**Attachment A-1 Questions**

In addition to submitting other items listed in Attachment A, Section II Instructions for Response, please provide a detailed response to each of the following questions:

1. ORGANIZATION HISTORY & EXPERIENCE
2. Responder should provide a comprehensive description of Responder’s organization, outlining its experience as a 24-hour Crisis Telemedicine provider in the US and Texas, the depth of the organization regarding both infrastructure and Texas Licensed Physicians, and what sets it apart from other similar providers.
3. Describe your experience with others like Texas Mental Health and Intellectual Disability Community Centers.
4. SERVICE DELIVERY
5. What is your ratio of Physicians to Psychiatrists? Do you maintain a Psychiatrist on Call?
6. What is your average response time?
7. The contract is for the Responder to respond by tele-video within 1 hour of notification. Propose how this vital function will be:
	1. Monitored by Responder,
	2. Reviewed with Center and,
	3. Any discount offered by Responder for failure to meet.
8. Describe your process when ordering a higher level of care such as an Order of Protective Custody.
9. What is your procedure for correcting an error in the consult entry?
10. Describe how initial assessments, follow-up, and discharge will be documented and options to transmit into CENTER EMR. Provide any suggested formats for this documentation.
11. What form of escribing does the Responder use?
12. If the pharmacy does not receive the prescription due to technical issues – what is the procedure Responder recommends following?
13. Describe how Responder has resolved any conflict when ordering prescriptions for patients in the Patient Assistance Program (PAP).
14. Describe the stability of the system used by the Responder with regards to the quality of the connection and downtime of the system.
15. Routine Care – Responder described ability to provide Physician Services 8-5 M-F during the absence or vacancy of Prescribers on an as-needed basis. Please describe the ability to perform this service including any limitations, rate differences, or other parameters separate from the 24/7 Crisis Telemedicine Service. This is not a requirement of the RFP but we are exploring the possibility of this value-added service.

1. CREDENTIALING
2. Describe the Credentialing Packet the CENTER will receive for each Physician utilized.
3. PRICING & OTHER COSTS
4. Propose a rate structure for services rendered.
5. Identify in this section all other costs the CENTER would be responsible for in the implementation of the contract in addition to the rate structure.
6. OPERATIONAL START DATE
7. If awarded the contract on July 28 2022, verify and describe the Responder’s ability to be operational on September 1, 2022.