



Disability Consulting & Advocacy

CTD
Coalition of Texans with Disabilities
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Coalition of Texans with Disabilities (CTD) Consulting on HHSC RFP for STAR+PLUS

CTD: Summary of Relevant Background

Founded in 1978, CTD is a social and economic impact organization benefiting Texans with disabilities of all ages. Based on expertise developed as the oldest and largest consumer-led cross-disability statewide organization in Texas, CTD provides quality services to businesses, organizations and individuals. CTD makes use of people with disabilities as subject matter experts; a unique perspective valued by our clients.

CTD was a lead consumer advocacy organization in the expansion of STAR+PLUS and creation of ICM in the 79th Legislature, not in alliance with either side of the debate, rather promoting a best practices set of recommendations for Medicaid managed care, many of which were implemented. CTD has continued to work with the Legislature and HHSC in recent sessions on Medicaid managed care issues. CTD is an active member of the advisory councils of three of the current STAR+PLUS HMOs and has a working relationship with a fourth. CTD is also a STAR+PLUS provider through our Consumer Directive Services Division serving people in the Austin and San Antonio areas and expanding to Dallas and Fort Worth in 2011.

Fees for our consulting are established depending on the scope of work. All monies earned through fee-for-service consulting go to support the disability advocacy work of CTD, a 501(c) 3 non-profit. This allows us the ability to advocate in Texas legislative sessions where we have a strong record of accomplishment in health care, civil rights, transportation, architectural barriers and more.

Past CTD consulting clients include: DARS, DADS, DSHS, ORCA, Texas Secretary of State, Suma/Orchard Social Marketing, BAH! Design, and State Independent Living Council. We have provided consulting input on state RFPs to ThinkStreet, Enviromedia, Burson-Marstellar, Superior HealthPlan and BearingPoint.

Proposed Scope of Work

For purposes of the response to the State RFP on implementing STAR+PLUS in the Travis service delivery area, CTD will provide the following services:

1. CTD will provide region-specific value-adds to the Evercare proposal in the Travis service delivery area.
2. Permission to reference future commitments from CTD in your proposal for value added services. If in your judgment helpful to your proposal, you will be granted approval to state that you have a commitment from CTD to work/assist on implementation of value-

adds in proposed project for the Travis SDA. You would seek CTD's approval for specific references of commitment and CTD agrees not to unreasonably withhold or delay its approval. CTD does retain the right to withhold approval if, in our sole discretion, the area of work in the commitment is outside CTD's expertise or runs counter to its mission as a 501(c)3 non-profit organization.

3. At your request, CTD will review language and images used in reference to people with disabilities for compliance to contemporary appropriate usage in value-adds section in the proposed project for the Travis SDA.
4. Key CTD staff will be available to meet with your staff, participate in proposal planning for the value-adds section in the proposed project for the Travis SDA, as requested.
5. Develop an Independent Ombudsman Program offered as a Value Add Service. CTD will help develop and provide ombudsman services to members who choose to use an independent ombudsman service through our member value adds. Request for independent ombudsman service will be generated by our internal patient advocates. CTD and United will develop the program and generate a contract for services. A concept statement will be developed for the proposal with the full program development to begin no earlier than June 6, 2011. CTD grants permission to reference this future commitment for development of the independent ombudsman program in the proposal. This program will be exclusive to United Healthcare – TX.
6. Train Staff on Respectful Language regarding people with disabilities. Provide face to face training on Respectful Language regarding people with disabilities.

CTD proposes to begin work immediately.

Compensation to CTD for this project:

- \$5,000 for items # 1-4. \$2,500 due on execution. Balance due on completion of deliverables.
- \$2,500 for item #5. Amount due on CTD invoice.
- Item #6: CTD separate training fee is \$1750 per training. Travel costs, if any, would be an added reimbursable. Amount due on CTD invoice after delivery of training.

For A Barrier Free Texas,

Dennis Borel, Executive Director
dborel@cotwd.org

Accepted for Evercare:

	Title	Date
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CTD is a social and economic impact organization benefiting Texans with all disabilities of all ages.
CTD is a 501(c)3 membership organization controlled by people with disabilities.