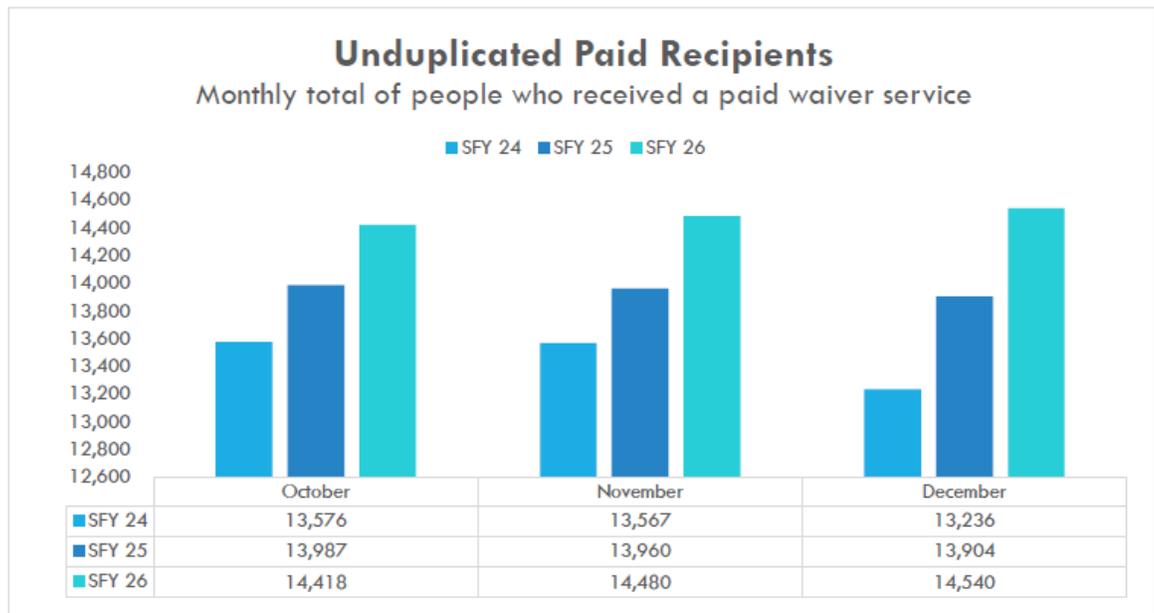


1. Today’s counts show ~7,059 OAAS and 14,943 OCDD waiver participants. What is the expected annual growth by waiver over the next 2–3 years?

OCDD:

### Home- and Community-Based Services Waiver Information



OAAS: 2,750 waiver slots have been added since 2021, averaging 550 per year. Funding for any new waiver slots would have to be allocated by the legislature.

2. What volume of NF/ICF-DD transitions do you anticipate per quarter, and what timeline benchmarks are expected?

OAAS: There are an average of 55 transitions per quarter from NFs. The timelines for completing activities are included in the program manuals referenced in the RFI.

OCDD: There are approximately 14 transitions annually. The timelines for completing activities are included in the program manuals referenced in the RFI.

3. How many people are on the Request for Services Registry and what is the projected onboarding rate into waivers per month/quarter?

OAAS: As of 12/31/2025, there were 11,828 on the CCW registry. Approximately 1500 waiver offers are certified annually. This fluctuates throughout the year based on when a slot becomes available.

*OCDD*: OCDD adds approximately 3000 people to the request for services registry annually. Waiver offers are made based on the urgency of need as identified via screening. On an annual basis, approximately 1350 waiver offers are made based on the urgency of need. This may fluctuate from month to month.

**4. For required initial and annual training, will the state provide modules, or will it be the responsibility of the vendors develop them?**

Please review the LAC 50: XXI. Chapter 5 and LAC 48: I. Chapter 49 for training requirements.

**5. Minimum credentials by role for Leadership? Any Louisiana-specific license requirements?**

See the rule referenced in the RFI.

**6. Will this RFI lead to a single statewide RFP or multiple regional RFPs?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and
- Gain awareness of beneficial practices and opportunities from other support coordination models.

**7. What is the anticipated budget for this work?**

Currently, support coordination is an established service within the OCDD and OAAS waiver programs. The applicable reimbursement rates are included in the materials provided with this RFI. Payment for services is contingent upon the contractor's completion of the required services and fulfillment of all applicable program requirements.

**8. Is there start-up or transition funding?**

At this time, LDH has not established or identified any start-up or transition funding related to the services described in this RFI.

**9. Where the RFI asks respondents to “Describe the ideal structure for an organization in providing support coordination” is this intended for internal structure, external structure (interfacing with LDH and other agencies) or both?**

LDH is seeking feedback on any and all relevant ideas or concepts. Respondents may address internal organizational structure, external structure, and relationships with LDH and other agencies, or both, as they deem appropriate.

**10. Does LDH anticipate that the organization will have their own care management system or utilize one identified by the state, and how will the systems interface for data sharing?**

LDH currently contracts with a data management vendor that handles prior authorization, post-authorization, and care plan management. The purpose of this RFI is to provide stakeholders an opportunity to offer feedback on the ideal structure and approach for support coordination, including suggestions regarding system use and data sharing.

**11. If a vendor submits a response to the requested RFI, will the vendor be notified by the State when the RFP is released?**

LDH does not guarantee that an RFP will be released, nor does it have a specific timeline for any future steps in the procurement process. Submission of a response to this RFI does not guarantee notification of or participation in any subsequent solicitation.

**12. Who are the current providers of these services and is performance data available for the last complete program year and the current program year?**

These services are currently provided by private agencies, including:

ABC Case Management, Quality Support Coordination, Alphacare Support Coordination, A Life Choice, Divine Impact Case Management, Blossom SCA, Community Resource Coordinators, Cadence of Acadiana, Priority Care, Abundance of Life, Allied Health management, Easter Seals, Medical Resources and Guidance, Sheltering Arms, Inventive Social Methods, B3 Community Alliance, DeLa Case Management, Shepard’s Heart, 1st Essential, People Unlimited, Living Water, Positive Concepts, Solomon North, Regional Case Management, Affinity Support Coordination, VACP, Volunteers of America, Loving You Through It, Family Care Case Management, and Caldwell Council On Aging.

Performance data for the last complete program year and the current program year is not available.

**13. Does the project have any yearly staff minimum training requirements?**

Please review the LAC 50: XXI. Chapter 5 and LAC 48: I. Chapter 49 for training requirements.

**14. Does the program have any experience/education degree requirements for case managers?**

Please review the LAC 50: XXI. Chapter 5 and LAC 48: I. Chapter 49 for training requirements.

**15. Is there a preferred format for submitting billing documentation?**

Please refer to the “Reimbursement” section of each OAAS and OCDD Medicaid Manuals included in RFI for billing requirements.

**16. What designated data management system is the State currently employing to house consumer data?**

The State currently utilizes a data management system provided by Statistical Resources, Inc. to manage and house consumer data.

**17. How long has this data management system been in use?**

The exact duration of use for the current data management system is unknown.

**18. If applicable, are the individuals currently on the planning list also entered into the states designated data management system?**

LDH is unable to provide a response to this question as currently phrased, as the intent and scope of “planning list” in this context is unclear.

**19. Must an agency demonstrate existing statewide capacity/infrastructure for case management service delivery to be eligible for consideration?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and

- Gain awareness of beneficial practices and opportunities from other support coordination models.

**20. Must an agency provide evidence of a current, dedicated quality assurance mechanism to be eligible for consideration?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and
- Gain awareness of beneficial practices and opportunities from other support coordination models.

**21. Must an agency provide the name(s) of current employees who are local to the communities in which they provide/intend to provide services?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and
- Gain awareness of beneficial practices and opportunities from other support coordination models.

**22. Must an agency currently hold quality accreditation from a nationally recognized accreditor of health and human services, e.g. CARF, JCAHO, etc. to be eligible for consideration?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and
- Gain awareness of beneficial practices and opportunities from other support coordination models.

**23. Is there a preferred approach or Care Management model currently under review or consideration?**

LDH is under no obligation to take any action based on the information received in response to this RFI and does not guarantee that an RFP will be released. However, LDH intends to use the information gathered through this RFI to:

- Engage with various stakeholders to obtain feedback and best practices related to the structure/setup of case management systems;
- Identify opportunities and barriers within the current support coordination delivery system;
- Explore strategies to enhance efficiency and cost effectiveness in support coordination delivery;
- Gather insight on improving recruitment and retaining staff; and
- Gain awareness of beneficial practices and opportunities from other support coordination models.

**24. Are there any requirements on having physical locations within the state?**

Please review the LAC 50: XXI. Chapter 5, §515. Business Location and Operations for OAAS and LAC 48: I. Chapter 49

**25. What is the anticipated contract value for this service?**

LDH has not established an anticipated contract value for this service. Submission of information in response to this RFI does not create any obligation on the part of LDH, nor does it guarantee that an RFP or other procurement will be issued. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**26. Is there a timeline in pursuing the project?**

LDH does not have a specific timeline for any next steps in this process. Submission of information in response to this RFI does not create any obligation on the part of LDH, nor does it guarantee

that an RFP or other procurement will be issued. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**27. Is there a current vendor providing this service or is it a new requirement? If there is a current vendor, could you please provide the current contract documents/information?**

These services are currently provided by private agencies under existing regulations and performance agreements. Specific contract documents or detailed performance information are not provided as part of this RFI.

**28. Does LDH envision the new application to serve as the system of record and primary reporting source for all waiver-related case management, person-centered plans, and service authorization data, or will some domains remain system-of-record in existing systems?**

LDH is currently exploring opportunities to transform support coordination services with the goals of:

- Emphasizing person-centered practices that promote movement from dependence to independence;
- Ensuring that individuals accessing waiver services are aware of and can access appropriate services; and
- Enhancing collaboration across Medicaid systems.

Feedback from individuals, families, providers, and advocacy groups has highlighted concerns regarding current knowledge bases and support provision, while support coordination agencies have expressed concerns regarding LDH's expectations for service delivery. This RFI is intended to gather information and stakeholder input to inform potential future system design and implementation.

**29. For data migration into new applications (e.g., Access databases, spreadsheets, specialty applications), how many years of historical data must be migrated for people, cases, service plans, authorizations, incidents, and related records?**

This RFI focuses on support coordination services and is not intended to address data migration or system implementation requirements. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**30. For incident management, grievances, appeals, and due process workflows, does the State expect these processes to be fully managed within or integrated with existing tools (e.g., Due Process Referral application or other systems)?**

This RFI focuses on support coordination services and is not intended to address incident management, grievances, appeals, and due process workflows. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**31. Is Remote/Offline/Rural access a requirement for any new technology recommended? If so, what percentage of serviced individuals are currently in this group.**

This RFI focuses on support coordination services and is not intended to address technology access in remote/offline and rural areas. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**32. Does the State anticipate that new application will also be used for non-waiver programs (e.g., State Plan services, targeted case management outside of 1915(c)) and, if so, which specific programs are in scope?**

This RFI pertains to 1915(c) waiver support coordination services and does not address non-waiver programs. This RFI is intended solely to gather information and stakeholder input for potential future planning.

**33. Are there any training formats (e.g., train-the-trainer, in-person, virtual, e-learning) that LDH would exclude? Is there a different ongoing training/onboarding training format for new providers and staff after initial go-live?**

At this time, LDH is not excluding any specific training formats. This RFI is intended to solicit feedback and ideas from stakeholders regarding training formats and approaches, including, but not limited to, initial onboarding and ongoing training for providers and staff.

**34. Since the waivers may cross more than one department, how do they envision managing separation of these waivers?**

At this time, LDH has not made determinations regarding the management of waiver separation. LDH intends to coordinate across its 1915(c) waivers in accordance with current amendments, rules, and procedures and will engage relevant stakeholders as appropriate.

**35. Is LDH considering managing OAA programs with the same solution?**

At this time, LDH is not considering managing OAA programs with the same solution. This RFI is intended solely to gather information and stakeholder input related to 1915(c) waiver support coordination services.

**36. Does LDH allow independent (individual) support coordinators or must all support coordinators be attached to an agency?**

Please review the LAC 50: XXI. Chapter 5 and LAC 48: I. Chapter 49 for training requirements; CMS 1915 (c) Waiver Documents, and Medicaid Manuals.