


POLICY AND PROCEDURE

<u>POLICY TITLE:</u> Provider Enrollment Engagement with Potential PROMISE Providers	<u>POLICY #:</u> DSAMH053
<u>PREPARED BY:</u>	<u>DATE ISSUED:</u> 07/05/2023
<u>RELATED POLICIES:</u>	<u>REFERENCE:</u>
<u>DATES REVIEWED:</u> 07/05/2023 08/14/2024 06/23/2025	<u>DATES REVISED:</u> 06/28/2023 07/10/2024 06/11/2025
<u>APPROVED BY:</u>  <u>DATE APPROVED:</u> 7/9/2025 6:59 AM PDT	<u>NOTES:</u> (Check all that apply: See definitions F-J) <input checked="" type="checkbox"/> DSAMH Internal Policy <input type="checkbox"/> DSAMH Operated Program <input type="checkbox"/> DSAMH State Providers <input type="checkbox"/> Delaware Psychiatric Center <input type="checkbox"/> Targeted Use Policy (Defined in scope)

- I. **PURPOSE:** To clarify the procedure that Provider Enrollment must follow when engaging with potential PROMISE providers and the steps the provider must take to apply for certification.
- II. **POLICY STATEMENT:** The role of Provider Enrollment is to assist potential providers with technical assistance for DSAMH certification. Potential group home providers who have not completed the necessary steps to be able to obtain certification through DHCQ will be directed to the appropriate entities or resources. Provider Enrollment will remain a neutral party at all times in the request for proposal (RFP) process. For this reason, Provider Enrollment will not engage in technical assistance with any potential providers who have not been awarded contracts by the State.
- III. **DEFINITIONS:**
- “PROMISE”** means Promoting Optimal Mental Health for Individuals Through Supports and Empowerment (PROMISE) Home and Community-Based Services (HCBS) waiver program under DSAMH. PROMISE assesses clients for level of care needs and monitors services to ensure the client receives appropriate care from contracted providers.
- “PROMISE programs”** means DSAMH-contracted programs which provide the following levels of care:
- A. Assertive Community Treatment (ACT)
 - B. ACT Plus
 - C. Intensive Case Management (ICM)
 - D. Mental Health Group Homes
 - E. Personal Care

- F. Peer Services
- G. Benefits Counseling

IV. **SCOPE**: All providers seeking to apply for RFPs for PROMISE services.

V. **EXCEPTIONS**: Provider Enrollment will engage with potential PROMISE providers at the request of DSAMH leadership.

VI. **PROCEDURES/RESPONSIBILITIES**:

- A. Prior to an RFP being posted, Provider Enrollment may meet with providers only to offer information about the process to apply for certification and supply resources. Provider Enrollment will not assist with the development of policies or other program requirements.
- B. Once an RFP has been posted, Provider Enrollment may not meet with any potential providers for the PROMISE services included on the RFP.
- C. Any provider seeking to provide PROMISE services, who has completed the RFP and is in the process of completing a contract with DSAMH, may meet with Provider Enrollment at the discretion of PROMISE.
- D. Once the contract has been awarded, Provider Enrollment may engage with the provider to begin the application process for certification.

VII. **POLICY LIFESPAN**: This policy will be reviewed annually.

VIII. **RESOURCES**:

- A. RFP: <https://dhss.bonfirehub.com/portal/?tab=openOpportunities>