

# Request for Information

---

## Inmate Healthcare Utilization Management

Connecticut Department of Correction

Wethersfield, Connecticut

March 17, 2021



---

# Request for Information (RFI)

The Connecticut Department of Correction (DOC) is seeking information regarding the options available to the state and the costs associated with such options for a utilization management solution to manage the receipt of requests for specialty care medical services including the pre-approval of such requests with the provision of data necessary to support and inform patient care decisions.

This request for information (RFI) is **not** a request for proposals (RFP) and should not be construed as such.

The objective of this RFI is to obtain information related to utilization management solutions that can streamline the preapproval and assessment process and augment DOC's Inmate Medical Services Division patient care decision-making process. The Inmate Medical Services Division provides oversight and provision of health services to the supervised Inmate Population, including, but not limited to: diagnostic, medical, mental and behavioral health, pharmacological, dental and ancillary and augmentive therapeutic and medical services.

Responses should include the respondent's ability to provide utilization review management services such as follows:

- Identify and describe the strategies, methods, processes and procedures used to ensure that the proposed solution will enhance the utilization management and review process for DOC within the context of an inmate's constitutional right to health care;
- Identify and describe the administrative structure used to receive and manage requests for specialty care and clinical case reviews and capacity to collect feedback and evaluate the effectiveness of clinical criteria as well as satisfaction with the process;
- Identify and describe the strategies, methods, processes and procedures used to provide qualified assessment and supportive justification for determination of medical necessity including the type(s) of model(s) used and cost reduction and cost containment strategies applied to determine;
  - proposed courses of treatment and care alternatives;
  - preventive care and screening protocols;
  - primary care pre-work and/or primary care therapeutics required prior to treatment;
- Identify and describe the processes and procedures used to
  - provide data and information to support decisions that are appealed;
  - ensure the privacy and confidentiality of patient medical information;
  - flag/identify high-risk patients
  - identify trends, gaps in care, preventive needs, and clinical pathways;
  - comply with all applicable state and federal guidelines and requirements for the provision of care to inmates.

- Identify and describe the performance metrics and performance measurement system used to measure clinical, operational and fiscal performance and how such measures are used to meet or exceed goals and objectives, improve outcomes, improve accountability and enhance transparency.

Responses should also include, if applicable:

- Computer based healthcare management/utilization systems compatible with GE Centricity EHR systems utilized by CTDOC.
- Contact information of customers currently utilizing the respondent or the respondent's organization for the provision of similar services and systems.
- Cost range for budgetary purposes regarding the utilization management services and systems provided by the respondent or respondent's organization.
- Recommendations regarding the use of utilization management services and systems in the oversight of medical care of the supervised inmate population.

In order to fully evaluate the options available to DOC respondents are being asked to include cost information/data regarding the options/information provided. DOC understands the sensitivity surrounding pricing and the effort involved in preparing accurate cost estimates. DOC's expectation is that respondents provide the highest level of cost information they are comfortable with sharing. As stated earlier this is a Request for Information, **not** a Request for Proposals. DOC understands that the cost information provided may be general. However, any cost data that can be provided will be greatly appreciated.

DOC welcomes responses from anyone in the healthcare and information technology industry with practical knowledge of health care administration and management, quality improvement and performance, as well as healthcare utilization and compliance experience.

Responses must include the name, mailing address, telephone number, and email address of the respondent.

Responses must be provided in searchable PDF form and uploaded to the CT Source Solicitations Board at, <https://portal.ct.gov/DAS/CTSource/BidBoard>. The response document must be uploaded to the solicitation.

**Responses are due 3:00 p.m. on April 7, 2021.**

In the event that it is necessary to revise any part of the RFI, timely addenda will be posted to the Department of Administrative Services (DAS) CT Source Contracting Portal. Interested respondents are solely responsible for checking these websites for RFI changes before responding.

The State intends to review all information received in response to this RFI. This RFI is intended for information gathering purposes only and the State is not obligated in any way to use any of the information received. Generally speaking, the RFI process will assist the State in determining whether it will pursue Requests for Proposals (RFPs) with the intent

to enter into a contractual agreement for such programs or services or not. Persons and/or entities responding to the RFI will not be compensated in any way. Responding to this RFI will not enhance a person or entity's chances of receiving future work from DOC. Similarly, not responding to this RFI will not be a detriment to any person or entity when responding to future competitive procurement opportunities.

**Confidential Information.** The respondent understands that due regard will be given for the protection of proprietary or confidential information contained in all responses received. However, respondents should be aware that all materials associated with this RFI are subject to the terms of the Connecticut Freedom of Information Act ("FOIA") and all corresponding rules, regulations and interpretations. It will not be sufficient for respondents to merely state generally that the proposal is proprietary or confidential in nature and not, therefore, subject to release to third parties. Those particular sentences, paragraphs, pages or sections that a respondent believes to be exempt from disclosure under the FOIA must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption, consistent with Section 1-210(b) of the FOIA as it may be modified from time to time, must accompany the submission. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the respondent that would result if the identified material were to be released and the reasons why the materials are legally exempt from release pursuant to the above-cited statute. The State has no obligation to initiate, prosecute or defend any legal proceeding or to seek a protective order or other similar relief to prevent disclosure of any information that is sought pursuant to a FOIA request. Respondents have the burden of establishing the availability of any FOIA exemption in any proceeding where it is an issue. The State shall have no liability for the disclosure of any documents or information in its possession which the State believes are required to be disclosed pursuant to the FOIA or other requirements of law.

## **CONNECTICUT DEPARTMENT OF CORRECTION**

CTDOC is a recognized leader in the provision of institutional and community correction services. It is one of only six state correctional agencies in the country with a combined system of pre-trial jails for accused inmates and prisons for sentenced inmates. Thus, Connecticut has an integrated jail and prison system, with approximately 28 percent accused and 72 percent sentenced inmates detained in the facilities.

CTDOC provides healthcare services in accordance with the American Correctional Association (ACA) and the National Commission on Correctional Healthcare (NCCHC) standards, as well as prevailing professional practices and community standards of care. The department also follows the guidelines established by the U.S. Preventative Services Taskforce, <https://www.uspreventiveservicestaskforce.org/uspstf/>.

The Department currently has 9,945 offender inmates incarcerated throughout fourteen (14) facilities in the State of Connecticut. CTDOC is responsible for incarceration of youth, male, and female sentenced and un-sentenced individuals, as well as ensuring appropriate community supervision for approximately 4,958 offender inmates residing in the community prior to completion of their criminal sentences. Inmates are classified in level 2 (minimum) through level 5 (maximum) security statuses. Most facilities house inmates in several levels, while the newer celled facilities house predominantly level 4 and 5 offender inmates. The number of persons supervised by CTDOC at any given time fluctuates and the number of facilities operated by CTDOC is subject to change.

Information about all CTDOC facilities can be found at:

<https://portal.ct.gov/DOC/Miscellaneous/Facilities>.

Additional information regarding DOC and its facilities can be found at:

<https://portal.ct.gov/DOC>

CTDOC Administrative Directives can be found on the DOC website at:

<https://portal.ct.gov/DOC/Common-Elements/Common-Elements/Directives-and-Policies-Links>.

All inmates must have access to healthcare services that meet the Department's standards of care and reasonable accommodations as specified in Chapter 8 of the Administrative Directives or modifications are made in accordance with the Americans with Disabilities Act to allow inmates with disabilities the same opportunities for access to care as non-disabled inmates. Information about CTDOC standards of care can be found at:

<https://portal.ct.gov/DOC/AD/AD-Chapter-8>

## **CONNECTICUT DEPARTMENT OF CORRECTION HEALTH CARE STANDARDS**

### **Standards of Care:**

DOC provides health care services in accordance with the American Correctional Association (ACA) and the National Commission on Correctional Health Care (NCCHC) standards, as well as prevailing professional practices and community standards of care. Any health care delivery system employed by DOC meets or exceeds standards established by ACA and NCCHC as they currently exist and/or may be amended, and complies with all established policies outlined in the DOC Administrative Directives as they currently exist and/or may be amended. All services comply with all applicable Federal and State laws and regulations.

### **Access to Care:**

All Inmate Patients have access to health care services that meet Community Standards as indicated above and reasonable accommodations or modifications are made in accordance with the Americans with Disabilities Act to allow qualified Inmate Patients with disabilities the same opportunities for access to care as non-disabled Inmate Patients.

### **Description of Services:**

All health care personnel are appropriately licensed and/or credentialed in their appropriate field of practice as identified by the State of Connecticut including board certification for all physicians. Services include the full scope of medical, dental and mental health care for offenders who require services at all levels of clinical acuity beginning with the initial intake process, throughout incarceration and including discharge planning and community release. Services are "full spectrum" in nature (hospital setting, facility based care at the inpatient and outpatient levels, chronic care, specialty clinics, i.e., podiatry, optometry, infectious disease, cardiology, obstetrics/gynecology, neurology, end of life/hospice/palliative care, medication assisted treatment, etc.) and have the ability to access higher level clinical services which exceed the capabilities of facility based services. Personnel have access to and/or utilize translation services (language and services for the hearing or visually impaired) in order to ensure proper assessment and care. All medical and mental health services have access to 24 hour on call coverage to

address emergent/critical care issues. In addition to the provision of routine care, health care providers are expected to provide full spectrum preventative health care to all offenders within the correctional setting.

Diagnostic and treatment services are included in the delivery of all health care services and include full spectrum laboratory, X-ray and other tests and diagnostic imaging required to adequately provide primary, secondary and tertiary care. Treatment therapies (chemotherapy, dialysis, radiation etc.) and diagnostic procedures are commensurate with current community standards.

Healthcare providers have complete and comprehensive pharmacy services to support all facets of health care.

Ancillary services (i.e., Occupational Therapy, Physical Therapy, Speech Pathology, Hospital Based Rehabilitation such as stroke and acute traumatic brain injury rehabilitation, etc.) are accessible to all offender/patients whenever it is clinically indicated.

In addition to medical services, health care providers also provide a full range of sex offender treatment services.

Healthcare providers provide emergency medical treatment, and inoculations/vaccinations to DOC Employees, as well as participate in facility emergency preparedness.

Records:

A comprehensive health record on each Inmate Patient is maintained accurately and legibly, is kept up-to-date, and includes all reports received from any and all care providers.

Any and all services are properly recorded in the Inmate Patient's health records in such manner as to satisfy requirements of ACA and NCCHC standards, and all confidentiality provisions, laws and/or regulations applicable to Inmate Patient health records (HIPAA), state statutes and 42 CFR Part II are adhered to.

DOC utilizes an electronic health records (EHR) system. System hosting, and the associated responsibilities, including, but not limited to, application support, infrastructure support and networking, is staffed and managed by DOC.