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Request for Bids: Consulting Support Needed to Guide Establishment of Fee-for-Service Billing Process and Billing Education for Care Managers and Care Coordinators

Intro & Project Overview

Get Healthy North Country! Community Integrated Health Network consists of medical and behavioral healthcare providers, public health units, area offices of aging, social care agencies, and other chronic disease prevention program stakeholders that collaborate to offer coordinated, comprehensive evidence-based prevention and self-management services designed to reduce the burden of chronic disease. In doing so, members of the network envision a health and social care delivery system that emphasizes prevention — not treatment — and one that offers every North Country resident equal opportunity to live their healthiest life.

To advance and sustain this work North Country Healthy Heart Network, Inc. (The Heart Network), lead entity for “Get Healthy North Country,” seeks to negotiate and enter into fee-for-service contracts on behalf of their network partner entities with organizations that pay for health care services, including health insurance companies. The Heart Network is a (501c3 non-profit) organization that does not render healthcare services and is not currently a billing entity. Partners offering evidence-based chronic disease programs within Get Healthy North Country’s network vary in their size and scope of services, to include billing healthcare entities and non-billing community-based partners.

In consultation with its Integrated Network Development Committee (INDC), The Heart Network has determined that several of the services currently being offered by network partners are, or soon will be, billable. In order to take advantage of these reimbursement opportunities, The Heart Network and its INDC are seeking the guidance and expertise of a consultant with knowledge of the organizational requirements and processes needed to bill on behalf of partners offering evidence-based chronic disease programs. The successful bidder will have experience working

with community-integrated networks to build the infrastructure needed to support a fee-for-service billing system.

Additionally, the Heart Network works closely with the Adirondack Health Institute (AHI) on a HRSA-funded four-year grant designed to improve access to evidence-based Chronic Disease Self-Management Programs (CDSMP) through the creation of the Chronic Disease Care Coordination Network (CDCCN). Improved health outcomes will be achieved through more effective case management/care coordination that facilitates referrals from clinical to social care providers for adults with heart disease and underlying conditions living in the four rural counties of Clinton, Essex, Franklin, and Hamilton.

The most recent Medicare Physician Fee Schedule includes a suite of health equity service codes that many of the CDCCN members are not aware of nor know how to bill for. AHI would like to bring a billing and coding expert to this network to help clinicians and care managers/care coordinators better understand how to bill for these services, as well as the existing codes for the National Diabetes Prevention Program, and what reimbursement is being “left on the table” if they don’t.

Goals & Objectives

The consultant will:

- Help to identify the billing strategy that makes the most sense for the Get Healthy North Country Network; and
- Provide education and guidance on steps The Heart Network and its partners will need to take in order to be able to bill for its services.
- Provide education and guidance to the Chronic Disease Care Coordination Network on how to maximize billing for health equity and care coordination services.

Project Deliverables

The following deliverables will be required:

- A report that outlines and describes Get Healthy North Country’s billing options/scenarios (e.g. direct billing, billing through an intermediary, billing using a third-party vendor, etc.) to include an estimate of the initial and ongoing infrastructure investment for each scenario.
- A written “how to” guide and customized training that outlines steps that will need to be taken by Get Healthy North Country and its chronic disease program “delivery” partners to implement the billing option/scenario selected.

- Develop an analysis of potential reimbursement a health care organization could bill for based on number of clinicians, patient population, etc.
- Deliver a web-based live training to clinicians, care managers, and care coordinators in the four-county HRSA region on how to appropriately bill for the new suite of health equity service and self-management codes in the 2024 Medicare Physician Fee Schedule as well as the existing National DPP-specific CPT codes.

Budget

The Heart Network and Adirondack Health Institute have allocated up to $20,000 for this project.

Proposal Requirements

Bids must include the following information:

- Qualifications, skills, and other background that show why the consultant or agency is a strong fit for this project
- Examples of prior work and references
- Anticipated breakdown of project costs

Timeline and Other Information

Project must be completed no later than September 30, 2024

Bids must be submitted no later than end-of-business June 15, 2024

Other Information & Contact

Consultant/agency will primarily work with the Heart Network's executive director, Ann Morgan, and Adirondack Health Institute's Director of Partner Engagement, Katy Margison. Several members of the Integrated Network Development Committee will help to guide the project direction.

Bids should be sent electronically in PDF or Word format to Katy Margison, kmargison@ahihealth.org, and Ann Morgan, amorgan@heartnetwork.org. Additional inquiries can be made by calling (518) 897-5981.