

## Questions and Answers to TAAA-030719

1. **On page 13 of the solicitation, Section 5.13.2 it states “If you are responding to more than one solicitation, each offer must be clearly marked in a different envelope”. Are there any other services being offered other than Home Care?**

This is standard language in all of our Request for Proposals. Home Care is the only service being procured under this Solicitation.

2. **Is there a required Match?**

No match is required for the State Fiscal Year 2019-2020.

3. **Is there a Budget required?**

No budget is required.

4. **Is it the intent of Trident AAA to award multiple providers in each county or will there be a single contractor awarded for in each county?**

It is the intent of Trident AAA to award multiple providers in each county.

5. **What is the maximum number of providers that Trident AAA will award in a single county?**

We have not determined a maximum number of providers in each county.

6. **Please provide a list of the current contracted Providers for Home Care services for each county.**

Trident Area Agency on Aging has contracts with the following organizations:

Berkeley County – Berkeley Seniors, Inc.

Charleston County – There are no formal contracts in place. Clients choose the provider and Trident AAA authorizes the number of hours per week and the duration of services.

Dorchester County – Dorchester Seniors, Inc.

7. **On pages 6 & 7 under the Scope of Work of the RFP the listed activities for Home Care Services states:**
  - a. **Medication Reminders and observation of self-administration, this is generally considered a Personal Care service provided by a trained Aide. Can you confirm that this is a Home Care service?**

This is a home care service.

- b. Observing and reporting changes in condition of Client/older individual, this is generally considered a Personal Care service provided by a trained Aide. Can you confirm that this is a Home Care service?**

This is a home care service.

- 8. How many Home Care clients are currently receiving services per month in each county?**

Berkeley County – 35 clients are receiving homemaker services.

Charleston County – 57 clients are receiving personal care services.

Dorchester County – 101 clients are receiving homemaker services.

- 9. What is the average number of Home Care service hours a client receives per month by county?**

Berkeley County – The average client receives 12 hours per month of homemaker services.

Charleston County – The average client receives 26 hours per month of personal care services.

Dorchester County – The average client receives 6 hours per month of homemaker services.

- 10. Will the AAA accept Electronic visit verification as proof of time in-time out and tasks performed?**

Yes, Trident AAA will accept electronic visit verification as long as the time in, time out and tasks performed are listed.

- 11. Do you require the Proposal submission pages to be numbered and/or three-hole punched?**

The Proposal does not need to be page-numbered and/or three-hole punched.

- 12. Page 19, Section 6.5 under “Proposed Services”, it states that Service Requirements & Scope of Work is located in: Section VIII. Are we missing a section? We located the Scope of Work in Section II.**

This was an error. The Scope of Work was moved up to Section II.

- 13. We are having trouble locating the below line items under Section VII, will these items be posted on the Trident AAA Website?**

7.4 – Sample Duties Checklist - As a required attachment to the Solicitation, Trident AAA requests a copy of what the provider uses to document what duties were performed in the home. If a provider uses electronic visit verification, please provide an example of what that looks like.

7.5-Sample Service Agreement - As a required attachment to the Solicitation, Trident AAA requests a copy of the agreement that the provider asks the client to sign before services commence.

- 14. On page 1 of the solicitation, Trident AAA has established the reimbursement rate for Home Care at \$17.50/hr. This rate is less than the rate established for Community Long Term Living Services under South Carolina Medicaid for Personal Care services. Which are substantially the same as the services in this Solicitation that includes ADL assistance with Personal Care tasks such as bathing, dressing, etc. Section 3 BILLING PROCEDURES of the SC Medicaid CLTC Provider Manual precludes enrolled providers from charging rates to Medicaid that exceed charges to private patients whether they are self-pay or covered by another carrier. Is Trident AAA intentionally excluding home care providers and agencies who are contracted CLTC Home and Community Based Services providers for Medicaid from presenting a Proposal Response?**

Trident AAA is not intentionally excluding home care providers and agencies who are contracted CLTC Home and Community Based Services providers for Medicaid from presenting a Proposal.

- 15. If it is not the intent to exclude contracted CLTC Home and Community Based Services providers, will Trident AAA reconsider Amending the solicitation to contract at the CLTC Medicaid Waiver reimbursement rate for Home Care services?**

The reimbursement rate of \$17.50 was an error. The reimbursement rate under this Solicitation is \$18.50. Trident AAA will amend the Solicitation.

- 16. What qualification requirements/certifications will the IHC worker need?**

Please refer to the DHEC Regulation 61-122, Section 300 for Staff, Training and Caregiver Requirements.

- 17. Is the DHEC license needed prior to filing the IHC RFP?**

Yes, the DHEC license is a required attachment under the Solicitation and needs to be submitted with the Proposal.

- 18. Can I use the same recommendation/referral letters received for my agency for the C1, C2, and Transportation RFP recently completed?**

Yes, you may use the same business references that were included in the Proposal you recently submitted for Nutrition and Transportation Services.

**19. Is the reimbursement rate of \$17.50 including the worker's mileage reimbursement?**

The amended reimbursement rate of \$18.50 does include the full amount of the provider's reimbursement.

**20. If we submitted an offer, is it allowed for us to require the family to pay the difference of our normal rates?**

Unfortunately, this is not allowed.

**21. RFP page 14 references "unbound" submissions. Please confirm that a binder clip is acceptable.**

A binder clip is acceptable.

**22. Please confirm proposal submissions are to be delivered to 4450 Leeds Place West, Suite B, North Charleston, SC 29405.**

Proposal submissions are to be delivered to 4450 Leeds Place West, Suite B, North Charleston, SC 29405.