



Deschutes County Board of Commissioners  
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## **AGENDA REQUEST & STAFF REPORT**

### **For Board Business Meeting of December 21, 2015**

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**DATE:** December 10, 2015

**FROM:** Nancy Mooney, Contract Specialist, Deschutes County Health Services, 322-7516

**TITLE OF AGENDA ITEM:**

Consideration of Board Signature of Intent to Award Letter #2015-747, declaring Genoa, a QOL Healthcare Company, selected to contract with Deschutes County as a provider for the provision of on-site closed pharmacy services within the Deschutes County Downtown Clinic (DCDC) located at 1128 NW Harriman, Bend, OR 97701.

**PUBLIC HEARING ON THIS DATE?** No.

**BACKGROUND AND POLICY IMPLICATIONS:**

Deschutes County submitted a Request for Proposal (RFP) soliciting an agency to provide on-site closed pharmacy services at DCDC.

It is expected that the selected proposer will establish closed-door pharmacy services for clients of DCDC in the space provided by Deschutes County. The selected proposer is expected to provide an adequate level of qualified staffing to support the smooth operation of the proposed service model. After careful consideration it has been determined that Genoa, a QOL Healthcare Company is qualified to dispense narcotic and psychotropic medications prescribed under a behavioral health formulary and to dispense routine outpatient medications associated with a primary care practice. The selected proposer shall dispense prescriptions in accordance with all applicable Federal, State, and local statutes and regulations. Services shall be provided during DCDC's regular business hours, which are typically Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Genoa, a QOL Healthcare Company will provide services as an independent contractor and will lease the identified pharmacy space from Deschutes County. DCHS is offering approximately 300 square feet of space for this project. A space lease agreement will be part of final contract between Deschutes County and the successful proposer.

Pharmacy services will be available to clients receiving services from the Behavioral Health Division and/or Harriman Health Care Clinic, which provides on-site physical health care. Pharmacy services will only be available to individuals approved through DCHS and will not be available to the general public.

While the DCDC location will be the primary population to receive pharmacy service, all DCHS locations may be served by the pharmacy. The DCHS downtown location includes the DCDC, which serves adults with serious mental illness. The downtown location also includes the Wall Street Services Building (WSSB), which provides services to children through young adults. The downtown locations have a current Medical Doctor (MD)/Nurse Practitioner (NP) capacity of approximately 2.5 full-time equivalents (FTE) providing medication management services for behavioral health clients who are the primary target population for this project. DCHS

also operates other behavioral health sites in Bend, Redmond and La Pine with an additional MD/NP capacity of approximately 2.0 full-time equivalents providing medication management services for behavioral health clients.

The primary DCDC site location serves approximately 260 adult clients. The current medication management needs for these clients are estimated as follows: 95% on medication; 80 receiving high intensity of assistance with medication management; 25-30 receiving Clozaril; and 40-45 receiving injectable antipsychotic medications. It is estimated that over 10,000 prescriptions are written annually for DCDC clients. Current insurance payor mix of DCDC clients is: 50% OHP/Medicaid; 31% Medicare/Medicaid; 11% Medicare only; 5% Self-pay; 2% Commercial. The WSSB site serves approximately 180 children and young adults. Current insurance payor mix of WSSB clients is: 75% OHP/Medicaid; 15% Commercial; 10% Self-pay. DCHS also works closely with adult residential mental health providers in the community. These include 2 adult foster homes, 3 residential treatment homes and 1 secure residential treatment facility for a combined total of 41 residential beds.

It is expected that Genoa, a QOL Healthcare Company will provide the following services:

1. Provide on-site closed pharmacy services with licensed qualified pharmacists or other staff as reasonably necessary to operate the services on a day-to-day basis in compliance with all applicable federal and state laws; bill clients and third party payers for medications dispensed; manage and retain records pertinent to the pharmacy services pursuant to applicable laws and regulatory retention standards; purchase all supplies reasonably needed to operate the pharmacy; comply with and adhere to HIPAA guidelines, as periodically revised.
2. Prepare and dispense behavioral health and physical health medications in a multi-pill adherence packaging system.
3. Re-package medications as needed to reflect mid-cycle prescription changes.
4. Dispense medications directly to clients and/or Deschutes County Health Services (DCHS) staff for delivery to clients on a daily, weekly, monthly basis or other timeframe as determined in coordination with DCHS.
5. Assist in completing Prior Authorization and Patient Assistance application forms.
6. Coordinate medication refills in a timely manner with DCHS or community Mental Health Service Providers, Primary Care Physicians (PCPs), or other prescribers as needed.
7. Manage clients on Clozaril including coordinating and monitoring required lab work in accordance with Clozaril registry procedures and protocols.
8. Assist DCHS to maintain a perpetual inventory of sample medications and, to the extent permitted by the Oregon Board of Pharmacy, serve as DCHS's agent for properly authorized prescriber in connection with the storage and dispensing of sample medications.
9. Provide mail delivery services as frequently as weekly for clients needing this service.
10. Assist clients with their weekly medication boxes.
11. Manage or dispose of returned, expired, or unused medications in accordance with federal and state standards
12. Regularly coordinate with DCHS medical team and other staff concerning client needs and pharmacy operations.
13. Have the ability to offer pharmacy services to local mental health residential programs –which may include an understanding of administrative rules and packaging/delivery requirements related to medication administration in adult foster homes, and residential treatment homes and facilities.

#### **FISCAL IMPLICATIONS:**

Genoa, a QOL Healthcare Company shall be responsible for directly billing and collecting payments for traditional pharmacy services provided to clients and shall not look to Deschutes County for payment for pharmacy services rendered. It is expected that the majority of funding will be received through invoicing the Oregon Health Plan for client medications.

**RECOMMENDATION & ACTION REQUESTED:**

It is the recommendation of the Health Services department that this Intent to Award Letter be signed by the Board of County Commissioners.

**ATTENDANCE:** Lori Hill, Adult Treatment Program Manager

**DISTRIBUTION OF DOCUMENTS:**

A fully executed copy to Nancy Mooney, Contract Specialist, Health Services Department.

December 9, 2015

RE: On-Site Pharmacy Services for Deschutes County Behavioral Health Division

**NOTICE OF INTENT TO AWARD CONTRACT**

In September, 2015, Deschutes County Health Services of Deschutes County, Oregon considered proposals from business entities who are willing to contract to provide on-site closed pharmacy services in conjunction with the Behavioral Health Division of the Deschutes County Health Services Department (DCHS) operating within the Deschutes County Downtown Clinic (DCDC) located at 1128 NW Harriman, Bend, OR 97701. Deschutes County Health Services determined that the successful proposer for the project was: Genoa, a QOL Healthcare Company.

This Notice of Intent to Award Contract is issued pursuant to Oregon Revised Statute (ORS) 279B.135. A copy of this Notice of Intent to Award is being provided to the proponents that submitted a proposal for this service that best matched the criteria outlined in the Request for Proposal (see attached list of all proposals received). Any firm or person who believes that they are adversely affected or aggrieved by the intended award set forth in this Notice, may submit a written protest within seven (7) calendar days after the issuance of this Notice of Intent to Award to the Board of County Commissioners of Deschutes County, Oregon, at the above address, Attn: Lori Hill, Health Services Program Supervisor. **The seven (7) day protest period will expire at 5:00 p.m. on Tuesday, December 29, 2015.**

Any protest must be in writing and specify any grounds upon which the protest is based. If a protest is filed, a hearing will be held at 10:00am on January 6, 2016, before the Board of County Commissioners of Deschutes County, Oregon, acting as the Contract Review Board, at Deschutes County Services Center, 1300 NW Wall St., Bend, Oregon, 97701.

If no protest is filed within the protest period, this Notice of Intent to Award Contract becomes an Award of Contract without further action by the Board of County Commissioners unless the Board, for good cause, rescinds this Notice before the expiration of the protest period.

The successful bidder on a Deschutes County project is required to execute the Contract. In addition to the execution of Contract, the Contractor will be required to provide applicable certificate(s) of insurance.

If you have any questions regarding this Notice of Intent to Award Contract, or the procedures under which the County is proceeding, please contact Nancy Mooney, 541-322-7516.

Sincerely,

BOARD OF COUNTY COMMISSIONERS  
DESCHUTES COUNTY, OREGON

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ANTHONY DEBONE, COMMISSIONER

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ALAN UNGER, COMMISSIONER

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TAMMY BANEY, COMMISSIONER

**Bidder's List for the provision of On-Site Pharmacy Services for Deschutes County Behavioral  
Health Division**

Notice of Intent to Award will be sent via E-mail

Genoa, a QOL Healthcare Company  
3140 Neil Armstrong Blvd., #10  
Eagan, MN 55121  
E-mail: [genoa\\_info@genoa-qol.com](mailto:genoa_info@genoa-qol.com)

Bend Pill Box Pharmacy  
727 NE Greenwood Ave.  
Bend, OR 97701  
E-mail: [cindy.cocanower@pillboxinc.com](mailto:cindy.cocanower@pillboxinc.com)