



## Invitation to Respond: Crisis Line

March 2, 2022

Dear Providers,

Care1st sent out a notice on 2/18/2022 regarding an Invitation to Respond – Crisis Line. Since then, we have received respondent questions regarding this invitation and wanted to share those. Attached are the questions that were asked along with the responses for your review. They have also been posted on the Invitation to Respond web pages below.

The Invitation to Respond is posted at the following:

AzCH-Completed Care Plan: [https://www.azcompletehealth.com/invitation\\_to\\_respond](https://www.azcompletehealth.com/invitation_to_respond)

Care1st: <https://www.care1staz.com/az/pdf/provider/CrisisLineInvitation.pdf>

Mercy Care: <https://www.mercycareaz.org/>

If you have questions regarding the information contained in this update, please email [AzCHCriticalCare@AzCompleteHealth.com](mailto:AzCHCriticalCare@AzCompleteHealth.com) (for AzCH-Complete Care Plan and Care1st) or [Crisis@Mercycareaz.org](mailto:Crisis@Mercycareaz.org) (for Mercy Care).

***Thank You!***

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Care1st Network Management

Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)

Fax 602.778.1875/E-mail [SM\\_AZ\\_PNO@Care1stAZ.com](mailto:SM_AZ_PNO@Care1stAZ.com)

Visit our website at [www.care1staz.com](http://www.care1staz.com)

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info

**ARIZONA STATEWIDE CRISIS TELEPHONE LINE  
INVITATION TO RESPOND  
QUESTIONS & ANSWERS**

**CONTACT:**

**Mercy Care**

[Crisis@Mercycareaz.Org](mailto:Crisis@Mercycareaz.Org)

**Arizona Complete Health-Complete Care Plan and Care1st**

[AzCHCriticalCare@AzCompleteHealth.com](mailto:AzCHCriticalCare@AzCompleteHealth.com)

Respondent 1		
	Questions	Response
	In the Eligibility, Selection Process and Limitation section (page 3), it states that "A potential vendor must have at least three years of crisis phone line and related call center experience to be eligible for consideration." If one or more parent organization with the required experience form a joint venture organization, will the parent organization's new joint venture be deemed as ineligible?	Joint ventures and applicable parent organizations will be considered eligible for this provier contract. Years of call center experience by one or more participatns in the joint venture may be factored into the selection process at the discretion of the ACC/RBHAs.
	In the Eligibility, Selection Process and Limitation section (page 4), it states that the response must contain "Verifiable evidence of capacity to manage the volume of a statewide crisis call center and perform the services needed in a timely manner." Verifiable may be interpreted to imply that capacity is in place today. If a respondent is not currently managing an Arizona statewide call center, what will suffice as verifiable evidence of statewide capacity?	Any combination of network capacity including, but not limited to: current staffing, call centers, or experience in other markets managing crisis volume can be used to demonstrate sufficiency.
	In the Invitation to Respond Requirements section (part (a)), it states that responses must be submitted on or prior to 12pm MST on March 21, 2022 and that late responses will not be considered. Will respondents receive a time stamped confirmation of receipt upon submitting a response?	Yes, notification of receipt will be provided via email by Mercy Care and Care1st/Arizona Complete Health-Complete Care Plan.
	In the Invitation to Respond Requirements section (part (e)), it states that a signed NDA must be submitted with the potential vendor's response. When/how will this NDA be provided, as it does not appear to be attached to the Invitation to Respond?	NDA will follow in a separate email.
	In order to provide the most accurate response and to thoroughly develop the requested implementation plan, respondents respectfully request provision of a data book that supplies historical statewide volumes and other data (to include 2019, 2020 and 2021) by Geographic Service Area. To include, at a minimum, data on call volume, call timeliness, abandonment rate, crisis dispatches, response time, daily/weekly/monthly seasonality, demographics of callers (including tribal affiliation, age band, and veteran status) and call resolution by region.	Crisis data can be found on the AHCCCS website for reference: <a href="https://www.azahcccs.gov/AHCCCS/Downloads/BH_TaskForce/20211022COVID19BHTaskForce.pdf">https://www.azahcccs.gov/AHCCCS/Downloads/BH_TaskForce/20211022COVID19BHTaskForce.pdf</a> .
	The Invitation to Respond did not indicate the date that answers to questions would be received. When and how can we expect to receive answers to these questions?	Answers included in this document will be shared by 3/3
Respondent 2		
	Questions	Response
	Where can we obtain the NDA to be utilized with our submission?	NDA will follow in a separate email.
	In the request for reports and performance data as they are currently collected and reported, or is the request for a completed Attachment A Crisis Services Report?	Please review AMPM 590 (draft) for required reporting after 10/1/2022.
	Can you list the specific data elements being requested?	Please review AMPM 590 (draft) and reference any additional data points that may be of interest to community stakeholders, Managed Care Organizations, AHCCCS, and ACC RBHA contractors: <a href="https://www.azahcccs.gov/PlansProviders/Downloads/RFPInfo/YH20/AMPM590.pdf">https://www.azahcccs.gov/PlansProviders/Downloads/RFPInfo/YH20/AMPM590.pdf</a>
	How are you defining 'fiscal' year since you have 2022 listed? Can you clarify the timespan? Are you looking for 12 months of data or data from 10/2/2021 through 1/31/2022?	Please use 'fiscal' year as reference to ACC/RBHA contracts that begin in October 1, 2022 and close on September 30, 2023.