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# Birth to Three Central Billing Office

*February 3, 2025*



Office of Early Childhood

# Agenda

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Topic	Speaker(s)
Opening: Conference Logistics	Nicole Cossette
Welcome & Introduction to OEC	Nicole Cossette
Birth to Three Program Overview	Elisabeth Teller
RFP Overview	Elisabeth Teller
Submission Logistics	Cathy Lenihan
Evaluation Criteria	Cathy Lenihan
Closing: Key Dates & Reminders	Nicole Cossette



# Disclaimer

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This presentation includes brief descriptions of the RFP specifications and requirements but does not fully elaborate on all required elements. As a result, this presentation does not supersede what is stated in the RFP or its appendices. Proposers are responsible for ensuring that their proposal is complete and accurate according to the information and requirements contained in the full RFP.

OEC will respond to submitted questions in writing after the conference. Proposers are responsible for ensuring that they read the official responses, even if their question was verbally answered during the conference.



# Logistics of RFP Conference

*The OEC will post slides on our website and on the state contracting portal after this conference.*

- If you are having any technical issues, you may also email [OEC.B23BillingRFP@ct.gov](mailto:OEC.B23BillingRFP@ct.gov) with your questions instead.
- Please type all questions into the question box.
- All questions typed in the question box during this conference will be recorded, and **responses to questions will be posted in writing on the OEC's website and the State Contracting Portal after the conference.**



# Welcome

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Connecticut Birth to Three



# Our Work

OEC is a state agency that oversees a network of programs and services that help young children and families thrive. OEC is made up of various divisions and programs which include:



## **Early Care and Education (ECE)**

Support more than **400** ECE programs serving over **40,000** children



## **Care 4 Kids**

Provide child care subsidies for lower income families who are working or are in approved education activities



## **Home Visiting**

Provide parenting and child development support to families of young children and pregnant women



## **Birth to Three**

Supports families when they have concerns about their children's development.



## **Parent Cabinet**

Advisory group that partners with OEC to elevate family voice and develop family-centered policies, programs, and practices



## **Licensing**

License and inspect more than **4,000** child care and youth camp programs to ensure health and safety



## **Background Checks**

Oversee comprehensive background checks for child care providers



## **Quality Improvement**

Provide early childhood professionals with supports to improve child care practices



## **Agency Administrative Functions**

Fiscal, Legal, Communications, Information Technology, Data & Research



## **Government & Community Relations**

Outreach and engagement with key stakeholders and partners



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# Birth to Three Program Overview



Office of Early Childhood

# Birth to Three Program Overview

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**The Birth to Three System contracts with early intervention programs across the state of Connecticut that support families who have concerns about their children's development.**

Birth to Three offers supports to families with children who are under age 3\* and have either a

- Significant developmental delay based on a standardized test or
- Medical condition (diagnosed by a doctor) that's likely to result in a developmental delay

\*Some children over the age of 3 with summer birthdays may be eligible to receive supports and services for a designated time-period.





# Birth to Three Program Overview (Cont'd)

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## **Birth to Three Mission:**

Through the partnership with families, Connecticut's Birth to Three system is committed to supporting infants and toddlers with delays and disabilities to develop and grow through everyday routines. The system provides equitable access to all families and connections to resources within the community.

## **Birth to Three Vision:**

Through equal opportunities and access to equitable services, families are empowered to further support their child's developmental skills, health related needs, and advocate for their child and family.



# **Types of Early Intervention Supports**

Every family receives Service Coordination, usually by their **Primary Interventionist**.

EI Supports are provided by a team of practitioners from the following disciplines:

- \*Speech and Language Pathology (SLP)**
- \*Developmental Therapists, Special Education Teachers**
- \*Occupational Therapy (OT)**
- \*Physical Therapy (PT)**
- \*Licensed Behavioral Analysts (LBA)**
- \*Nurses (RN, APRN)**
- \*Audiology (AuD)**
- \*Teachers of the Deaf (TOD)**
- \*Clinical Psychology (PsyD)**
- \*Vision and Mobility Specialists**
- \*Social Work (LCSW) / Professional Counseling (LPC) / Marriage & Family Therapy (MFT)**

**As well as other supports...**



# Learn more at Birth23.org



Connecticut Office  
of Early Childhood

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Connecticut Birth to Three

[For Families](#)[Our Programs](#)[Make a Referral](#)[For Providers](#)[About Us](#)[ICC](#)[Data Analysis](#)

Learn how to make a referral [here](#).

## Children have a lot to learn in the first three years

Through the partnership with families, CT's Birth to Three System is committed to supporting infants and toddlers with delays and disabilities to develop and grow through everyday routines. The system provides equitable access to all families and connections to resources within the community.



### Helpful Links



Office of Early Childhood

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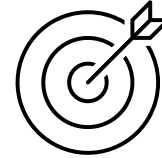
# RFP Overview



# Background & Goals

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The Office of Early Childhood is seeking a partner for billing Medicaid and commercial insurance on behalf of Connecticut's Birth to Three system to maximize reimbursements, reduce strain on families and providers, and improve financial systems.



1. Increase the revenue of the Birth to Three system by maximizing the billing of third-party insurers.
2. Utilize high-quality systems and processes to state, contractors, and families to ensure a compliant, transparent, and communicative relationship.
3. Ensure an accurate and sophisticated data-driven reporting system that mitigates problems and is responsive with solutions.

*RFP Pages 11-12*



# Organizational Expectations

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- Adaptable, responsive, timely, collaborative, customer service oriented
- Commercial health insurance and Medicaid billing expert.
- Dedicated and qualified personnel.
- Expertise developing and maintaining comprehensive, up-to-date billing reconciliation systems.
- Expertise navigating billing compliance, including adherence to legal statutes, Medicaid, and insurance regulations in accordance with State and Federal regulations.
- Expertise implementing sophisticated, data-driven software and systems that generate timely and accurate reports.

*RFP Pages 12-13*



# Scope of Work Overview

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OEC seeks proposals from billing and claiming companies to provide OEC financial stability as the billing office of Medicaid and Commercial Insurance claims. Qualified firms with extensive experience in billing collection should apply.

## ***Scope of Work:***

1. Submit claims to commercial health insurance plans and Medicaid on behalf of all contracted Birth to Three programs.
2. Ensure that each claim submitted under Birth to Three insurance coverage and Medicaid properly identifies it as a Birth to Three claim in whatever manner requested by the insurance plan and/or Medicaid.

*RFP Pages 12-15*



## **Scope of Work Overview (Cont'd)**

3. Develop a format for the Birth to Three programs to submit all data necessary for processing claims.
4. Ensure the CBO contractor is informed by each insurance plan and Medicaid of the claims paid to each Birth to Three program. (i.e., can receive the EOBs).
5. Track all claims and reimbursements by child, by program, and overall, each month.

*RFP Pages 12-15*





## **Scope of Work Overview (Cont'd)**

6. Establish and follow procedures for pursuing claim denials and re-submitting claims in a timely manner.
7. Produce regular quality data reports and other lists as requested by the OEC to improve the quality of the data and timely reimbursement.

\*See RFP for additional details.

*RFP Pages 12-15*



# Financial & Budget Expectations

<b>Total Funding Available</b>	Up to <b>\$1,850,000.00</b> is available through this RFP.
<b>Number of Contracts</b>	1
<b>Contract Term</b>	July 1, 2025 – June 30, 2028
<b>Funding Source</b>	State of Connecticut funds

\*annual administrative costs up to 10% of the total budget



# Contract Management

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OEC's focus for contract management is outcomes-oriented.

Expectations for collaborative contract management include:

- Meetings: bi-weekly state office meetings, bi-monthly Interagency Coordinating Council (ICC) meetings, program director meetings, monthly Community of Practices, and meeting with programs as needed.
- Reporting: Timely submission of quarterly reports
- Data Management: Accurate data collection, management, exports, and analysis
- Communication: Open communication to proactively address challenges and course correct.



*RFP Page 14*



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# RFP Logistics

*What You Need to Know to Submit a Proposal*



# Where to Find/Submit Information

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- Information and all documentation are available in electronic format on the State Contracting Portal
  - Go to <https://portal.ct.gov/DAS/CTSource/BidBoard>
  - Note: Register at the state portal and subscribe to this RFP; you will receive email updates when new documents are added
- Also available on the OEC's website at: <https://www.ctoec.org/birth-to-three-central-billing-office-rfp/>
- All questions/communications, LOIs, and the final proposal should be emailed to [OEC.B23BillingRFP@ct.gov](mailto:OEC.B23BillingRFP@ct.gov)



# Submission & Formatting Requirements

- Cover Sheet (Page 1)
- Table of Contents
- Executive Summary
- Required Attachments
- 30-page limit for main body of the proposal
- 8.5 x 11 page size
- 12-point, Times New Roman font
- Normal margins
- 1.5 line spacing

RFP Pages 22-27, 38-40

**We are not judging how visually “beautiful” your proposal is, but a readable document that is simple to navigate makes it easier for us to focus on the substance of your proposal!**

## Reminders:

- Include page numbers and label each attachment
- Make sure any scanned attachment is legible
- Budgets should be submitted in their original spreadsheet format provided by OEC
- Before you submit your proposal, ask yourself:
  - *If I was reading through this proposal, would it be easy for me to find the information I’m looking for?*
  - *Do I have to strain my eyes or rotate the document multiple times before I can read the content?*



# Proposal Checklist

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This is a tool to help you put together your proposal.



## Proposal Content Checklist

- ☐ Cover Sheet including required information:
  - RFP Name or Number
  - Legal Name
  - Federal Employer Identification Number (FEIN)
  - Street Address
  - Town/City/State/Zip
  - Contact Person
  - Title
  - Phone Number
  - E-Mail Address
  - Authorized Official Title
  - Signature
- ☐ Table of Contents
- ☐ Executive Summary: high-level summary of proposal and cost, one-page maximum

*RFP Pages 38-39*



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# Evaluation Criteria

*How We'll be Scoring Proposals*





# Evaluation Criteria

Evaluation Criterion Title	Weight
Organizational Structure and Staffing	15%
Financial Profile	15%
Customer Service and Support	15%
Budget	15%
IT and Data	20%
Program Proposal	20%

*RFP Pages 17-20*



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# Key Dates and Reminders



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# Timelines



## *For RFP Submission:*

**February 5, 2025**

5:00 p.m. ET

*Letters of Intent Due  
(Optional)*

**February 21, 2025**

5:00 p.m. ET

*Deadline for questions*

**March 7, 2025**

5:00 p.m. ET

*Proposals due*

## *For RFP Questions:*

The OEC will collect and respond to questions weekly.

**Deadline for Questions**

Friday, January 31, 5:00 PM ET  
Friday, February 7, 5:00 PM ET  
Friday, February 21, 5:00 PM ET

**Answers to questions will be posted**

Tuesday, February 4  
Tuesday, February 11  
Tuesday, February 25

*RFP Pages 6-7*



Office of Early Childhood

# Contact Information

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## **Official Contact**

**Kaitlyn Czap**

Office of Early Childhood

E-mail: OEC.B23BillingRFP@ct.gov

Telephone: (860) 500 – 4412

Mail: 450 Columbus Boulevard  
Hartford, Connecticut 06103

## **RFP Information**

State Contracting Portal:

<https://portal.ct.gov/DAS/CTSource/BidBoard>

Office of Early Childhood Website:

<https://www.ctoec.org/birth-to-three-central-billing-office-rfp/>



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# THANK YOU!



Office of Early Childhood