

Request for Quotation: Seneca County Mental Health Department Integrated Electronic Medical Record/Billing/Scheduling System

I. Intent of Request for Quotation (RFQ)

In order to improve the overall operations of Seneca County's Mental Health Department and the Department's Community Counseling Center, and to remain in compliance with current and scheduled State and Federal standards, the Seneca County Mental Health Department is in need of an Electronic Medical Record (EMR) System which is fully integrated with both a billing and scheduling system. This RFQ process will serve to evaluate software alternatives and associated project costs for a fully integrated EMR/Billing/Scheduling system. Although an electronic billing system has been used by the Seneca County Mental Health Department for some time, an enterprise solution that integrates electronic client records and associated processes has not been established. The primary records for the proposed EMR are mental health and substance abuse client charts, billing information, and clinician scheduling related to county-provided mental health and substance abuse treatment services within New York State.

To this end Seneca County has established an EMR committee to investigate vendor-based alternatives in order to develop an appropriate project budget and identify other long term resource requirements. At the conclusion of the RFQ process, project requirements will be more specifically defined based on RFQ-findings and available resources, and a formal Request for Proposal (RFP) will be issued.

The Seneca County Mental Health Department is comprised of:

- An OMH licensed Outpatient Mental Health Clinic for youth and adults with a main office located in Waterloo, NY and satellites within several schools and one in the southern portion of the county;
- An OASAS licensed Outpatient Substance Abuse Treatment Program for Adults and teens, with a primary office located in Waterloo and one satellite in the southern portion of the county;
- An OASAS licensed School-based Substance Abuse Prevention Program;
- Forensic services provided by the Mental Health Department for probation, courts (local, county and Drug courts) and our county jail;
- A Domestic Violence (DV) and Crime Victim's (CV) program; and
- Administrative service-support which includes but is not limited to: scheduling; billing; records; finance; transportation; and general office management.

Although each of the two clinics, Forensic and DV/CV programs provide unique services, the Mental Health Department must collectively operate with standardized processes and client records-management practices in order to efficiently share information and provide an appropriate level of client care. In addition, client-based billing information must be coded to meet the various reimbursement requirements established by New York State, the Federal Government and private insurance companies.

Vendors responding to the RFQ are expected to provide examples of projects that demonstrate the successful implementation of an enterprise-level electronic medical records solution designed to integrate various mental health and substance abuse treatment/prevention services, programs and client records.

II. Key EMR/Billing/Scheduling Requirements

The key components of the Integrated Electronic Medical Record/Billing/Scheduling System should include, but need not be limited to:

1. The efficient indexing, management, retrieval, and retention of digital and non-digital records as required by business processes of the Seneca County Mental Health Department;
2. Ability to collaboratively assist the Mental Health Department towards the implementation of an Electronic Medical Records System (which includes a scheduling, billing and E-Prescribing capability) with the immediate goal of a paperless environment to the greatest extent possible;
3. An integration process that will meet NYS retention schedule requirements for client-based mental health and substance abuse treatment records;
4. The ability of end users to query and locate records within the application without involving the records staff;
5. Provide NYSCRI/OMIG/OMH/OASAS compliant assessments, treatment plans, treatment plan reviews, progress notes, utilization review and corporate compliance documentation process and forms capable of voice recognition form-completion;
6. The simplified collection and management of collateral client information;
7. Functionality that allows all levels of users the ability to selectively manage client information relevant to their specific tasks within an approved process;
8. The provision of back-file conversion capabilities to incorporate selected existing records once conversion to a paperless environment is realized. (The department would only convert the records of clients who were open and active at the time of EMR implementation);
9. Integration of clinical mental health, substance use and medical classifications and diagnostic standards, particularly those defined by the Diagnostic Standards Manual (DSM-IV and subsequent editions), ICD-9/ICD-10, and other designations (i.e. SED classification for children);
10. Integration of the EMR with billing and scheduling systems to ensure billed services are supported by required documentation, with reminders sent to staff for documentation required;
11. Integration of the EMR/Billing/Scheduling with MS Outlook, Excel, Word etc.
12. Integration of the EMR with the billing system such that coding is consistent with APGs and all payer-requirements and standards, and to ensure proper and maximized billing of services rendered and revenue collected;
13. Integration of the billing system with NYS Consolidated Fiscal Reporting (CFR) forms/formats, and Seneca County's "Munis" (Tyler) Financial System;

14. Functionality that will allow for improved efficiency of scheduling appointments.
15. Integration of appointment scheduling with transportation availability;
16. The ability of Seneca County MH and/or IT Department Staff to develop customized reports (open source code) based on clinical outcomes and the evaluation of programs and services;
17. The ability to produce various reports and documentation required for compliance with NYS Office of Mental Health, NYS Office of Alcoholism and Substance Abuse Services, and the NYS Office of Medicaid Inspector General;
18. The ability to allow for the future external (remote/offsite) audit and review of clinical records by oversight bodies (i.e. OMH, OASAS);
19. A system designed to meet HIPAA regulations and improve IT security practices;
20. Capability of electronically managing Authorization for Release of Information with regard to HIPAA regulations and NYS/Federal Confidentiality laws, including laws specifically related to substance abuse and HIV related information;
21. The facilitation of increased data sharing/review between internal programs.
22. The ability to provide instantaneous access to information by multiple users.
23. Functional use of the system within a multi-program, shared services model.
24. Following completion of a full Business Process Analysis of our DV/CV program by the Seneca County MH & IT Departments, the EMR will provide an application to meet the documentation and reporting needs of the DV/CV program.

III. Format of RFQ Response

The written response should not exceed more than 20 two-sided pages (not including cover and letter of interest). If submitting electronically (our preferred method) please do so as a single Adobe Acrobat PDF or MSWord File.

1. Responses should include information pertaining to:
 - a) Letter of interest signed by a principal of the firm, with statement of ability and expertise to complete the work.
 - b) General company information and experience.
 - c) Description of proposed solution based on the information provided within this RFQ;
 - d) Technology requirements (hardware/database/operating system) for hosting of system by Seneca County IT. Please include estimates of hardware/database/operating system costs in your response;
 - e) Estimated software and implementation costs for up to 55 concurrent users. Final project costs will be defined by a future Request for Proposal process and resulting future contract. Please identify if the consulting service and/or software are available under the NYS OGS Contract and provide OGS contract number. Data conversion of all old records is currently not included as a project requirement;
 - f) Estimated EMR/Billing/Scheduling project implementation timeline given a proposed purchase and initial implementation date of 12-1-12;

- g) Additional/optional services vendor can provide for Seneca County to meet the needs of this project;
 - h) List and description of sample or similar projects and at least three references, preferably NYS or County government agencies.
2. After a review of the responses, the County may request interview(s). Conference calls and/or Internet based meeting formats will be acceptable.
 3. Responses must be submitted to:
 Scott S. LaVigne, LCSW-R, MBA
 Seneca County Mental Health Department
 31 Thurber Drive
 Waterloo, NY 13165
 Tel. (315) 539-1980
 Fax (315) 539-1054
slavigne@co.seneca.ny.us
 4. All questions concerning this RFQ must be directed via email to Scott LaVigne no later than 4:00 p.m., September 14, 2012.
 5. De-identified submitted questions with corresponding responses will be compiled and posted at <http://www.co.seneca.ny.us/dpt-comserv-mental-health.php> by 4:00 pm on September 17, 2012.
 6. Vendor responses to this RFQ may be submitted in a hard copy format, or electronically as a single Adobe Acrobat PDF or MSWord file. Responses must be received no later than 4:00 p.m. on September 21, 2012.

IV. RFQ Schedule (2012)

Distribution of RFQ	August 24, 2012, 4:00pm
Deadline for RFQ/Project questions	September 14, 2012, 4:00 pm
Responses to Questions Sent/Posted	September 17, 2012, 4:00 pm
RFQ Submissions Due	September 21, 2012, 4:00 pm
County RFQ review	September 24 – 28, 2012