

**Pines Behavioral Health  
EHR and Integrated Practice Management System  
RFP 2020-001**

<u>Number</u>	<u>Question</u>
1.	Please provide the total number of named users and breakdown of different users by category for each organization (Pines, CMHSP1 and CMHSP2). For example, how many physicians, nurses, therapists, prescribers, clinic administrators, IT Admins? <b>Approximately 75 active users and 10 Audit accounts – similar numbers at each CMHSP (varied)</b>
2.	Please provide the total number of prescribers in each organization (Pines, CMHSP1 and CMHSP2) that need electronic prescribing (basic and controlled substance) capabilities? <b>Approximately 6 are currently set up at Pines to prescribe, similar numbers at each CMHSP.</b>
3.	In each implementation, an organization identifies their desired or required go-live date. Please provide the Pines Behavioral Health’s preferred project “Go-Live” date along with the reason behind selecting the date? Is this go-Live date considered critical for the implementation? <b>October 1, 2021 is the preferred go live date for Pines Behavioral Health. The go live date is critical for implementation.</b>
4.	Please provide the name of the current EHR system and how long you have been using the EHR? <b>Streamline Healthcare Solutions</b>
5.	Please provide a list of your primary reports needed that are not identified in the RFP (Daily, Weekly, monthly, year-end)? <b>Reports will vary, but will be needed in the area of financial, clinical practice, and overall business intelligence.</b>
6.	Please describe your primary vision/objectives for using a Patient Portal? <b>Allowing patient access to their medical records as specified by Pines.</b>
7.	Please provide a list of laboratories, pharmacies, health information exchanges, or other solutions Pines Behavioral Health will interchange data with? <b>The system would need to accommodate electronic prescription practices including controlled substances, as well as movement towards HIE with physical health plans.The</b>
8.	Please detail the types of data to be converted - demographics, movement history, clinical progress notes, etc.? <b>Client Demographics, Insurance Policies, Assessments, Treatment Plans, Periodic Reviews, BH TEDS, Progress notes, clinical documentation, service/claim history</b>
9.	Please outline the interfaces required at Go-Live? <b>EMR, Claims generation, State Reporting, Electronic Prescribing</b>
10.	Does Pines Behavioral Health have a preference for a vendor hosted system or an on-site Pines Behavioral Health hosted system? <b>No preference as long as a copy of all data in the EMR is available to Pines as a Daily or Hourly backup.</b>
11.	Does Pines Behavioral Health have a defined budget for the solution? <b>Not at this time.</b>
12.	Has Pines Behavioral Health seen any demonstrated EHR products in the last year? <b>Yes</b> Can you share who they were? <b>PCE was demonstrated</b>
13.	Can the data from each organization (Pines, CMHSP1 and CMHSP2) reside in the same database, if access to data is protected through system security? <b>Yes, as long as safeguards are presented and assured.</b>

14.	Do you have inpatient prescribing needs? <b>There are no inpatient prescribing needs.</b>
15.	Do any of your programs submit prescriptions to a dedicated/contracted pharmacy? If yes, is this pharmacy onsite at one of your locations? <b>No, patients will have their preferred pharmacy.</b>  Is this pharmacy owned by you? <b>n/a</b>  Is it on the surescripts network?
16.	How many provider entities do you contract with? <b>Pines Behavioral Health contracts with 50+ providers</b>
17.	How many provider users would need access to a portal? <b>Each provider needs to have one or more users as they submit claims and review authorizations in this portal.</b>
18.	How many provider entities do you pay? <b>Pines Behavioral Health currently pays 62 providers.</b>
19.	How do you know what needs to be paid to a contracted provider? <b>Authorizations for services using billing codes would match up with the codes in the provider contract. Internal services provided by Pines Behavioral Health must have signed documentation in the EMR before the service completes.</b>
20.	Is this based on documentation they submit to you? <b>No, rather claims submitted in the portal, by paper or 837. Documentation from external providers is generally scanned into our current EMR or monitored by audit.</b>
21.	Do any providers actually send you a claim (paper or 837)? <b>yes</b>
22.	Do your providers use a portal today? If yes, what do they do with their portal access? <b>They submit claims and review authorizations in this portal.</b>
23.	You mention PQRS. To my understanding, PQRS requirements were rolled into MIPS reporting a few years back. Is this the intent of your question? <b>This system would need to support PQRS and/or MIPS reporting.</b>
24.	50 users: Is it 50 users if the system is only rolled out at Pines? <b>Pines currently has more than 50 active staff accounts in their EHR.</b> Or is it still only 50 users if you add 1-2 other organizations. <b>Each CMH has additional users and varies by their employee numbers.</b> Or is it 50 users at EACH of the organizations

**Accurate Time Line (updated)**

Timeline	
Responses Posted	03/13/2020
RFP Responses Due	04/03/2020 EOD (5:00pm)
Vendor Choices Selected	04/17/2020
Vendor Demos Complete	05/22/2020
Reference Follow Up	06/05/2020
Committee Deliberation	06/19/2020
Vendor of Choice Selected	07/01/2020
Go-Live at Pines Behavioral Health	10/1/2021

