**Appendix 3**

**Specifications – Mental Health Services**

**Applies to RFP ETB0048**

**The following specifications are Mandatory for Proposers submitting a response to RFP ETB0048 for the Mental Health Services. Failure to comply with one or more of the specifications herein may disqualify a Proposer. See Appendix 6 – Performance Standards and Penalties for penalties associated with the requirements below.**

# Mental Health Services Program Specifications

## Mental Health Services administration

1. The Contractor must provide a mental health program that will expand over time, initially based on Member health assessment data and pharmacy claims data, but later utilizing medical claims data and predictive modeling. Contractor’s mental health program must include educational programs for Participants to increase their understanding of mental health and build skills to better manage their mental health and well-being including, but not limited to, access to digital tools and mental health coaches, nurses, and/or licensed counseling providers.
2. The Contractor must work with the Department to determine which additional services will be offered based on conditions and risk levels.
3. The Contractor must work with GHIP/WPE participating health plans on coordinating mental health care for Participants.
4. All health coaches and providers in Contractor’s mental health program must have appropriate certifications and credentials, a minimum of one (1) year experience in mental health counseling and participate in on-going education and training.
5. The Contractor must conduct individual outreach by mail (USPS) and phone to offer mental health services to Members identified as moderate or high risk based. The details on the type of risk factors and frequency of outreach must be included in Contractor’s Annual Promotion and Communication Plan submitted to the Department. At the request of the Department, the Contractor must adjust the frequency and type of outreach for mental health programs.
6. The Contractor will provide Program participation data transfers as required in Appendix 1 – Specifications – General.