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Notice - Pre-Solicitation Conference
Veteran Nursing Home Billing and Account Services for
South Carolina Department of Veteran's Affairs
Solicitation 5400026566

Meeting Details

Date: **February 23, 2024**

Time: **1000-1130 ET**

Location: **SCDVA**

1800 Saint Julian Place, Suite 305

Columbia, SC 29204

(Contact zyarbrough@mmo.sc.gov if you intend on joining virtually)

It is the intent of the State of South Carolina, by and through its State Fiscal Accountability Authority, Office of State Procurement to solicit proposals on behalf of South Carolina Department of Veteran's Affairs (SCDVA) for billing and resident account services for all nursing homes over which the authority to operate will be transferred to SCDVA from South Carolina Department of Mental Health (SCDMH).

SCDVA has recognized the importance of including subject matter experts in the market to assist with the development of the solicitation, and is requesting your inclusion in a Pre-Solicitation Conference. More specifically, SCDVA is requesting your expert opinion on current capabilities in the market, areas of concern, and what SCDVA can provide to ensure a future successful contracting relationship.

Therefore, you are invited to join the Pre-Solicitation Conference, and submit feedback as listed below. Further information about the future solicitation can be found in **Attachment "A"** hereunder.

During this meeting, we will share pertinent information about the upcoming procurement for the Veteran Nursing Home Billing and Account Services. This event will give your organization an excellent opportunity to learn more about the project, understand its scope, and to ask questions and provide comments.

In response to the Conference, feedback and/or questions should be returned to zyarbrough@mmo.sc.gov by **1600 ET on March 5th, 2024**.

We greatly value your organization's involvement and look forward to your participation in this important process. Please feel free to contact me if you need further information or assistance.

Respectfully,

A handwritten signature in black ink, appearing to read 'Zach Yarbrough', written in a cursive style.

Zach Yarbrough
Procurement Officer
Division of Procurement Services
State Fiscal Accountability Authority
zyarbrough@mmo.sc.gov

Attachment A

I. SCOPE OF SOLICITATION

ACQUIRE SERVICES (MODIFIED)

BACKGROUND

The South Carolina Department of Mental Health (SCDMH) is responsible for establishing and operating South Carolina veterans nursing homes for South Carolina veterans who require long-term nursing care. There are five (5) State-run veterans nursing homes in operation at this time with a sixth (6th) scheduled to begin operation sometime in 2024.

As a result of Act 60 of 2023 enacted by the South Carolina General Assembly, authority to establish and operate State-run veterans nursing homes will transfer to the South Carolina Department of Veterans' Affairs (SCDVA) on July 1, 2024 for veterans homes for which SCDMH has a service contract with a third-party provider and July 1, 2025, for veterans homes for which SCDMH does not have a service contract with a third-party provider as of May 1, 2023.

Excluding billing and residents' personal funds account services, SCDMH contracts with a third-party provider for the management and operation of 4 of the 5 veterans homes currently in operation. Additionally, SCDMH along with SCDVA is soliciting proposals from third-party providers for the management and operation, excluding billing and residents' personal funds account services, of the veterans nursing home expected to begin operations in 2024. With regard to the fifth (5th) nursing home currently in operation located in Columbia, SC, SCDMH provides all management and operating services in-house. However, when authority over the nursing home located in Columbia, S.C. is transferred on July 1, 2025, SCDVA Intends to engage a third-party provider for management and operations services and a third-party provider for billing and residents' personal funds account services.

INTENT OF SOLICITATION

It is the intent of the State of South Carolina, by and through its State Fiscal Accountability Authority, Office of State Procurement to solicit proposals on behalf of SCDVA for billing and resident account services for all nursing homes over which the authority to operate will be transferred to SCDVA from SCDMH. It is contemplated that for those facilities currently in operation and under the management of a third-party provider, any contract resulting from this solicitation will be effective on July 1, 2024, or upon execution of the contract whichever date is later. It is contemplated that for the veterans nursing home expected to begin operations in 2024, any contract resulting from this solicitation will be effective as soon as that nursing home becomes operable, or the execution of the contract whichever date is later. Additionally, it is contemplated that any contract resulting from this solicitation will be effective for the veterans nursing home located in Columbia, S.C. upon its transfer to SCDVA on July 1, 2025.

THE NURSING HOMES

The veterans nursing homes currently in operation are:

- 1) Richard M. Campbell Veterans Nursing Home – Anderson, S.C. (220 beds)
- 2) Veterans Victory House – Walterboro, S.C. (220 beds)

- 3) Veteran Village – Florence, S.C. (104 beds)
- 4) Palmetto Patriots Home – Gaffney, S.C. (104 beds)
- 5) E. Roy Stone Veterans Pavilion at C.M. Tucker Nursing Care Center – Columbia S.C. (90 beds)

The veterans nursing home scheduled to become operational in 2024 is:

- 1) Patriot’s Village – Sumter, S.C. (104 beds)

Excluding billing and residents’ personal funds account services, SCDMH currently contracts with a third-party provider for the management and operation of Richard M. Campbell Veterans Nursing Home, Veterans Victory House, Veteran Village, and Palmetto Patriots Home.

For reference:

The solicitation for management and operation of Richard M. Campbell and Veterans Victory House including the SCOPE OF WORK/SPECIFICATIONS can be found at <https://webprod.cio.sc.gov/SCSolicitationWeb/solicitationAttachment.do?solicitnumber=5400019127>

The solicitation for management and operation of Veteran Village and Palmetto Patriots Home including the SCOPE OF WORK/SPECIFICATIONS can be found at <https://webprod.cio.sc.gov/SCSolicitationWeb/solicitationAttachment.do?solicitnumber=5400019890>

The solicitation for management and operation of the newly constructed veterans nursing home in Sumter, S.C. Home including the SCOPE OF WORK/SPECIFICATIONS can be found at <https://webprod.cio.sc.gov/SCSolicitationWeb/contractSearch.do?solicitnumber=5400026437>

For E. Roy Stone Veterans Pavilion at C.M. Tucker Nursing Care Center in Columbia S.C., SCDMH provides all management and operating services in-house.

CURRENT BILLING AND RESIDENTS’ PERSONAL FUNDS ACCOUNT SERVICES

SCDMH provides billing and residents’ personal funds account services for all veterans nursing homes in operation at this time. Related to residents’ personal funds account services, the third-party management/operations contracts provide that the contractor:

... shall maintain residents' personal funds in accordance with SCDHEC Certification and Licensure requirements, VA Standards, third party reimbursement requirements, and SCDMH [SCDVA as of 7/1/2024] policies and procedures. Contractor shall ensure that all employees responsible for handling residents' funds are adequately bonded.

Contractor shall also be required to deposit residents’ personal funds to SCDMH’s [SCDVA’s as of 7/1/2024] “Patient Personal Fund” account and Care and Maintenance

payments to the "General Revenue" account as established by SCDMH [SCDVA as of 7/1/2024.]

With regard to residents' personal funds, SCDMH currently provides all services related to accounting for funds received and deposited into the Patient Personal Fund, reconciling accounts, assigning interest accrued to the Patient Personal Fund to the appropriate resident account, payments due from personal accounts, etc. SCDMH currently acts as a representative payee for personal funds as well, receiving monthly direct deposits from SSA, SSI, USDVA, Railroad pensions, and other sources of regular income as required for a resident.

...

III. SCOPE OF WORK/SPECIFICATIONS

The Contractor selected pursuant to this solicitation will be required to provide to SCDVA the billing and resident account services for the State-run veterans nursing homes listed in Section I of this document "SCOPE OF SOLICITATION" currently provided in-house by SCDMH.

In performing the services require by this solicitation, the Contractor shall:

3.1 Develop, implement, and operate all necessary administrative systems for handling private pay, Medicare, Medicaid and other Facility residency payments including, but not limited to, accounting, (including billings, receivables, collections, payables, tracking of resident income, and personal funds), personnel, reporting, administrative records, admission records, purchasing, etc. Detailed, complete, and accurate fiscal records and other records pertinent to this Contract shall be maintained at the individual home level. Contractor shall maintain all fiscal records pursuant to accepted accounting standards and other records shall be maintained to the extent necessary to clearly reflect the extent of services furnished. Records of services and costs shall be made available to the SCDVA, any authorized representative of the State of South Carolina, and representatives of the federal government, including information requested by telephone. SCDVA has the right to, and may, photocopy any records, including personnel records, and financial records deemed by the SCDVA necessary to carry out state and federal statutes and rules.

3.2 Cooperate fully with SCDVA and other representatives of the State in any review, audit or copying of records, as well as with any inspection of the Facility or audit of its operation.

3.3 Obtain and maintain approval for, collect, and account for appropriate Medicare, Medicaid, third-party and other payments. Contractor shall do so in a manner consistent with federal and state law and generally accepted accounting principles and other applicable requirements, if any. The parties understand and agree that responsibility for payment of all payment plan deductibles, coinsurance requirements, and charges and fees for non-covered items and services shall remain with the Facility's residents. Contractor shall collaborate with each facility's management and operations contractor to consistently and appropriately communicate residents' payment responsibilities.

3.4 Prepare USDVA per diem reimbursement requests and timely submit such requests to the USDVA and other appropriate payors, as appropriate, or coordinated with the State. Adopt and comply with the Medicare Reimbursement policy. Contractor also shall timely bill, collect, remit to the State and account for resident, Medicare, Medicaid, and third party payments.

3.5 Adhere to all relevant USDVA requirements to ensure that the daily per diem is not suspended. In the event that USDVA suspends the daily per diem amount due to contractor performance, the amount paid to the contractor by the State will be reduced by an amount equal to the suspended per diem payment amount.

3.6 Provide all services relating to the accounting of residents' personal funds, including but not limited to accounting for funds received and deposited into the Patient Personal Fund; acting as a representative payee as elected by the resident; reconciling accounts; assigning interest accrued to the Patient Personal Fund to the appropriate resident account; releasing personal funds allowances to residents by the 10th of each month as required by law; applying monthly resident personal funds balances toward outstanding facility balances, such as room and board or pharmacy costs; providing quarterly fund balance reports to residents and authorized representatives; properly conveying funds as required upon a resident's death under 38 CFR § 51.70; coordinating any audits as required by SCDHEC, the USDVA, the Social Security Administration, and any other regulatory authority; and processing any other premiums or purchases made by the resident.