per week
27. What is the Center's average number of referrals received per month?	60
28. What is the Center's average time spent exchanging information with team members, hospitals and providers (hours/week)?	4 hours
29. What is the Center's average time spent on data entry and error correction across all staff (hours/week)?	4 hours
30. What is the Center's average time spent on referrals and admissions across all staff (hours/week)?	1 hour per week
31. What is the Center's average internal IT time required to support data integrations (hours/month)?	1 hour per week
32. Attachment G – A. Financial Information, page 21 This section is asking us to... 1. Provide a copy of a Certified External Audit report for the past three (3) years. 2. Provide a copy of the most recent Tax Statement (IRS Form 1120, Form 990 as applicable). 3. Submit the most current Annual Report available. As a private corporation, we do not provide this information without a non-disclosure agreement (NDA) in place. Would your organization be willing to sign an NDA?	Yes
33. What data would the Center like converted from the previous system into the new system?	All items listed on line 921 of Attachment H and the forwarding balance for each individual served.

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# of concurrent users	70
# OF Monthly eligibility checks?	We do all active clients every month plus all clients that come in on crisis that are not already in services. This is averaging 1800 verifications per month. In addition to this Med Clinic may also very benefits for doctor appointments.
# of monthly appt reminders?	200 to 300 monthly
Total expense FY 19	12 million