Form **PCS 134**

HHS Responses to Questions

TEXAS Health and Human Services

Solicitation Title: Dental Services Needed for Lubbock SSLC Residents

Solicitation Number: HHS0018027

#	Reference	Question	Response
1.	Section 7.1.2 – Performance Schedule	Can you clarify the response time expectation: "respond within 4 hours." Does this mean the dentist must be physically present at the facility within 4 hours, or can an initial phone/remote consultation occur within 4 hours with an on-site visit occurring later?	We typically do not have a call back for our dental anesthesiologist. If we do have a need, our dental director will reach out to you. The "respond within 4 hours" can be phone/remote with our Dental Director.
2.	Section 7.1.2 and 7.1.3 – Performance Schedule and Emergency Services	For Tuesday-Friday services, how are Monday emergencies handled (e.g., weekend patient issues)?	Our Dental Director handles all (dental) emergencies during business hours; our PCPs handle emergencies that occur over the weekend. Dental Director will follow-up with PCP (regarding) any weekend (dental) emergency events.
3.	Section 7.1.3 – Emergency Services	What constitutes an "emergency" versus a routine after-hours request? Who is authorized to classify a request as an emergency?	Our Dental Director will classify an emergency need. We typically do not have after-hours service for dental anesthesia.
4.	Section 7.1.13 – 24-Hour Contact / Availability	The IFB states that the contractor shall be available to perform requested services twenty-four (24) hours per day, seven (7) days per week, including holidays. Please clarify whether this requirement means maintaining continuous on-call clinical coverage and provider availability or only being available to respond to emergency requests when requested by HHSC. Additionally, does this requirement contemplate telephone consultation, remote consultation, or on-site in-person services?	We would just require contact information for contractor for "just in case needs." All our services are provided Mon-Fri. Typically from 7am-5pm. The hours worked are determined by the contractor.

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5.	Section 7.1 – Scope of Services	What is the anticipated frequency (weekly, biweekly, monthly) and anticipated number of patients per clinic session?	We currently range from 3-5 patients a session and have two sessions per month. This can be adjusted if contractor would like to add sessions. Sessions are on campus at Lubbock SSLC.
6.	Section 7.1 – Patient Care Responsibilities	Who determines the specific services needed for each patient, the facility clinician or the contractor dentist?	Lubbock State Supported Living Center has a Dental Director that determines specific services needed for the patients
7.	Section 7.1(j) – Pre-Anesthesia Assessment	Regarding the 30-day pre-anesthesia screening window, if a patient's condition changes within 48 hours of the scheduled procedure, who determines whether the procedure proceeds?	It would be any of the care team (PCP, Dental Director, or the anesthesiologist) If any one of the team has a concern about the patient's safety, then the appointment would be cancelled.
8.	Section 7.1(l) – Anesthesia Reports and Documentation	The IFB allows reports to be provided in hard copy or digital format. Can HHSC clarify the preferred method of submission for required anesthesia reports and supporting documentation (e.g., secure email, PDF transmission, secure portal upload, EHR upload, or other electronic format)?	Our current method is to copy the dental anesthesiologists' records at the end of the session and upload them to our electronic dental records. We can work with the vendor on how they would like to submit documentation
9.	Section 7.1 – Clinical Documentation	What electronic health record (EHR) system is utilized by Lubbock SSLC?	Cerner Power Chart (Medical) and Dentrix (Dental)
10.	Section 7.1 – Equipment Responsibilities	Who provides the anesthesia equipment, including anesthesia machines, monitoring equipment, and TIVA pumps?	The contractor provides all the necessary equipment.
11.	Section 7.1 – Equipment Responsibilities	Who is responsible for the maintenance, calibration, inspection, and servicing of anesthesia equipment?	The contractor is responsible for this

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12.	Section 7.1.13 – 24-Hour Availability	The IFB states that the contractor shall be available twenty-four (24) hours per day, seven (7) days per week, including holidays. Is this requirement intended for consultations only, or does HHSC require actual in-person service availability during those periods?	It's not a requirement.
13	Section 7.1(c) – Medicaid/Medicare and Coordination of Benefits	Must the contractor be independently enrolled and credentialed as a Texas Medicaid and Medicare provider, or does the facility maintain a billing arrangement whereby the contractor bills through facility credentials?	No, the contractor does not need to be enrolled as a Texas Medicaid/Medicare provider. We do not bill Medicaid/Medicare. Contractor bills the facility for services (typically hourly rate) monthly and we pay the contractor.
14.	Section 7.1(c) – Medicaid/Medicare Enrollment	If independent Medicaid and/or Medicare enrollment is required, who is responsible for the enrollment process and any delays associated with obtaining enrollment and approval?	Not required to be independent Medicaid and/or Medicare enrolled.
15.	Section 11 – Contract Term / Start of Services	What is the anticipated timeframe between contract award and the required first date of service? Provider enrollment and credentialing processes may require 30-90 days.	Typically, once the contract is awarded, we will need services to begin
16.	Section 7.1(c) and 7.1(m) – Billing and Claims Submission	Does the contractor submit claims directly to Medicaid and Medicare, or does the facility submit claims on the contractor's behalf utilizing a facility billing process or third-party billing service?	Medicaid/Medicare is not billed. As a state of Texas facility, we pay the contractor a fee for services to our clients. This is typically an hourly rate.

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