



## Attachment B – Specifications

RFx No. 3000021976

Title: \*FAX BID\* Answering Services - LDH

LDH-Office of Aging and Adult Services-Adult Protective Services

### **PURPOSE**

*To provide after-hour phone answering services for the Office of Aging and Adult Services(OAAS), Adult Protective Services.*

Louisiana Law states that any person having cause to believe that an adult's physical or mental health or welfare has been or may be further adversely affected by abuse, neglect, exploitation, or extortion shall report this information to Adult Protective Services(APS). Reports are made by calling the APS Hotline at 1 (800) 898-4910, a nationwide, toll-free number, available twenty-four (24) hours a day, seven (7) days a week, including holidays. Callers to the APS hotline may remain anonymous.

APS receives between three-hundred (300) and five-hundred (500) after-hour calls per month. The average call-time, per call, is between ten (10) and fifteen (15) minutes.

### **SERVICES DESCRIPTION**

The Contractor shall provide answering services between the hours 4:00 p.m. - 8:00 a.m. CST. Monday - Friday and twenty-four (24) hours per day Saturday - Sunday.

Contractor shall also provide services during state declared holiday office closures, during temporary and extended emergency office closures, and during scheduled meetings, staff training, and any other circumstance, wherein, APS personnel are unable to accept calls. The Contract Coordinator will notify the Contractor of these dates as soon as possible or as these circumstances arise.

The Contractor shall screen calls to determine the following criteria:

- If the reports involve abuse, neglect, exploitation, or extortion
- If the vulnerable individual is between the ages of 18-59
- If the adult has a physical, developmental, or mental disability
- If the vulnerable adult is located in Louisiana
- Risk to the vulnerable adult
- The Contractor will provide callers with the number to the Governor's Office of Elderly Affairs for all reports involving adults age 60 and older and the number to the Department of Children and Family Services for reports involving children, 17 and under.

The Contractor must have communication capabilities and features for callers in accordance with standards set forth in the American's with Disabilities Act and provide services in easily understood English (or Spanish, when required).

The Contractor must use an identifiable phone line when contacting APS personnel to escalate reports.

OAAS will provide specific call scripting and procedure protocol details to the Contractor.

The Contractor must:

- Answer all calls professionally using a scripted greeting
- Answer all calls received by the third ring
- Have knowledge of the services being provided



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- Communicate fluently in English or Spanish
- Provide bilingual support 24/7 for Spanish speaking callers
- Provide TTY assisted calls

The Contractor shall forward all reports of the “Imminent Risk” of a vulnerable adult to APS community on-call personnel within fifteen (15) minutes of receiving the initial call.

The Contractor is required to utilize the On-Call Schedule provided to the Contractor.

The Contractor shall email a daily report log of all reports made to the APS Hotline by 8:00 am, Central Standard Time for the prior work period.

Reports shall include the following information.

- Caller’s Information (if provided, the caller can remain anonymous)
  - Name
  - Caller’s Phone #
  - Alt Call Number#
- Alleged Victim’s Information(if known by caller)
  - Name
  - DOB preferably or age group if not known; 18-59
  - Victim’s Address
  - City/State/Zip
  - Is alleged victim Disabled: Y/N
  - Disability/Diagnosis
- Description of Concern

Contractor must participate in an orientation and training session and routine training at the Contractor’s expense. Training materials will be provided for Contractor staff training purposes.

**CONTRACT COORDINATOR**

OAAS will designate a Contract Coordinator to:

- Serve as a liaison to the Contractor
- Coordinate and approve all work under the contract
- Resolve disputes
- Assure consistency and quality of Contractors performance
- Schedule and conduct Contractor performance evaluations and document findings
- Review and approve all invoices for work performed or items delivered



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### **SERVICE INTERRUPTIONS**

The Contractor shall immediately notify the Contract Coordinator of service interruptions. In the event of service interruptions, the Contractor shall provide the anticipated service restoration date and time, and the Contractor must provide a notification to callers.

### **RECORD MAINTENANCE**

All data shall be stored in a password protected database or network location with encrypted drives and/or in the drives of password protected and encrypted workstations. Paper and electronic files shall be stored in a secure location.

### **DELIVERABLES**

The Contractor shall provide monthly billing by the 5th of each month for the previous month of service. Monthly billing should include the following details:

- The date, time and length of each call handled
- Name of the Contractor Representative who handled the call
- Identify calls disseminated to APS personnel for “Imminent Risk” action
- A cover sheet that totals all calls and, provides a description of services rendered and outlines the costs for those services

### **PROTECTED INFORMATION**

All records and information obtained through this contract shall be construed to be protected health information (PHI) and shall be protected by the Contractor and its representatives in accordance with HIPAA regulations (See Attachment C - HIPAA Business Associate Addendum).