

**RFP 23-74149**  
**TECHNICAL PROPOSAL**  
**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and CLEARLY indicate any attachments that have been included to support your responses.**

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the Technical Proposal must contain a meaningful summary of the referenced material. **The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked.** If there are multiple references or multiple documents, these must be listed and organized for ease of use by the State. **The Technical Proposal Template is Attachment F.**

Any attempt to manipulate the format of the document that deviates from the current format will put your proposal at risk of disqualification.

## **2.4.1 Mandatory Requirements**

### **2.4.1.1 Time Commitment**

The respondent must commit each evaluator to be available to review cases and/or complete training for DDB for a minimum of 4 hours per day, 3 days per week. Will the respondent agree to the time commitment outlined above? Additionally, please attach a written agreement to this time commitment from each SLP proposed to provide services under this contract. Evaluators without experience independently evaluating SSDI/SSI claims following both current Social Security policy and Indiana DDB business process requirements must report to the office for in-person training on a schedule determined by DDB. Estimated timeframe for onboarding is up to six months.

The respondent agrees that each evaluator will be available to review cases or complete training for DDB a minimum of 4 hours per day 3 days a week.

### **2.4.1.2 In-Office Availability**

Performing reviews remotely, using SSA provided equipment and SSA secure connection, may or may not be an option dependent upon the needs of DDB and options provided by SSA. Remote work, if available, can only be performed at an established residential location approved by DDB. The status of remote work availability is subject to change upon short notice. The respondent must commit to availability to report to the DDB office at 2525 N. Shadeland Ave, Indianapolis, IN, as required by DDB with minimal notice, even if and when remote work is available.

Both members of Imagine SLP Consultants LLC commit to being available to report to DDB office at 2525 N. Shadeland Ave, Indianapolis, IN as required by DDB with minimal notice, even when remote work is available. It is understood that remote work, if available, can only be performed at an established residential location approved by DDB.

#### **2.4.1.3 Licensure**

The respondent must provide a copy of each evaluator's license to practice Speech and Language Pathology in the State of Indiana; and will maintain such license for the life of the contract. When licenses are up for renewal, respondent agrees to provide DDB with a copy of each evaluator's renewed license.

The respondent agrees to provide a copy of each evaluator's license to practice in the State of Indiana and will maintain licensure for the term of this contract. A copy of renewed licenses will be provided to the DDB.

#### **2.4.1.4 Curriculum Vitae (CV)**

The respondent must agree to provide a copy of each evaluator's curriculum vitae. Please state your agreement to this requirement.

Respondent agrees to provide a copy of each evaluator's curriculum vitae.

#### **2.4.1.5 Malpractice Suits**

The respondent must disclose if they have ever had a malpractice suit filed against them, or if any licensed evaluator proposed to work on this contract has ever had a malpractice suit filed against him or her individually, while engaging in the practice of speech and language pathology. Does respondent agree to disclose history of malpractice suit as requested above?

The respondent agrees to disclose history of malpractice suit as requested.

### **2.4.2 Time Commitment and Availability to Report to Office**

In order for examiners to receive timely advice and CE approvals, each evaluator must be available for DDB work at least three separate days each week and a minimum of four hours per day to meet the required 48-hour turnaround time for case reviews. Evaluators without experience independently evaluating SSDI/SSI claims following both current Social Security policy and Indiana DDB business process requirements must report to the office for in-person training on a schedule determined by DDB. Estimated timeframe for onboarding is up to six months. This is necessary to provide accurate and timely service to the citizens of Indiana who have filed for Social Security Disability Insurance/Supplemental Security Income. Remote work may or may not be an option. If it is, respondent must be available to report to the DDB office at 2525 N. Shadeland Ave, Indianapolis, IN, with minimal notice, to complete needed in-office actions. Please describe in detail how the respondent will meet this commitment and proposed services described above.

Each corporate member statements:

a. Jennifer Hoke, M.A., CCC-SLP: I am committed to completing work from home if allowed by the State of Indiana, or at the DDB worksite (2525 N Shadeland) for no less than 3 days per week to provide timely review of disability claims. I currently estimate a total of 10-15 hours weekly. My schedule is flexible and am I committed to working additional hours as needed to meet the required 48-hour turnaround for case review. I anticipate completing approximately 50% of the workload projected for the term of this contract.

b. Madeleine Thomas, M.Ed., CCC-SLP: I am committed to completing work from home if allowable

or at the DDB worksite (2525 N. Shadeland) for no less than 3 days per week to provide timely review of disability claims. I currently estimate a total of 10-15 hours weekly. My schedule is flexible and I am committed to working additional hours as needed to meet the required 48-hour turnaround for case review. I anticipate completing approximately 50% of the workload projected for the term of this contract.

### 2.4.3 Licensure

Please describe in detail how respondent will maintain evaluator's current licenses and ensure licenses are renewed prior to expiration. Please include an attachment with hard copies of each evaluator's current valid license.

Both Jennifer Hoke and Madeleine Thomas, members of Imagine SLP Consultants LLC agree to provide DDB with a copy of renewed licenses. Individual copies of State of Indiana Health Professions Board license and ASHA certification are attached (**Hoke F-1, Thomas F-2**) and will be maintained for the life of the contract. Continuing education required to maintain certification and licensure will be completed by each evaluator prior to expiration/renewal.

### 2.4.4 Curriculum Vitae (CV)

Please include a copy of each evaluator's current curriculum vitae, to include but not limited to the following: educational background, work history and lists of publications. Please limit curriculum vitae to no more than three (3) pages. Please list where to find these attachments.

Copies of evaluators' curriculum vitae are attached. (**Attachment F-3 Hoke and Attachment F-4 Thomas**)

### 2.4.5 Malpractice Suits

Please describe in detail all malpractice suits, not limited to those filed in the State of Indiana. Please provide the number of malpractice suits filed as well as the details of the suit(s), date of the suit(s), and the outcome of the suit(s) or the status, if still pending. The above information is to be provided for each SLP in the corporation who will be providing services under this contract.

- a. **Hoke:** I have never had a malpractice suit filed against me while engaging in the practice of speech-language pathology in Indiana or any other state.
- b. **Thomas:** I have never had a malpractice suit filed against me while engaging in the practice of speech-language pathology in Indiana or any other state.

### 2.4.6 Regulations

Please describe in detail outlining how case reviews and evaluations of disability will be conducted in accordance with federal, state and local rules, regulations and requirements set forth by the Social Security Administration. The above information must be provided for each SLP in the corporation who will be performing services under this contract. Cite specific policies and business requirements.

a. **Hoke:** In accordance with federal, state and local rules, regulations and requirements set forth by the Social Security Administration, I agree to review, evaluate and provide written analysis of medical cases with regard to speech and language disability. My experience with both normal and disordered speech and language is extensive and I am highly qualified to comply with these rules and regulations. With 22 years of disability case review, I have knowledge of the speech, language and relevant listings and requirements for complete and comprehensive disability case review.

b. **Thomas:** In accordance with federal, state and local rules, regulations and requirements set forth by the Social Security Administration, I agree to review, evaluate and provide written analysis of medical cases with regard to speech and language disability. My experience with both normal and disordered speech and language is extensive and I am highly qualified to comply with these rules and regulations. With 21 years of disability case review, I have knowledge of the speech, language and relevant listings and requirements for complete and comprehensive disability case review.

#### 2.4.7 Legal

Please describe in detail outlining how respondent will comply with all applicable federal, state, and local rules, regulations, and requirements. The above information must be provided for each SLP in the corporation who will be performing services under this contract.

a. **Hoke:** In providing reviews and case analysis I will comply with all applicable federal, state and local rules, regulations and requirements. I will stay current with any and all updates to rules, regulations and requirements via professional development/training with the DDB.

b. **Thomas:** In providing reviews and case analysis I will comply with all applicable federal, state and local rules, regulations and requirements. I will stay current with any and all updates to rules, regulations and requirements via professional development/training with the DDB.

#### 2.4.8 Computer skills

Please describe in detail respondent experience with SSA's computer applications including SSA's Disability Claims Processing System (DCPS), eView and reviewing and evaluating medical records for consideration in evaluating SSDI/SSI claims. Cite experience completing referrals, assessment forms and general case navigation for SSDI/SSI claim evaluation. Include a description of your ability to type; copy, cut and paste; and to work in multiple windows at one time. Each SLP in the corporation who will be providing services under this contract must provide a written statement detailing their computer skills.

a. **Hoke:** I understand that more than 99% of the disability cases are currently reviewed on the computer., including forms completion and case analysis. I am familiar with the SSA computer applications including e-view, e-cat and DCPS for accessing information and review and analysis of disability claims. I am proficient in computer applications, including Microsoft Word, cutting and pasting text/documents, copying and deleting documents, highlighting text, creating bookmarks and working in multiple windows with multiple screens/monitors. My keyboarding skills are excellent. I am proficient in communication via email, Skype and Microsoft teams. I learn new programs quickly and stay current with changes with the system used by SSA.

b. **Thomas:** I understand that more than 99% of the disability cases are currently reviewed on the computer., including forms completion and case analysis. I am familiar with the SSA computer applications including e-view, e-cat and DCPS for accessing information and review and analysis of disability claims. I am proficient in computer applications, including Microsoft Word, cutting and pasting text/documents, copying and deleting documents, highlighting text, creating bookmarks and

working in multiple windows with multiple screens/monitors. My keyboarding skills are excellent. I am proficient in communication via email, Skype and Microsoft teams. I learn new programs quickly and stay current with changes with the system used by SSA

#### 2.4.9 Experience

The State needs evaluators who will review and evaluate all adult and child claims that have a speech and/or language component in accordance with the unique rules and regulations set forth by the Social Security Administration, and who will review and evaluate disability cases at all levels.

Describe your experience performing chart review and evaluation of medical evidence of disability claims for the Social Security Administration for each SLP in the corporation who will be performing services under this contract. Include descriptions of all case types and levels. Please indicate how long respondent has performed reviews and in what setting.

a. **Hoke:** I have performed chart review for the DDB since February 2000. I am familiar with the rules and regulations of the disability review process and child and adult listings relevant to speech and language evidence required to make determination. I am proficient in completing medical advisor 416 forms for each case including initial, reconsideration and continuing disability reviews.

My years of experience as a Speech-language Pathologist are vital in evaluating medical evidence for disability claims. I am familiar with evaluation instruments for all age ranges and knowledgeable with regard to what constitutes program acceptable evaluation. I am able to interpret test results gained from evaluation. I have 40 years of experience in the public schools as an SLP. During this tenure I have worked with students age preschool through high school in the areas of fluency, articulation, voice, language and hearing impairments. I have performed evaluations, diagnosis and treatment for students age 3-18. The majority of SLP cases reviewed are child cases and this is my area of expertise in the area of speech-language pathology. I have clinical experience with adult populations in the areas of dysarthria, voice, fluency and aphasia. Although my experience is not as extensive with adults, I am knowledgeable in all areas of adult communication disorders.

In addition to case review, I have provided training to adjudicators and DDB staff in the areas of speech-language disorders to increase understanding of this area of disability and how this information is used in determining severity of impairments as it relates to disability determination. I have provided consultation to vendors providing exams to improve consistency of evidence and to ensure vendors are providing the information needed for disability determination.

b. **Thomas:** I have worked as a medical contractor/advisor for the State of Indiana since January 2001, reviewing both child and adult cases for the DDB. I have completed case analysis for initial claims as well as continuing disability reviews and reconsideration claims. I have demonstrated flexibility and proficiency during changes in the review process.

My work outside of the bureau includes 39 years of practice in the field of Speech-language Pathology. I have extensive experience with neurological diseases and trauma related to aphasia, apraxia, dysarthria, memory impairment, and cognitive deficits/decline. My professional experience also includes more than 20 years in articulation and language development and rehabilitation with children in clinical, educational, and home health settings. I have been trained and have utilized the same diagnostic tools used by the speech-language pathologists providing consultative exams for

the DDB.

In addition to case review, I have provided training to adjudicators and DDB staff in the areas of speech-language disorders to increase understanding of this area of disability and how this information is used in determining severity of impairments as it relates to disability determination. I have provided consultation to vendors providing exams to improve consistency of evidence and to ensure vendors are providing the information needed for disability determination.

#### 2.4.10 Production and Accuracy Goals

The State needs evaluators who are able to process the requisite number of reviews per week while maintaining case decisional accuracy of 95% or better. Case reviews need be completed in a timely manner to enable the DDB to maintain case mean processing time (MPT) of 65 days or less. Please describe in detail how your company will meet the above stated production and accuracy goals. Describe ability to independently achieve these requirements or complete necessary training without service interruption.

a. **Hoke:** I have maintained 99% or better accuracy rating for case decisions each year that I have been contracted. I am willing to provide the time needed at the DDB for case reviews with no more than a 48- hour turnaround for cases in the SLP queue.

b. **Thomas:** I have maintained 99% or better accuracy rating for case decisions each year that I have been contracted. I am willing to provide the time needed at the DDB for case reviews with no more than a 48- hour turnaround for cases in the SLP queue.

#### 2.4.11 Transition and Implementation

Evaluators without experience independently evaluating SSDI/SSI claims following both current Social Security policy and Indiana DDB business process requirements must report to the office for in-person training by DDB staff on a schedule determined by DDB. SSA policy and DDB business process requirements preclude independent training. Estimated timeframe for onboarding is up to six months. Please describe in detail how your staffing plan will meet the requirements stated above and ensure continuity of services including ability to evaluate claims upon contract effectuation. Please describe in detail your approach to implement services if awarded the contract.

The implementation of services if awarded this contract would be seamless as Imagine SLP Consultants LLC currently has the contract for chart review with the Disability Determination Bureau. Case review and analysis would continue with the rigor and quality we have provided over the terms of current contract.

Currently, 2 SLP Medical Advisors with one subcontractor have readily complied with the time requirement for case review and completion of all cases assigned. It is our intention to continue with this number of evaluators. During the prior contract the training of subcontractor Tiffany Schutt, M.A., CCC-SLP was provided by this respondent, Imagine SLP Consultants LLC. In the event additional staff is needed to meet an increased workload, the training of staff would be accomplished with additional time spent as needed. Training would be provided by Ms. Hoke and Ms. Thomas with support from the supervisors of the medical consultants as needed.

#### 2.4.12 Mandated Training

Mandated in-service training is provided by SSA and DDB through Video on Demand; SSA/FSSA/State of Indiana training modules; technology includes conference line, Skype and/or

Microsoft Teams installed on SSA-provided equipment; and/or live, on-site sessions. If DDB management determines a vendor requires supplemental training to meet production and/or accuracy goals, vendor must be available to complete this training. Please describe in detail how respondent plans to insure participation in these training sessions.

Respondent members, Ms. Hoke and Ms. Thomas will participate in all mandated training via Video on Demand, training modules, conferences via Skype or MS Teams or live/on-site sessions if needed.

#### **2.4.13 Training/Consultative Services**

The State needs evaluators with the capacity to conduct initial and ongoing training for adjudicative staff in the review and evaluation of the speech and/or language aspects of claims per SSA program policies and guidelines. This includes availability to discuss specific cases with adjudicative staff upon request. Please describe in detail the nature and scope of discussions that may be required with adjudicative staff. Please describe in detail the nature and scope of discussions that may be required with other DDB departments and consultative exam providers. Cite experience and examples of such discussions. Please describe in detail how respondent plans to provide this training if requested by DDB management.

The respondent, evaluators Jennifer Hoke and Madeleine Thomas of Imagine SLP Consultants LLC, have provided training of adjudicative staff in the review and evaluation of speech and language claims per SSA program policies and guidelines. The respondent would be available to provide training to adjudicative staff as well as consultative services to other departments in the DDB. Evaluators would act as Medical Advisors in providing review of purchased speech and language consultative exams for thoroughness and compliance with the policies of SSA. Respondent would also be available to provide consultation with vendors as needed to maximize the efficiency and content of consultative exams. If in-person training would be needed, the number of hours required to prepare and present would be determined by both the respondent and DDB supervisors and would be completed in a timely manner. Ms. Hoke and Ms. Thomas will also be available to respond to answer questions via phone and /or e-mail during regular DDB work hours.