

NUTRITIONAL SUPPLEMENTS

Service Specifications

(These rules are subject to change with each new contract cycle)

1.0 Definition

The Home Delivered Nutritional Supplement service is designed to promote adequate client nutrition through the provision and home delivery of nutritional supplements.

2.0 Unit of Service

2.1 A unit of service is one case of nutritional supplement delivered to a client's home.

2.2 The unit cost must be inclusive of administrative and delivery charges.

3.0 Vendor Requirements

3.1 The vendor will provide nutritional supplements in a variety of flavors as available.

3.2 The vendor will provide nutritional supplements meeting a variety of dietary needs.

3.3 The vendor will designate a contact person (and one back-up) to coordinate orders and to whom questions can be directed.

3.4 All client information received by the vendor is confidential and must not be released without a Release of Information form signed by the client or their representative.

3.5 Nutritional supplements must have a freshness date indicating at least 6 (six) months of freshness remaining on the date of delivery.

3.6 The vendor shall provide Franklin County Office on Aging a catalog containing product descriptions and nutritional information for the products to be used during the contract period.

3.7 The vendor shall have adequate inventory of nutritional products on hand/in stock in order to fulfill the terms and requirements of this contract and avoid interruption in product delivery.

3.8 The vendor shall notify Office on Aging Quality Improvement Department of any changes to quantities for products supplied.

4.0 Receiving Orders:

4.1 Vendors are required to check the Office on Aging Case Management System (CMS) for new authorizations/changes/disenrollments at least twice a day (a.m. and p.m.).

4.2 All orders will be sent to the vendor(s) electronically via the Office on Aging Case Management System (CMS), and vendor(s) will bill electronically for authorized items that are delivered.

5.0 Delivery:

Delivery shall be made directly to the client's home by provider agency delivery

personnel. Per client request, delivery personnel may be required to enter a client's home to complete delivery, or may be requested to assist clients with lifting and unwrapping package materials. For this reason, standard drop-shipment of nutritional supplements is not acceptable for this contract.

5.1 The vendor will deliver the nutritional supplement to the client's home within 5-7 business days of the initial order authorization date.

5.2 The vendor will make ongoing monthly deliveries to clients based on the initial order date authorized by the case manager in the client's care plan. Delivery will be automatic rather than prompted by a call from Office on Aging.

5.3 Ongoing monthly deliveries shall be made on or within 5 business days of the same day each month.

5.4 The vendor shall call the client 1 to 3 business days in advance of the delivery to notify the client of the scheduled day of delivery. Once the vendor has established a consistent delivery date with the client, a monthly phone call is not needed.

5.5 With verbal authorization from the client or Office on Aging case manager, orders may be left in a secure area or may be delivered to an approved alternate delivery site when the client is not home.

5.6 If the order is unable to be delivered or the client refuses the order, the vendor will notify the Office on Aging case manager within 2 business days by phone or via the Office on Aging Case Management System (CMS) e-mail. Two delivery attempts should be made on separate days before designating the order as unable to be delivered.

**** No deliveries shall be made without prior authorization from Office on Aging to any address other than the address supplied by the case manager.**

5.7 When requested, delivery personnel are to assist clients in bringing delivered items into their homes. If requested, delivery personnel shall assist with opening packages.

5.8 Deliveries are to be made between the hours of 8:00 am and 7:00 pm. Weekend deliveries are acceptable, but not required.

5.9 Delivery receipts/proof of delivery must be signed by the client or the client's caregiver and shall be maintained by the vendor. Office on Aging staff shall have access to these records upon request.

6.0 Changes in Authorization

6.1 No changes to the type or quantity of nutritional supplement shall be made without prior approval by the Office on Aging case manager.

6.2 The vendor will notify the Office on Aging case manager via phone, fax or the Office on Aging Case Management System (CMS) within 2 business days of any of the following events:

- a.) client requests a change in type or quantity of the nutritional supplement being provided
- b.) refusal of delivery by client/caregiver
- c.) client moving to new address
- d.) inability to deliver product to the client

INCONTINENCE SUPPLIES

Service Specifications

(These rules are subject to change with each new contract cycle)

1.0 Definition

The Home Delivered Incontinence Supply Service is designed to promote the cleanliness, good health and safety of clients experiencing incontinence. This is to be accomplished by the provision and home delivery of incontinence supplies.

2.0 Unit of Service

2.1 A unit of service is typically one case or package of any given incontinence supply delivered to a client's home.

2.2 The unit cost must be inclusive of administrative and delivery charges.

3.0 Vendor Requirements

3.1 The vendor will provide a variety of high quality incontinence supplies such as pads, undergarments, pull-ups, full briefs and underpads.

3.2 The vendor will designate a contact person (and one back-up) to coordinate orders and to whom questions can be directed.

3.3 All client information received by the vendor is confidential and must not be released without a Release of Information form signed by the client or their representative.

3.4 The Vendor shall provide Office on Aging a catalog containing product descriptions for the items to be used during the contract period.

3.5 The vendor shall have adequate inventory of incontinence products on-hand/in-stock in order to fulfill the terms and requirements of this contract and avoid interruption in product delivery.

3.6 The vendor shall notify Office on Aging Quality Improvement Department of any changes to quantities for products supplied.

3.7 The vendor shall provide product samples when requested.

4.0 Receiving Orders

4.1 Vendors will be required to check the Office on Aging Case Management System (CMS) for new authorizations/changes/disenrollments at least twice a day (a.m. and p.m.).

4.2 All orders will be sent to the vendor(s) electronically via the Office on Aging Case Management System (CMS), and vendor(s) will bill electronically for authorized items that are delivered.

5.0

Delivery:

Delivery shall be made directly to the client's home by provider agency delivery personnel.

Per client request, delivery personnel may be required to enter a client's home to complete delivery, or may be requested to assist clients with lifting and un-wrapping package materials.

5.1 The vendor will provide delivery of the incontinence supplies within 5-7 business days of the initial order being received.

5.2 The vendor will make ongoing monthly deliveries to clients based on the initial order authorized by the case manager in the client's care plan. Delivery will be automatic rather than prompted by a call from Office on Aging.

5.3 Ongoing monthly deliveries will be made on or within 5 business days of the same day each month.

5.4 Vendor will call the client 1 to 3 business days in advance of the delivery to notify the client of the scheduled day of delivery. Once the vendor has established a consistent delivery date with the client, a monthly phone call is not needed.

5.5 With verbal authorization from the client or Office on Aging case manager, orders may be left in a secure area or may be delivered to an approved alternate delivery site when the client is not home.

5.6 If the order is unable to be delivered or the client refuses the order, the vendor will notify the Office on Aging case manager within 2 business days by phone or via the Office on Aging Case Management System (CMS). Two delivery attempts should be made on separate days before designating the order as unable to be delivered.

**** No deliveries shall be made without prior authorization from Office on Aging to any address other than the address supplied by the case manager.**

5.7 When requested by the client, delivery personnel are to assist clients by bringing delivered items into their homes. If requested, delivery personnel shall assist with opening packages.

5.8 Deliveries are to be made between the hours of 8:00 am and 7:00 pm. Weekend deliveries are acceptable, but not required.

5.9 Delivery receipts/proof of delivery must be signed by the client or the client's caregiver and shall be maintained by the vendor. Office on Aging staff shall have access to these records upon request.

6.0

Changes in Authorization

6.1 No changes to the type or quantity of incontinence product shall be made without prior approval by the Office on Aging case manager.

6.2 The vendor will notify the Office on Aging case manager via phone, fax or "Q" System e-mail within 2 business days of any of the following events:

- a.) client requests a change in type or quantity of the incontinence product provided
- b.) refusal by client of delivery
- c.) client moving to new address
- d.) inability to deliver product to the client.

DURABLE MEDICAL EQUIPMENT Service Specifications

(These rules are subject to change with each new contract cycle)

1.0 Definition

Durable medical equipment includes equipment designed to increase client safety and independence.

2.0 Unit of Service

2.1 A unit of service is one DME item delivered and/or installed to the client's home. This shall include instruction and set up.

2.2 The unit cost must be inclusive of administrative, delivery, installation and shipping charges (if applicable).

2.3 DME items should have applicable manufacturer's warranty of at least one year and proper installation guaranteed by the vendor for at least one year.

3.0 Vendor Requirements

3.1 The vendor will provide a variety of high quality durable medical equipment. (Refer to the itemized Bid response sheet.)

3.2 The vendor will designate a contact person (and one back-up) to coordinate orders and to whom questions can be directed.

3.3 All client information received by the vendor is confidential and must not be released without a Release of Information form signed by the client or their representative.

3.4 The Vendor shall provide Office on Aging a catalog containing product descriptions for the items to be used during the contract period.

3.5 The vendor shall have adequate inventory of durable medical equipment on-hand/in-stock in order to fulfill the terms and requirements of this contract and avoid interruption in product delivery .

4.0 Receiving Orders

4.1 Vendors will be required to check the Office on Aging Case Management System (CMS) for new authorizations/changes/disenrollments at least twice a day (a.m. and p.m.)

4.2 All orders will be sent to the vendor(s) electronically via the Office on Aging Case Management System (CMS), and vendor(s) will bill electronically for authorized items that are delivered.

5.0 Delivery and Installation:

- 5.1 The vendor will deliver DME items not requiring installation within 5-7 business days of the initial order being received.
- 5.2 The vendor will deliver and install DME items requiring installation within 10-14 business days of the initial order being received.
- 5.3 If during installation, it is determined that a change in product is needed, a telephone authorization for the change can be made by the vendor contacting any Office on Aging Senior Options supervisor or case manager for approval.
- 5.4 The vendor will call the client 1 to 3 business days in advance of the delivery to notify the client of the scheduled day of delivery and/or installation. Two delivery attempts should be made on two separate days before designating order as unable to be delivered.
- 5.5 If the order is unable to be delivered or the client refuses the order, the vendor will notify Office on Aging within 2 business days in writing or via computerized notification.
****No deliveries shall be made, without prior authorization, to any address other than the address supplied by the case manager.**
- 5.6 With verbal authorization from the client or Office on Aging case manager, orders may be left in a secure area if installation and/or instruction are not required.
- 5.7 Delivery personnel are to assist the clients in bringing delivered items into their homes, and providing any installation and/or instructions for use.
- 5.8 Deliveries are to be made between the hours of 8:00 am and 7:00 pm. Weekend deliveries are acceptable, but not required.
- 5.9 Delivery receipts/proof of delivery shall be signed by the client, the client's caregiver, or via electronic delivery notification and shall be maintained by the vendor. Office on Aging staff shall have access to these records upon request.

6.0 Changes in Authorization

- 6.1 No changes to the type or quantity of durable medical equipment shall be made without prior approval by the Office on Aging case manager.
- 6.2 The vendor will notify the Office on Aging case manager via phone, fax or the Office on Aging Case Management System (CMS) within 2 business days of any of the following events:
- a.) client requests a change in type or quantity of the durable medical equipment being provided (see DME Service Specification 5.3)
 - b.) refusal by client of delivery
 - c.) client moving to new address
 - d.) inability to deliver product to the client
 - e.) obvious concerns in client status (health, mental health or death)
 - f.) conditions in the home that could pose a health or safety issue to the client or interfere with delivery of authorized services or products