December 5, 2008

California Department of Mental Health
Information Technology
1600 9th Street
Room 141
Sacramento, CA 95814

To Whom It May Concern,

Thank you for the opportunity to respond to the California Department of Mental Health Electronic Health Record (CA BH-HER) Request for Information. All California Department of Mental Agencies are in a unique position and will require a partnership with a technology company that is committed to providing a comprehensive solution for automating your program and dedicated to advancing the quality and value of care provided your clients served by the California Department of Mental.

We strongly believe that NextStep Solutions is the perfect long-term technology partner to assist all California Department of Mental Agencies to achieve the objectives listed in the RFI. You will also find that we are proposing state-of-the-art, easy-to-use automated software and comprehensive, turnkey services far beyond competitors at a competitive investment.

We are truly looking forward to provide a demo to the RFI team and developing a long-term relationship with the California Department of Mental.

If you have any questions please feel free to contact me or my colleague Amy Pozzi at 248.656.7504. We would gladly answer any questions you may have.

Sincerely,

John N. Oleson, MHA
CEO

NextStep Solutions, Inc. • Rochester, Michigan 48307
248.656.7504 • Fax: 248.651.0609 • Email: info@nextstepsolutionsinc.com

D. Company Background

RR-D-01 Please provide the following information regarding the makeup of your company.

CORPORATE INFORMATION	
Company Name	NextStep Solutions, Inc.
Company Type (C-Corp, S-Corp, LLC, LLP, Sole Proprietorship, Etc.)	Corporation
Location of Corporate Headquarters	Rochester, Michigan
Location of Field Support Offices	Rochester, Michigan
Location of Programming/Technical Support Personnel	Rochester, Michigan
PRIMARY CONTACT INFORMATION FOR THIS RFI	
Name	Amy Pozzi
Title	Proposal Manager
Office/Location Address	360 South Street Suite 200 Rochester, Michigan 48307
Phone Number	248.656.7504 x12
E-Mail Address	apozzi@nextstepsolutionsinc.com
Internet Home Page	www.nextstepsolutionsinc.com

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RR-D-02 Provide an overview of your firm and its history. Describe the strength of your firm and its ability to meet the needs of California's behavioral health recipients and providers.

NextStep Solutions, Inc. (NSSI) is a group of experts who, for the past 10 years, have developed software automation products for outcome-based assessment of programs in higher education, and evidenced-based care for medical and behavioral health service providers. NSSI is based in Rochester, Michigan and has developed systems used by thousands of clients.

Dr. Wentworth (owner of a private outpatient psychiatric and substance abuse facility in Utica, Michigan) stated in a recent case study, "*NextStep* is truly a state-of-the art software product. It is now easy for my staff and insurance companies to quickly audit charts. With the built-in reminders feature and evidence-based approach, treatment plan reviews are never forgotten or late. One of my greatest joys is that we no longer have to reimburse insurance companies for services that they previously determined were late, illegible or not medically necessary!"

In addition to providing *NextStep*™ (web-based product for streamlining workflow and providing evidence-based care), NSSI is a full-service IT and consulting group capable of serving customers at each stage of the life cycle of technology. We respond to specific needs for systems planning, implementation, transition management, training, support, and continuous improvement, whether the customer is a smaller private practice or a global organization. From a personal computer, network, or custom application, to our award-winning software products, we stand by our quality work and performance.

NSSI offers services from two specialized departments: Intelligent Automation and Technical Infrastructure. Our solutions enable organizations to be flexible and adapt to a rapidly changing environment for providing quality care to their consumers.

Unlike other software and technology companies, part of our mission is to advance the state of the art in providing high quality care to consumers and making the most for those clients using limited resources. We are currently Co-Principal Investigators with clinical partners including Rose Hill Center, Gateway Community Health, Wayne State University, and other associates is conducting three major studies ranging from best practices to the effectiveness of medication guidelines and the impact of using these guidelines on behavioral outcomes and care cost. This research is funded from private agencies and the State of Michigan. Our mission reaches beyond providing software and support -- we are committed to serve a bigger common cause with our customers: evolving care.

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Intelligent Automation

NSSI provides tailored applications and systems engineering and development services, specializing in the integration of software applications with current or cutting-edge hardware. *NextStep*™ uniquely automates tasks essential to providing quality care, complete with built-in evidence-based dashboards for measuring and improving the quality of care.

Our Software Engineering department has a broad range of expertise in providing a total solution. This includes the development of project specifications, converting data from previous systems, developing new methodologies where "paper" methods were previously used, training users and providing continuous support.

NSSI team has been integrating tailored applications with legacy systems, financial systems, and other 3rd party software for many years. We use Internet-based software and portable technologies to allow entering and accessing information easy for those in the office or working on the road.

Technology Infrastructure

NSSI is reputed for superior design, installation, and support of business technology infrastructure – Our clients will testify. We specialize in IT consulting, systems integration, computer networking planning and implementation, network security, virus protection, software development, and web application design & maintenance. We realize that with growth of an organization or the managing of critical programs, support from a trusted company is crucial. We will provide each State of California Department of Mental health agency a total technology solution that improves efficiency, reduces costs, and increases productivity.

NSSI can play a versatile role from providing full service technical support to offering a knowledgeable, professional group to work together with your internal IT professionals and provide support when needed.

NextStep Solutions employs a group of experts with Master degrees to Ph.D.'s to 35+ years of experience in behavioral health. We work with Iron Mountain for source code escrow. At NSSI, the center of our mission is to ensure you use software and hardware to produce a visible, measurable impact on improving the information available to you. Our program will assist the end user/prospective client with financial decisions, increasing staff participation, reducing workload, and saving money. This takes much more than just providing you software or offering programmers to support staff. It takes experience, dedication, flexibility, and a commitment to your organization. Our success comes completely from your success, just ask our customers.

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RR-D-03 List the number of employees (Full-time equivalents) in your organization by category for the last 3 years:

Category	2006	2007	2008
Total Employees	18	21	26
Installation / Setup	4	5	5
Research and Development	2	3	3
Application / Technology Support	6	8	10
Customer Service / Helpdesk	6	8	10
Support	6	8	10
Other	3	5	5
Those with Clinical Backgrounds:			
– **Physicians**			
– **Psychologists**	2	2	2
– **Psychiatrists**			
– **Registered Nurses**			
– **Other Clinicians**	1	1	1

RR-D-04 Has your company acquired or merged with any other organizations in the past three years? If so, please list each organization and the purpose behind such activity.

NextStep Solutions absorbed Technology Integration Group Services (the parent software development company).

RR-D-05 How long has your company been in business of developing and implementing your Electronic Health Record products?

NextStep Solutions is a group of experts who, for the past 10 years, have developed software automation products for outcome-based assessment of programs in higher education, and evidenced-based care for medical and behavioral health service providers. NSSI is based in Rochester, Michigan and has developed systems used by thousands of users.

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RR-D-06 What were you're your firm's annual revenues for the last 3 fiscal years?

NextStep Solutions is a privately held corporation. At the request of our Board of Directors, CPA audited financial information is not disclosed in public bids. Please accept this as a statement that NextStep Solutions is in excellent financial health with no debt and has been stable for over ten years. If further information is required, you are welcome to contact our CPA, Kathy Jenkins at Jenkins, Magnus, Volk, and Carroll, 42714 Woodward Avenue, Bloomfield Hills, MI 48304-5061. Phone: (248) 858-2400.

RR-D-07 What percentage of your firm's annual revenue directly resulted from behavioral health care solutions?

Category	2006	2007	2008
Percentage of Annual Revenue Resulting from BH Solutions	30	50	70

RR-D-08 What percentage of annual revenue did your company expend for research and development (R&D) on your proposed products during the last 3 fiscal years?

Category	2006	2007	2008
Percentage of Annual Revenue Expended on R&D	5	7	9

RR-D-09 What percentage is budgeted for R&D in the current and next fiscal year?

Category	2006	2007	2008
Percentage of Annual Revenue Budgeted for R&D	5	7	9

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E. Partner and/or Reseller References

RR-E-01 Please list any partners and/or resellers in the areas of behavioral health: Strategic or tactical development, sales, support, delivery, consulting, or training. Technology Partners

SpectraSoft

SpectraSoft designs innovative practice management tools and scheduling software that help healthcare clinics and hospitals work smarter. The company was founded in 1993 with a vision to create powerful, yet easy-to-use scheduling software for healthcare.

The result was the AppointmentsPRO series — a scheduling software solution that harness PC power to book multi-resource appointments and complete other complex scheduling tasks in seconds. This breakthrough system was quickly adopted throughout the healthcare industry: there are over 4,000 installations to date!

With its flagship product acting as the "digital hub" of activity for its clients, SpectraSoft soon evolved into a complete practice management resource. Now AppointmentsPRO not only handles scheduling, but ensures thorough patient intake...verifies insurance online and tracks authorized visits...measures practice performance with over 100 management reports... simplifies office communication...automates patient reminder calls and more.

RR-E-02 For each partner or reseller listed above, please identify the following:

1. **Functional areas.**
2. **Nature of Partnership/relationship.**
3. **Length of relationship.**
3. **Referencable customers for whom you have jointly provided services.**

Spectrasoft

1. Functional areas.

We use SpectraSoft's scheduler called AppointmentsPRO to integrate into NextStep.

2. Nature of Partnership/relationship.

We integrate their scheduler into our product.

3. Length of relationship.

We have been integrating AppointmentsPRO with NextStep for over 4 years.

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4. Referencable customers for whom you have jointly provided services.

Long Standing Reference

Child & Family Services - Capital Area
Ahmad Kabeer
800-301-7566 Ext 122

Recent Reference

Blue Water Counseling
Michael Duffy
(810) 985-5125

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F. Behavioral Health Solutions Experience

Descriptions of the Functional Requirement Categories referenced in questions RR-F-01 through RR-F-05 of this section are in The Preface (Section A). In your responses to the questions in this section, emphasize your experience in the State of California.

RR-F-01 Describe your firm's experience and qualifications in design, development, and implementation of Behavioral Health Practice Management systems.

RR-F-02 Describe your firm's experience and qualifications in design, development, and implementation of Behavioral Health Clinical Data Management systems.

RR-F-03 Describe your firm's experience and qualifications in design, development, and implementation of Computerized Provider Order Entry (CPOE) systems.

RR-F-04 Describe your firm's experience and qualifications in design, development, and implementation of interoperable Electronic Health Record (EHR) systems.

RR-F-05 Describe your firm's experience and qualifications in design, development, and implementation of Personal Health Record (PHR) systems.

Below is a response for RR-F-01 – RR-F-05:

An Introduction to *NextStep Complete EMR*™

Normally a great deal of time is spent in transferring information from one form to another for communicating between programs, for an upcoming accreditation visit, and to prepare information for internal meetings and quality improvement. Not only could this time be used more productively, duplicating efforts delays important processes. With this considerable overhead in administrative time and information that's spread out over many sheets of paper or screens in an electronic records system, valuable clinical information collected during the course of consumer care is rarely used to help the consumer and improve the quality of care provided. Add in large case loads, regular unexpected interruptions, compliance documentation for accreditation, case meetings, and coordinating with psychiatrists, quickly delivering the right information to the right people can be an immense struggle.

In the case of the many California Department of Mental Health Counties where a client data system, billing, scheduling and electronic medical record systems are needed, the aggravation of referring and documenting within the California Department of Mental Health multiplies. ***NextStep Complete EMR*** includes *CMH Client Tracking and Billing (CTB) and AppointmentsPRO for advanced scheduling. With* easy-to-use features and a sophisticated billing engine, CTB has a proven track record of increasing the revenue of our users and offers superior performance in data collection, billing and reporting.

NextStep is the next step in Clinical Automation and Evidence-based Care – *NextStep* automates critical *processes* that have a real impact on the day-to-day procedures involved in providing, documenting, and evaluating care and provides simple, intuitive ways to use the

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information without having to collect information "on the side." Its flexibility and built-in wizards allow an organization to use *NextStep* with its own clinical program, measures, and method of operation without having to rely on technical support or customizations.

IMPROVING OPERATIONS

Using ***NextStep Complete EMR***, the end user/prospective client can: 1) decrease costs by eliminating duplicate work, streamlining billing to reduce delays and errors that occur from transferring information between systems and 2) increase productivity and work quality by improving access to valuable information at the click of a button. *NextStep* only requires Internet Explorer and the Internet with no extra hardware or software installation. *CMH CTB and AppointmentsPRO are* also available over the Internet using Microsoft Terminal Services.

"NextStep is the complete answer for community-based programs, institutional providers, private programs and therapists." remarked Ross Calvin, Vice President of Brown Consulting. He added, "The customized search capabilities are one of the greatest assets of NextStep. He also noted that, "having up-to-date, clinically meaningful data immediately available helps clients (providers) make better informed treatment decisions. Since the records are no longer static documents, providers are able to easily access and maximize the use of the information in each client's record, allowing for a seamless integration between the medical and therapeutic treatment components. Preparing for Joint Commission and CARF surveys with NextStep can save numerous hours and resources and establish immediate program credibility."

PROVIDING INSTANT EVIDENCE-BASED CARE

NextStep Complete EMR provides instant graphs and reports to quickly identify outcomes, goals, and objectives that behavioral consumers have made significant progress towards attaining and those that have been difficult for them to achieve. These evidence-based graphs can be viewed by consumer, diagnosis, or provider. Changes in the plan that reflect actual consumers' behavior can be made effortlessly. Reports and on-screen tools make managing appointments, follow-ups, encounters, and medical records trouble-free for medical services.

TECHNOLOGY

NextStep is a web-based automation software for facilities that provide secondary care services by NextStep Solutions, a leader with years of experience in outcome-based human services. *NextStep* is ideal for outpatient services, residential care, and private practice. Highlights include custom assessments, case management, a treatment planning wizard, charting, an integrated outcome dashboard, medication management, prescriptions, drug interactions and side effects, portable technology for on the road, and integrated scheduling. Designed to automate and streamline a paperless workflow, *NextStep* is extremely easy to use, affordable, and easy to set up. *NextStep*'s award-winning management and outcome-driven care tools are second to none.

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NextStep is a hosted solution that requires no installation or support by your ITS Department[1]. This is ideal for linking multiple agencies without the hassle of installing complex software. Using the Internet you can easily manage programs independently and collectively.

NextStep has a companion application that can be used when an internet connection is not available. *NextStep* On-the-Road can be loaded onto a laptop and remote users can "check out" cases to perform functions (if they are authorized) such as editing treatment plans, conducting plan reviews, charting, billing, and filling out assessments and other forms from their laptops without any Internet connection. *NextStep* On-the-Road can be synchronized with the main *NextStep* database over the Internet from home, the office, or any hot spot.

ADVANTAGES

• ***Automate Clinical and Administrative Processes*** – *NextStep* has integrated wizards that streamline treatment planning and charting specifically to goals with direct billing. The Reminders List automatically reminds clinical staff of upcoming assessments; plan reviews; medication reviews; and other important milestones that make day-to-day processes quick and easy.

• ***Extreme Flexibility*** – Using *NextStep*'s form builder and treatment planning templates, changes to end user/prospective client programs, forms, and other important tasks and documents, can be made within the system. The end user/prospective client can even create forms for consumer fund tracking and consumer ancillary service purchase tracking. *NextStep* is built to grow with your organization.

• ***Cost-Effective*** – With *NextStep*, a provider can solve many of the problems addressed by cumbersome "form-based" systems that only offer electronic forms to keep records without any process automation or evidence-based dashboard. Since *NextStep* is web-based, The end user/prospective client avoids the high costs associated with constant upgrades in hardware and software!

The solution that we propose meets the functional requirements listed in the RFP and has sufficient performance capacity to accommodate the end user/prospective client current needs as well as those associated with significant future growth. The following sections detail our solutions functional requirements for patient scheduling, patient registration, medical records, patient follow-up monitoring/tracking, billing, management support and systems management.

Patient Scheduling

Scheduling can be used for several things including scheduling providers for consumer visits and provider training. One of the most comprehensive scheduling software offerings with the greatest value that currently links to NextStep is AppointmentsPro.

[1] Providers using CMH CTB billing module and AppointmentsPRO must have Microsoft Terminal Services installed on their computers.

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AppointmentsPRO works just like a traditional scheduling book on your PC screen, so it's very easy to use to look up patients or providers, schedule or reschedule appointments or find any scheduled appointment in a few seconds. AppointmentsPRO is designed to do much more...

Gain new insights into your practice

We can help manage your agency like never before with the help of more than 90 different reports -- now including trend reports that let you graphically compare your performance from month to month. Track payments, outcomes, cancels/no-shows, resources, authorized visits, referrals and many other key aspects of your organization. This amazing management dashboard gives an eye-opening look at metrics in real time.

Increase your revenue

AppointmentsPRO now does even more to reduce claim denials by tracking multiple insurance authorizations, including the expiration date and remaining visits for each authorization. The expanded consumer database includes optional records for subscribers, policies, plans and employers -- all the critical information to ensure that the State of California Department of Mental health Agencies gets paid for their services. And coming soon, one-click insurance verification module will confirm a consumer's coverage before services are rendered.

Schedule consumers faster

Advanced scheduling features have made AppointmentsPRO one of the most popular scheduling systems in healthcare. Book complex multi-visit, multi-resource visits. The "Find Appointment" feature takes in every requirement of the appointment and instantly analyzes thousands of possibilities to find the best options for the consumer.

Schedule group appointments. Assign individual clients to groups, and then schedule an entire group with a single mouse click. The system tracks authorized visits, creates appointment reminders and generates billing information for each person in the group separately.

Improve office teamwork

Everyone in the office will always be on the same page, thanks to the communication features in AppointmentsPRO. Automated alerts instantly inform practitioners when their patient has arrived or canceled an appointment. The Workflow Manager supports assigning tasks to staff members and tracking their progress and completion. This ensures important responsibilities are fulfilled each day.

Reduce no-shows and cancellations

AppointmentsPRO features a Recall List that lets you track consumers to be scheduled in the future, such as for a six-month evaluation or check-up. A no-show can be marked for rescheduling using the enhanced Cancel/No-show feature.

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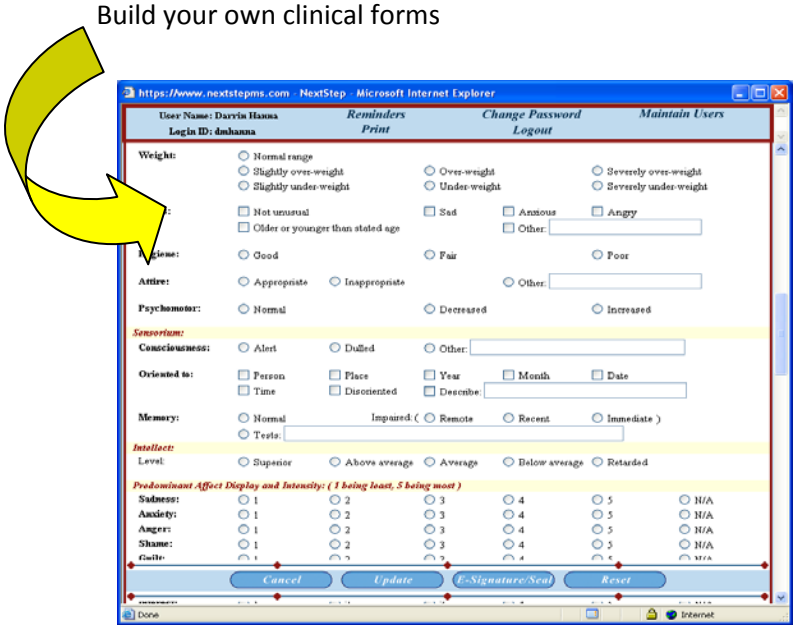
Patient Registration

Using *NextStep*, users can easily enter patient registration data. In addition to the standard patient registration fields, administrators can define new fields. All of these fields, individually or in combination, can be used to search for a consumer. *NextStep* also warns users of potential duplicate information based on social security number, name, address, and date of birth. Family information can also be stored within a patient's registration record. *NextStep* supports multiple insurance plans including user-defined plans. After entering some minimal basic information, a new patient can be assigned a primary case manager and assigned to one or more programs. Registration fields can be designated as specific to behavioral services, specific to medical services, or common so that registration screens presented to medical and behavioral support professionals is seamless and relevant.

Build your own clinical forms



Electronic Medical Records

Automating Personalized Treatment Plan Design, Charting to the Plan, and Medication Management

NextStep is the first computer tool to automate the development of ***individualized service plans*** called personalized ***treatment plans***. Using *NextStep*, staff examine each client's unique needs and identify treatment plan goals from a series of goals customized for each agency. Based on the goals identified, *NextStep* helps determine the optimal combination of treatment methods. Plans are tailored to each client by adding personalized details and staff instructions. Using the Treatment Planning Wizard, case managers can easily and efficiently build a person-centered plan.

A detailed treatment plan can be developed using the following hierarchy:

1. **Outcomes** refer to the long-term end result.
2. A **Goal** is the patient's immediate long-term treatment aspiration.
3. **Objectives** are the various short-term indicators or improvements that evidence movement toward reaching the long-term goals.
4. The set of staff activities designed to assist the patient with achieving the objectives is called an **Intervention**.

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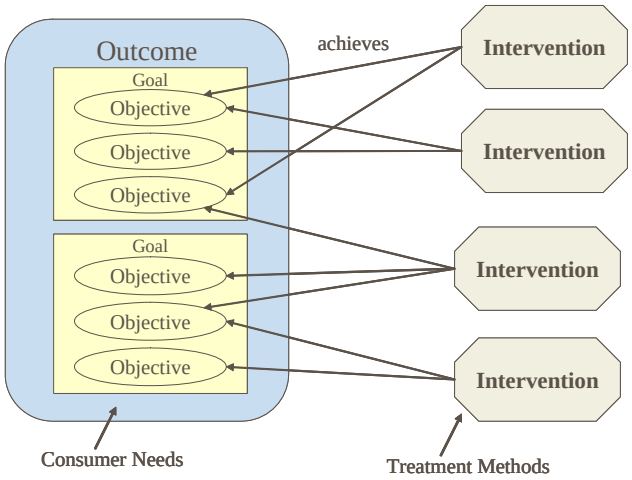

The relationship between Outcomes, Goals, Objectives, and Interventions

The above figure shows the relationships within this hierarchy. For each outcome, a program may have many goals that can be accomplished by admitted clients. For each goal, there can be many objectives that clients may accomplish that would evidence movement towards completing the goal. There is a set of activities or interventions that staff members at the particular care program are capable of performing to help a client to accomplish one or more objectives.

As part of setting up *NextStep*, NSSI would assist the end user/prospective client in using one of our sample program templates as a start to modify and create goals and objectives under respective outcomes that the State of California Department of Mental Health programs can achieve and the interventions that can be used by staff. Templates that have been developed and preloaded into *NextStep* are easily modified to match a particular program, making setup minimal. NSSI completes this and other setup tasks with each customer. Our clinical professionals will consult with your team and will input the program templates so that it is ready for your staff. We will also build the forms designed by end user/prospective client staff using *NextStep's* Form Builder. There is little effort required by the end user/prospective client to transition to *NextStep*.

The end user/prospective client's template is then used as a general structure to create **a personalized treatment plan for each patient**. The plan is usually developed after the client has been admitted, appropriate assessments have been completed, and a diagnosis has been made. Developing a plan is started with the creation of a problem list. After the problem list has been created appropriate outcomes, goals, objectives and interventions are selected and personalized. The figure below demonstrates the personalization of these goals and interventions for an individual client. Goals may be linked to items in the problem list and at the completion of the treatment plan wizard every item in the problem list must be linked to at least one goal or be deferred. This combination of template and personalization requires plans to adhere to the programs offered by The State of California Department of Mental Health while meeting the individual needs of each client according to the personalized plan.

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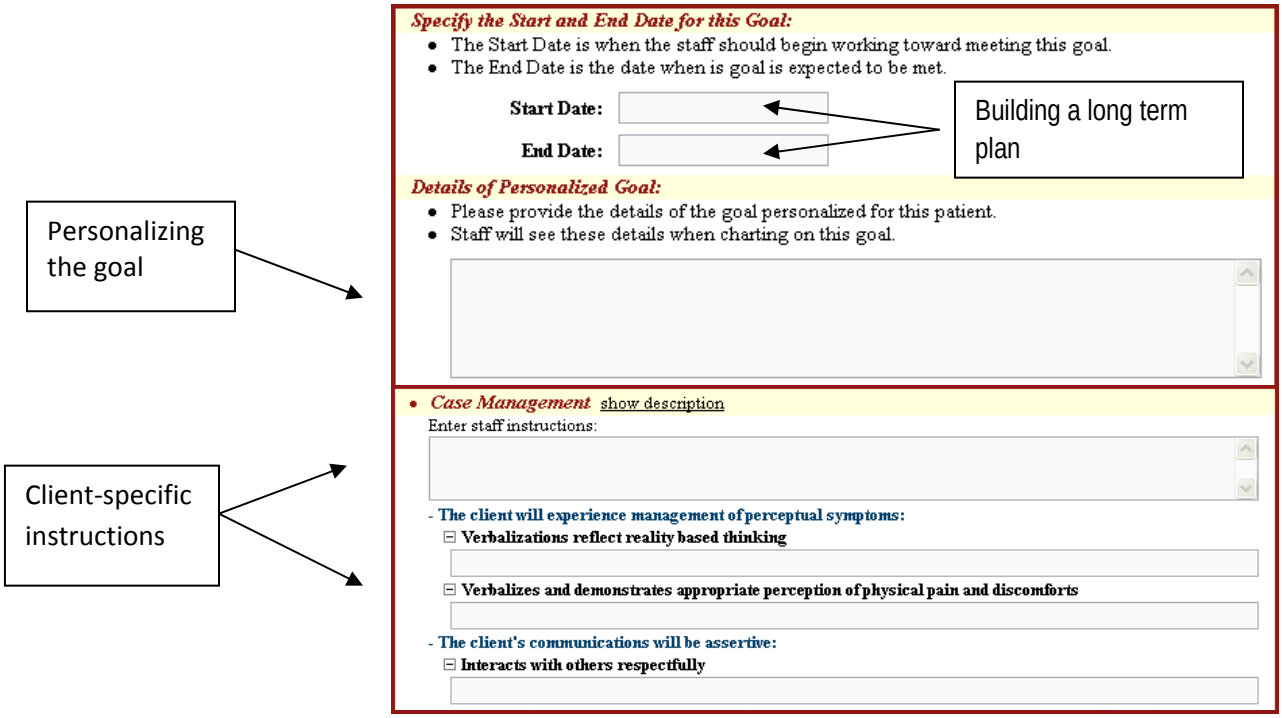
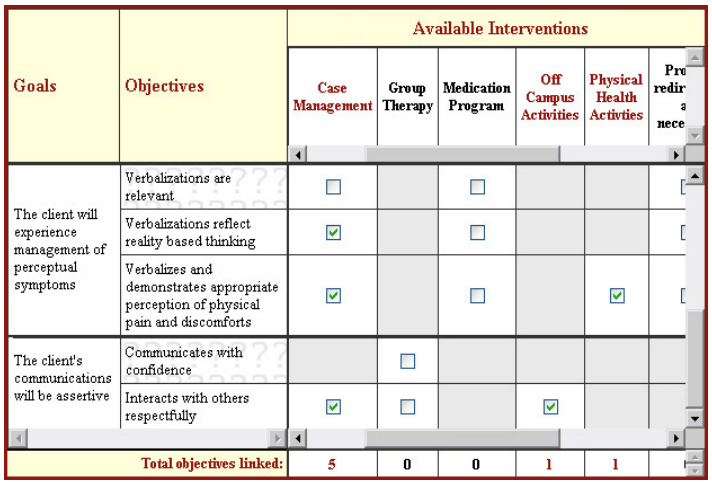


Personalizing Goals and Interventions

The intervention selection tool helps staff identify a set of interventions that will meet all of the objectives in the plan. There are tools to help avoid selecting too many interventions, or overloading an intervention by trying to accomplish too many objectives with the same intervention. The figure below shows the process of determining a regimen of interventions based on the goals and objectives that have been selected and personalized.



Goals	Objectives	Available Interventions					
		Case Management	Group Therapy	Medication Program	Off Campus Activities	Physical Health Activities	Pro redir a nece
The client will experience management of perceptual symptoms	Verbalizations are relevant	☐		☐			☐
	Verbalizations reflect reality based thinking	☑		☐			☐
	Verbalizes and demonstrates appropriate perception of physical pain and discomforts	☑		☐		☑	☐
The client's communications will be assertive	Communicates with confidence		☐				
	Interacts with others respectfully	☑	☐		☑		
	Total objectives linked:	5	0	0	1	1	

Selecting appropriate Interventions for Objectives in the client's plan

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NextStep's treatment planning wizard helps staff to create personalized plans quickly. The State of California Department of Mental Health's program frameworks (Outcomes, Goals, Objectives, and Interventions) can be easily updated and modified by authorized clinical administrators as programs improve and evolve.

Charting to the Plan: Creating Meaningful Communication

Each goal is assigned a start and end (review) date. Between these dates, the staff will chart against the specific objectives and personalized goals for which the intervention has been assigned. They are required to chart *specific* comments based on the progress of the patient towards the goal and are asked to assign a score on a Likert scale, or other clinical scale, that represents the progress the client made towards achieving each objective. When connecting *NextStep* to a 3rd party medical billing system, staff members are prompted to enter billing information for their services after charting.

When charting, the staff is presented with a reverse chronological list of recent chart notes and medication narratives. This provides quick access to important client information. Staff members can easily filter the chart notes by author, goal, or date range to find specific information.

Automated Plan Review

Once the end (review) date has arrived, the personalized plan is assessed using methods that have been designated as accepted measurements to determine whether a goal been achieved. The list of accepted measurables is defined by each individual program and is set up through the program development interface.

The review process involves recording the success or failure of the client on each measurable. Finally, a determination is made by the clinician as to whether or not the goal has been achieved successfully. If the goal has been successfully completed, it is finished. If the goal has not been successfully completed, it may or may not be carried forward into the next revision of the treatment plan. After reviewing one or more goals, the new iteration of the treatment plan is updated appropriately by adding, changing, or removing goals, objectives, and interventions following the same guidelines used to create the initial plan. The information collected yields a complete treatment plan with successive documented revisions, chart notes, and nurses' notes during the discourse of treatment. These information forms are essential part of the clinical record.

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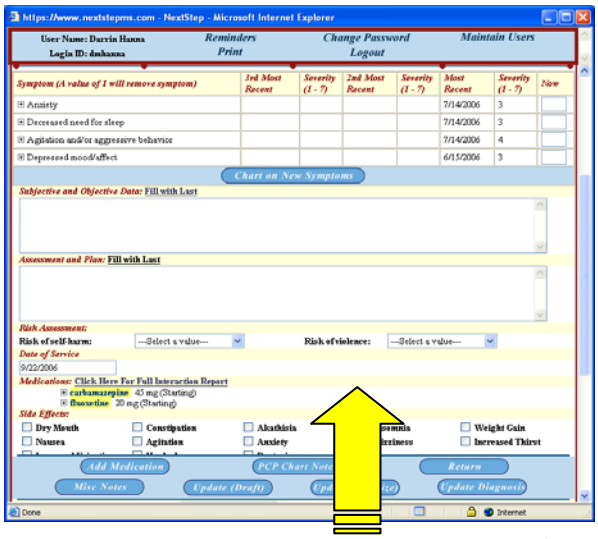
Medication Management and Communication with Physicians

Medication reviews conducted by psychiatrists and primary care physicians are quite different. In addition to the features for recording medical encounters, prescribing medications, and using a super bill detailed in "Medical Records and Encounters," *NextStep* has a Medication Management tool specifically for psychiatrists. Current medications are differentiated between those prescribed by a primary care physician and those prescribed by a psychiatrist for easy reference.



Sample medication review and management for behavioral services

Psychiatrists use the Medication Management tools in *NextStep* to conduct medication reviews, record and assess presenting symptoms, keep chart notes, prescribe medications, and record side effects. Since medications can be linked to objectives for achieving behavioral outcomes, the symptoms that physicians are trying to treat with medications automatically migrate to the treatment plan. This creates collaboration between the physician and staff working with the treatment plan without any extra work.

Furthermore, since providers will chart specifically to the goal, physicians are presented with chart notes for goals relevant to presenting symptoms during a medication review. Health providers have often commented that with *NextStep* they can easily obtain valuable information quickly during the brief period of time allotted for a medication review instead of fumbling through paper charts only to find that most notes are either unreadable or irrelevant. This ability has closed the gap between physicians and the treatment plan/services provided without adding extra communications or requiring anybody to access more information; instead records are presented to them quickly and are relevant to the task at hand for each process.

With the Medication Review Wizard, valuable information can be collected and aligned with our evidence-based practice engine *without any extra effort from the doctors*. Features like quick-fill options, onscreen symptom history, and color-coded medication statuses make *NextStep* an outstanding tool for a quality, quick, and easy medication review – perfect for large case loads! *NextStep* also identifies risks of drug interactions and side effects using the Genelex RX knowledgebase endorsed by the American Psychological Association. Additionally, physicians and nurse practitioners can print prescriptions directly from *NextStep*, prescribe medication electronically and use speech recognition to enter narratives themselves or provide authorized access to internal or external transcription services to enter them directly into *NextStep*. The doctor can access *NextStep* from home or an external office using Microsoft Internet Explorer over the Internet without needing extra hardware or software.

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NextStep QuickMAR Module

NextStep's QuickMAR module is an electronic medication administration record designed specifically for use in a long-term care setting or outpatient program. Features include touch screen navigation, quick and accurate recording of a med pass, more accurate med passes, managing med inventories including controlled substances, complying with accreditation and legal requirements, and one-touch reordering of meds and supplies. The QuickMAR module simplifies and speeds up the process of passing medications. For large med passes, customers experience a time savings of over 50%. Most importantly, the system improves the accuracy of your med passes with alarms, warnings, and improves communication.

Patient Follow-Up Monitoring/Tracking

Complete Accessibility

First and foremost, *NextStep* is available to provide/collect information to/from staff, case managers, and outreach workers. Since *NextStep* is web-based, it can be accessed by authorized users at authorized computers. NextStep On-the-Road can be loaded onto a laptop. Remote users can "check out" cases and can perform functions (if they are authorized) such as editing treatment plans, conducting plan reviews, charting, billing, and filling out assessments and other forms from their laptops without any Internet connection. NextStep On-the-Road can be synchronized with the main *NextStep* database over the Internet from home, the office, or any hot spot. Furthermore, outreach clinicians can use our Cyberpad to perform basic tasks including making progress notes and filling out forms. The Cyberpad is an electronic pad that captures handwriting while the user writes on a regular paper notepad or form. These are stored in the Cyberpad without any portable computer, and when connected to a computer will transfer all information to *NextStep*. These options give maximum flexibility in providing critical support in the field by using a computer connected to the Internet, a laptop that can be used without the Internet, or an inexpensive (less than $200 each) standalone Cyberpad.

Tracking and Managing Case Loads

NextStep offers many valuable case management tools. The Reminders List in *NextStep* is used widely by staff, case managers, and administrators. Items on this list are automatically set based on the nature of the task and appear on the list days (the number of days is user-configurable) before they are due. For example, annual assessments are to be completed one year from the date of the last assessment; there is no need to set an alarm. Furthermore, in order to remove the item from the Reminders List, the task must be completed; there is no delaying or snoozing and missed reports will remain on the list until they are completed. Administrative staff can obtain a master reminders list detailing all tasks for all staff to ensure that everything is being completed in a timely manner. These reminders include assessments, treatment plans, plan reviews, and other important tasks that must be completed. In this way, treatment plans and other important treatment tasks can be carefully tracked automatically. Each reminder on the list is a hyperlink. When clicked, the user is taken directly to the proper place within *NextStep* to complete that task. Most of our customers find that their staff use their

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Reminders List regularly for navigating through *NextStep* and rarely use the main menu. Additionally, staff can set reminders for themselves, other staff, or groups of staff manually.

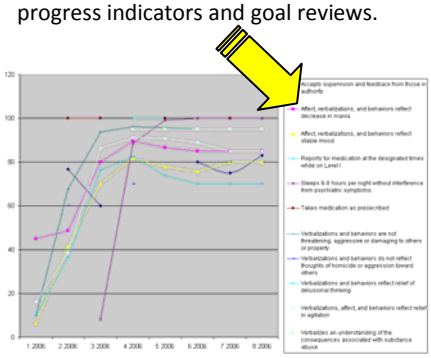
Throughout *NextStep*, there are various error checking and warning features including notices for incomplete billing information, problems on the problem list that are not linked to goals, objectives that have no selected interventions, and many others. In most cases, *NextStep* will allow users to continue completing their work despite the incomplete information; however, it will add to their Reminders List to complete the action. This remains on their list until completed.

The Reminders List is the most active part of *NextStep* for case managers to oversee their caseloads. There are also other tools that are easy-to-use and provide information in real-time. These include for the ability to monitor the intake process to ensure that assessments and procedures for consumers who are currently being admitted to a program are completed in a timely manner, identifying consumers who are making significant progress and those who are not making significant progress according to their current plan, identifying consumers who have missed or canceled their appointments, and inspecting recent progress notes to ensure that staff are charting to the plan appropriately with meaningful notes. These are just some examples of tools in *NextStep* that automate managing a case load for case managers and clinical directors; there are many. These capabilities provide information about individual consumers, case loads, programs, and the organization at large. The information is presented to users by combining text and graphics and available in various ways including by consumer, diagnosis, provider, and program.

As previously mentioned, when a patient cancels or misses an appointment, a note (miscellaneous note) is automatically added to his/her record. These notes are collected on a report that case managers can access to respond to missed or canceled appointments. Clinical staff can add user-defined information to the patient record by adding custom fields to their client information or using a form designed using our easy-to-use form builder. This custom information can be used in searches, and for retrieving and reporting patient information.

Quality Assurance Monitoring and Improving Individual Patient Progress

Goals are hyperlinks for updating the plan directly based on evidence – progress indicators and goal reviews.



NextStep's quality management tools are leading edge and easy to use. *NextStep* enables your staff to monitor and assess patients' progress daily. Through reports ranging from simple medical records retrieval to complex institutional statistics, *NextStep* will help each State of California Department of Mental Health agency evaluate the success of their treatment programs and assess the staff effectiveness in achieving the expected outcomes for each patient. The software also serves as an accreditation instrument and facilitates communication between staff to capture best practices. Using our evidence-based dashboard based on our embedded outcome model based on the objective progress indicators collected by staff and goal attainment according to plan reviews, The end user/prospective client can monitor progress by consumer, provider location, diagnosis, and intervention. These have proven to be extremely powerful ranging from driving case management meetings to discuss individual consumer's strengths and weaknesses to evaluating particular interventions as they relate to

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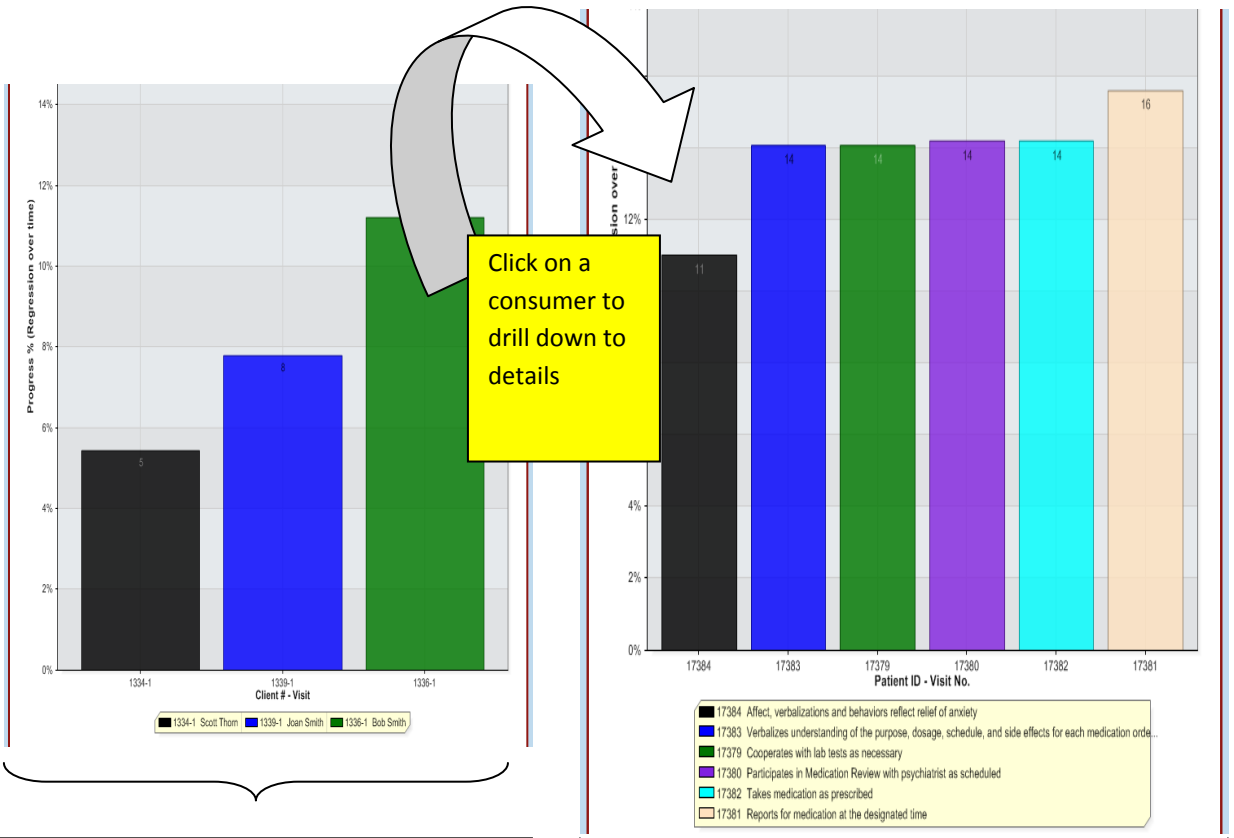
providing services to consumers with common problems or diagnoses. While viewing progress for a particular consumer, authorized clinical staff can quickly update the plan to reflect changes in goal personalizations, staff instructions for interventions, with one click, directly from the dashboard. This powerful tool is one-of-a-kind! The figure below shows *NextStep's* process flow starting with the treatment plan, charting to the plan while billing services as they are recorded directly through *NextStep*, monitoring each consumer's progress, and finally using our plan review wizard to review the plan.



Easily obtain a consumer's progress towards achieving plan objectives. (three consumers shown from a selection: progress vs. consumer, ordered from least progress to most progress)

Drill down to individual progress toward completing their plan. Chart notes, and other information can be accessed directly. (a plan with six objectives is shown: progress vs. objective, ordered from least to most progress)

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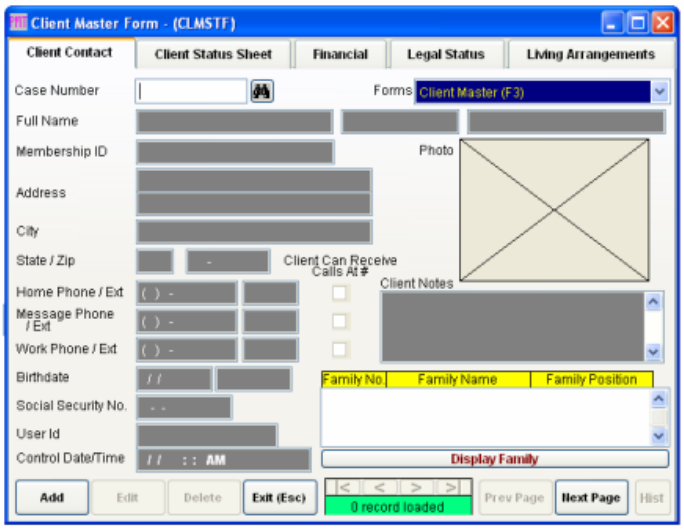
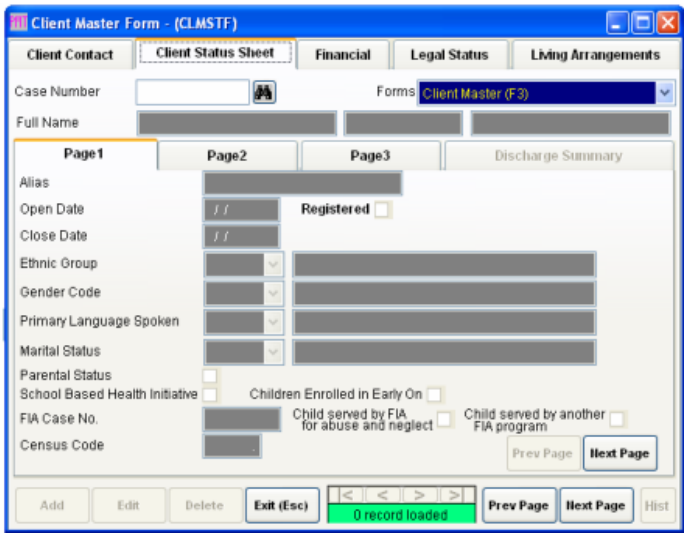
Billing

NextStep Complete EMR includes the CMH Client Tracking and Billing (CTB). CTB was designed by respected reimbursement staff who work on a daily basis in the behavioral health field. With easy-to-use features and our sophisticated billing engine, CTB has a proven track record of increasing the revenue of our users and offers superior performance in data collection, billing and reporting. This module is considered by many to be the best billing software on the market today and will even track service utilization and authorizations.





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Screening Form - (SCRNGFRM)

Client Contact | Client Status Sheet | Disposition | Follow-Up

Case Number | Status | Reference

First / Middle / Last | Legal

Address

City / State / Zip

Home Phone / Ext | Message Phone / Ext | Work Phone / Ext

Client Can Receive Calls At Home # | Client Can Receive Calls At Message # | Client Can Receive Calls At Work #

Birth Date

Social Security No. | Call Notes

Gender Code | Marital Status

County of Residence | County of Liability

Insurance Info | Pred Comm Style

Screening Staff

Contact Type | Screening Date/Time | Screening End Date/Time

Inquiry Type | Emergency Type

Request For Svc Date

Referral Source | Name | Phone

User Id | Control Date/Time

Print | Add | Edit | Delete | Exit (Esc) | 1 record loaded | Prev Page | Next Page | Hist

Client Admissions List - (CLADML)

Forms: Admissions (F2)

Case No. 2

Client Name

Agency	Program	Admit Date	Discharge Date	Length Of Stay	Prim Staff	CSM / Therapist
1111	93241	01/01/2004		222 day(s)	37	Therapist
1111	93244	10/01/1998	11/11/1999	406 day(s)		
1111	95514	10/01/1999		1775 day(s)	10113	Case Manager
1111	95514	11/20/2000		1359 day(s)	88	Both

OK | Cancel | LOC

0 record loaded

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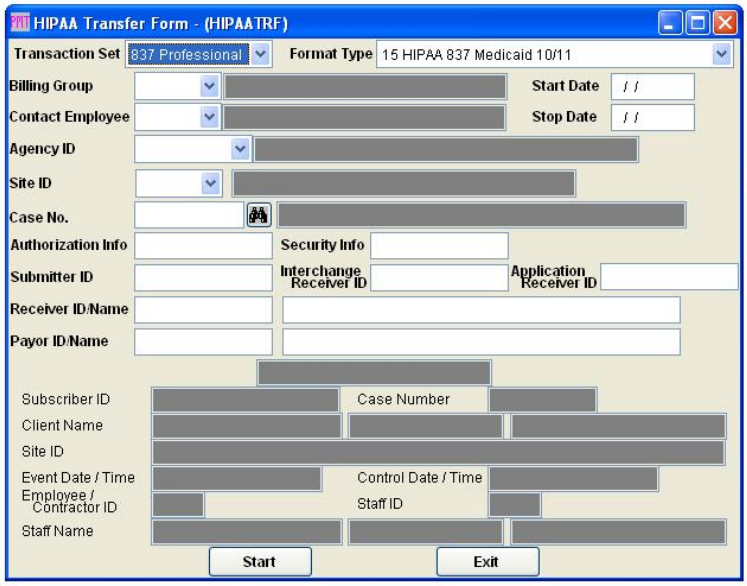
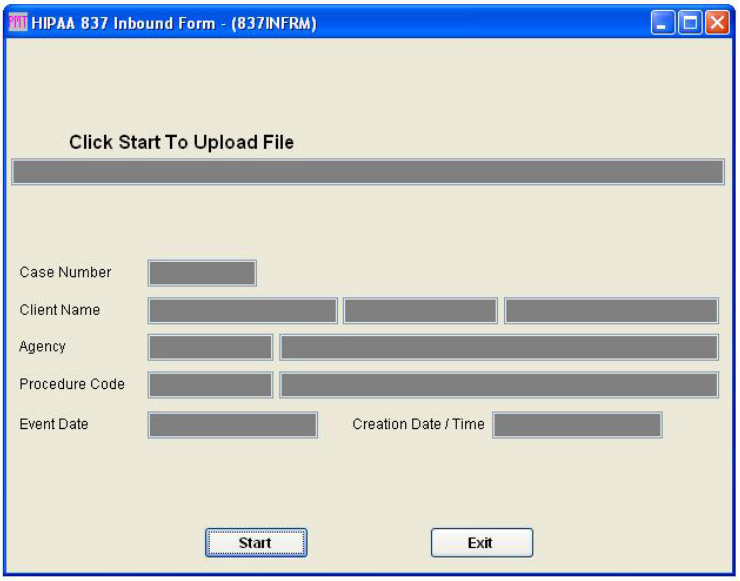
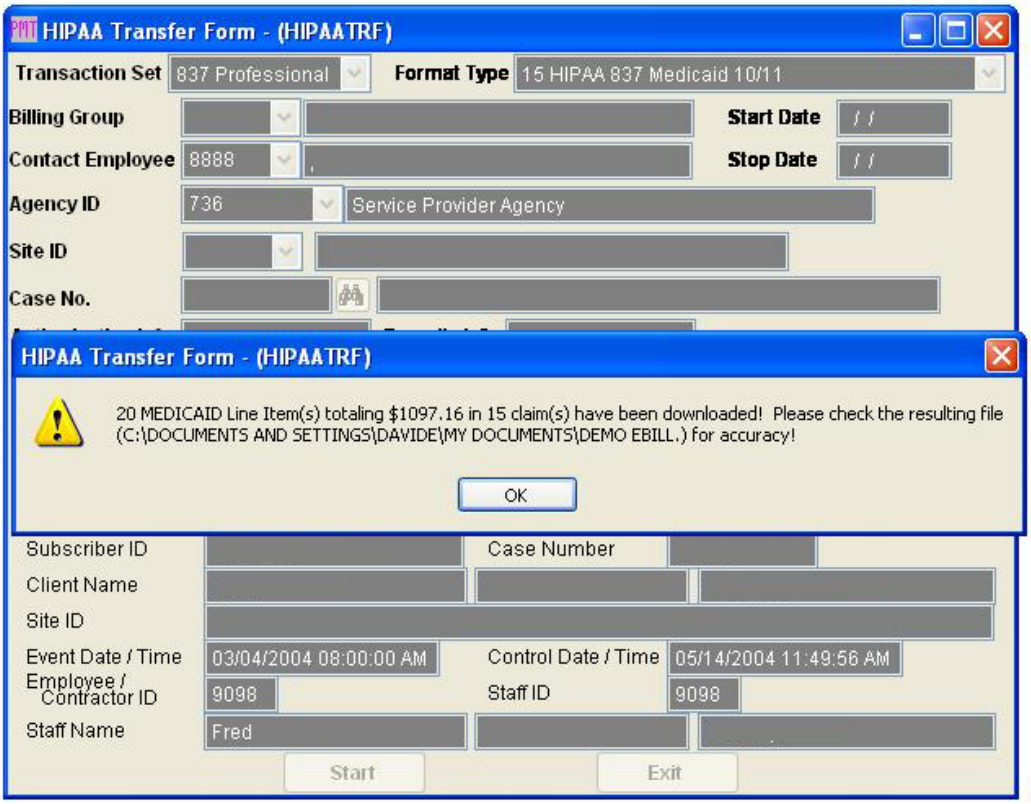
CTB has the ability to bill insurance companies using traditional paper claims or electronically with the HIPAA 837 format. As part of your monthly support fee, ***NextStep Complete EMR*** keeps the HIPAA 837 format(s) updated to meet the requirements of all insurance companies and managed care organizations.







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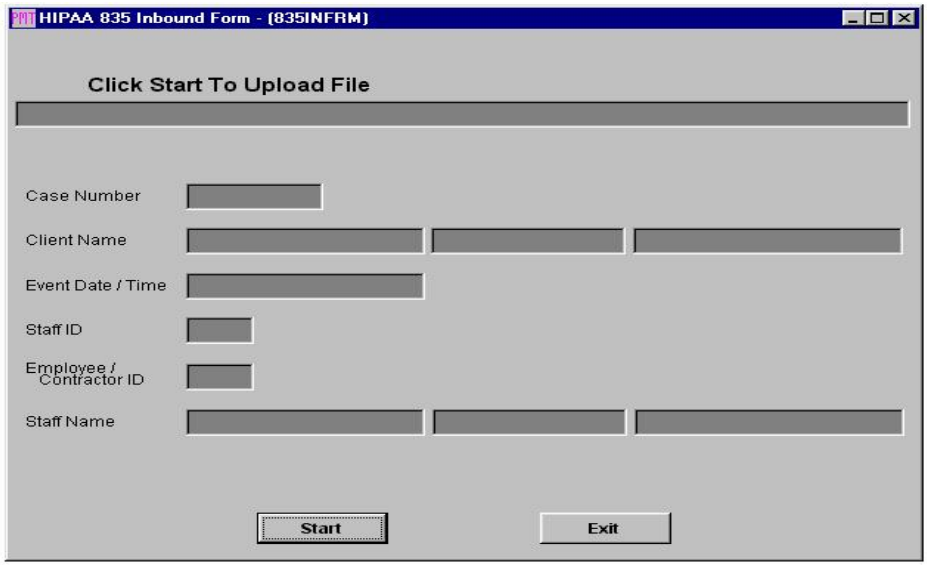
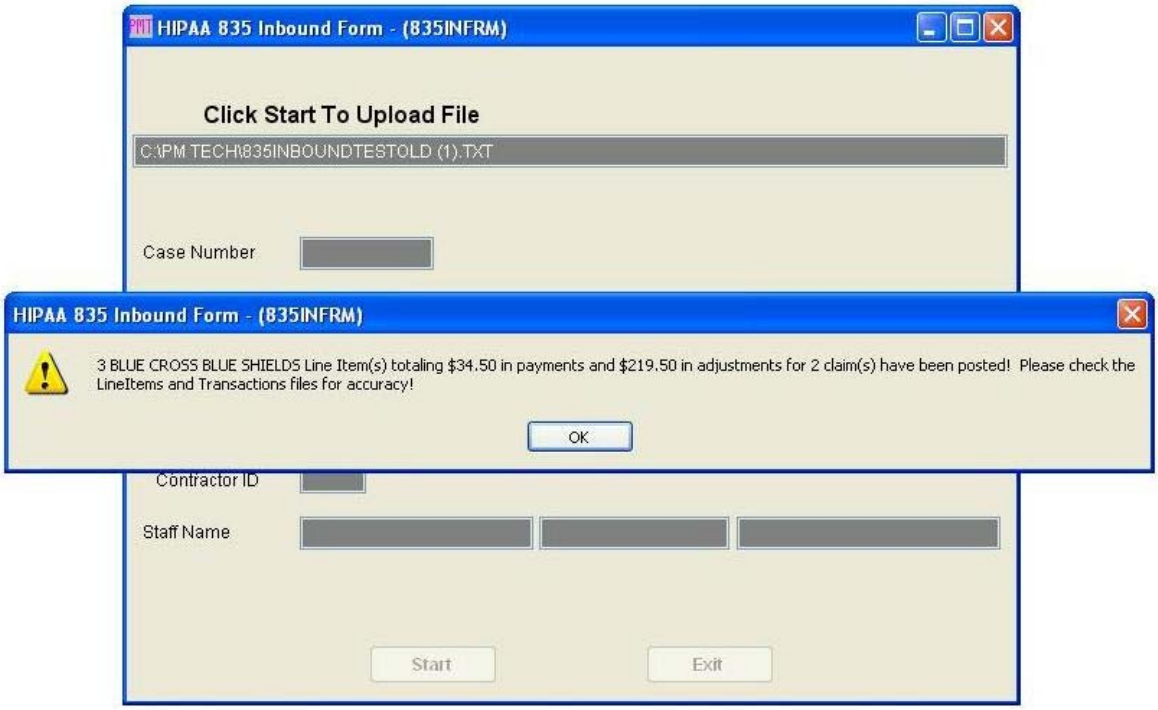
With our integrated Electronic Payment Processing Module, you can import the HIPAA 835 directly from the insurance company. The EPPM will take this electronic EOB and post payments to the proper accounts and line items. If there is a balance remaining, the system will automatically search for a secondary payer and create a line item for you to bill. Utilizing the EPPM, your organization will save significant staff time allowing you to redirect your most valuable resources (staff) to other activities.





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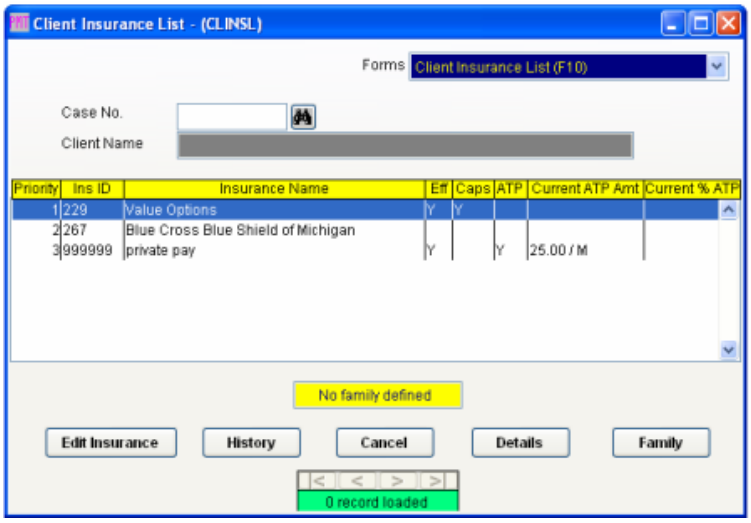
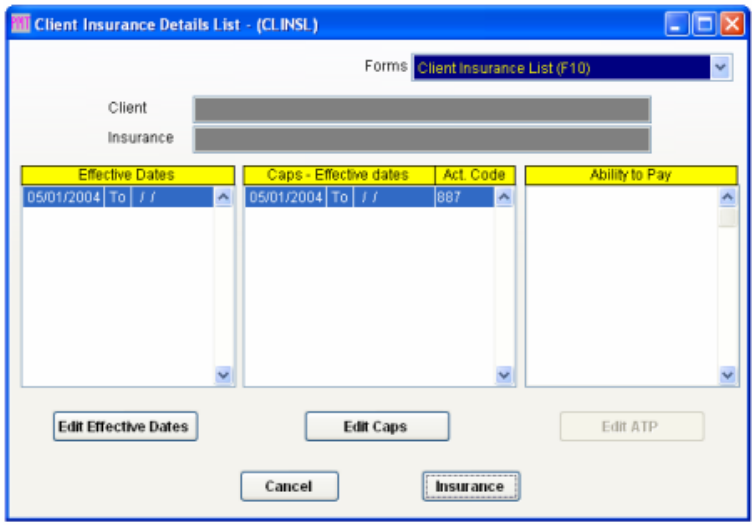
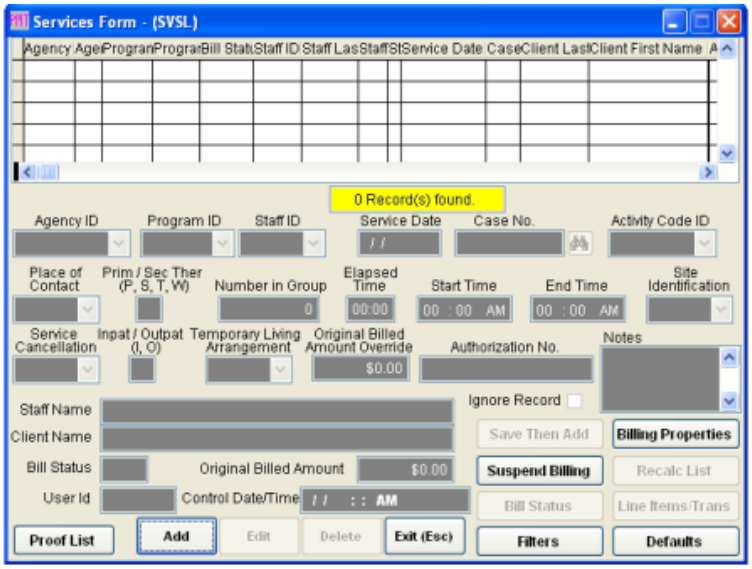
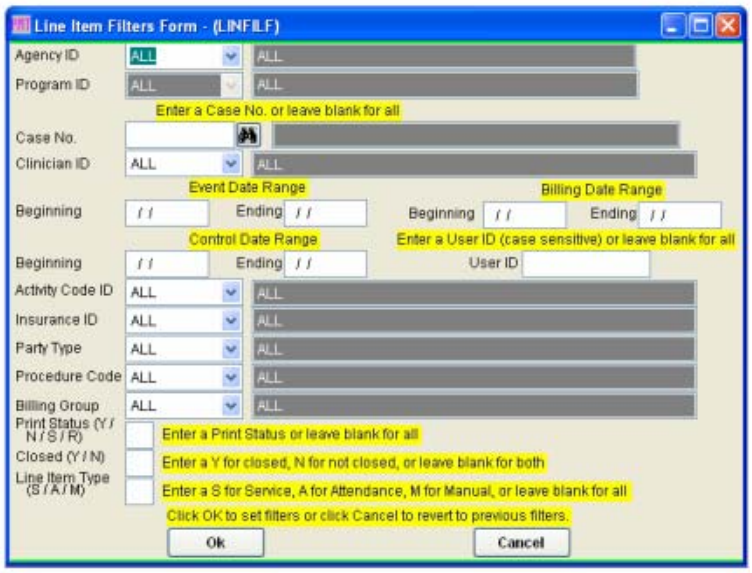
The software is set-up by your organization based on your unique needs, and CTB takes care of the rest, billing services and aggregating data for reporting and funding purposes. Based on the number of insurances a client has and the priority with which they are set-up, the software will automatically bill the next insurance in line after the previously billed insurance payment/adjustment information is entered into the system.









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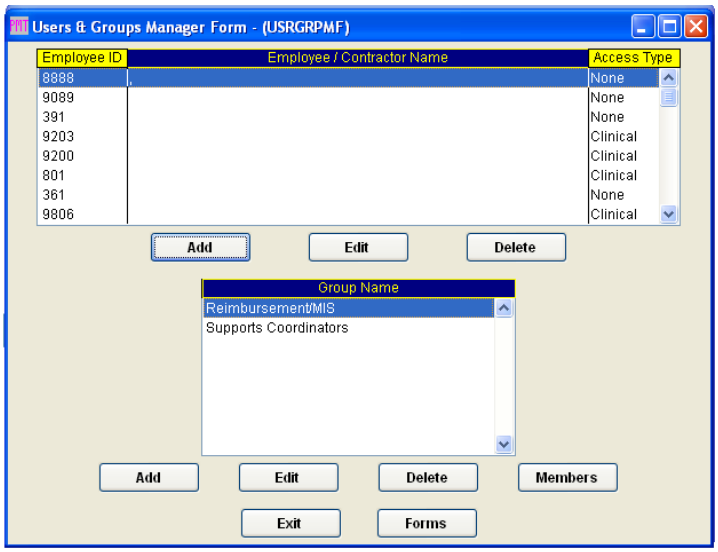
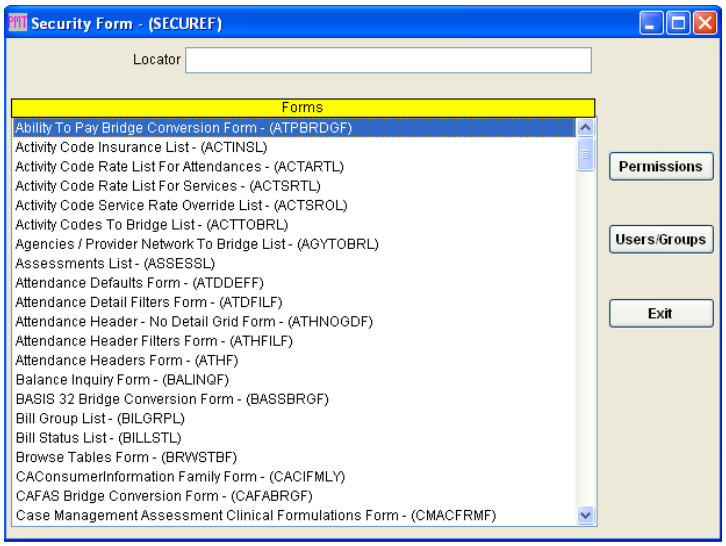
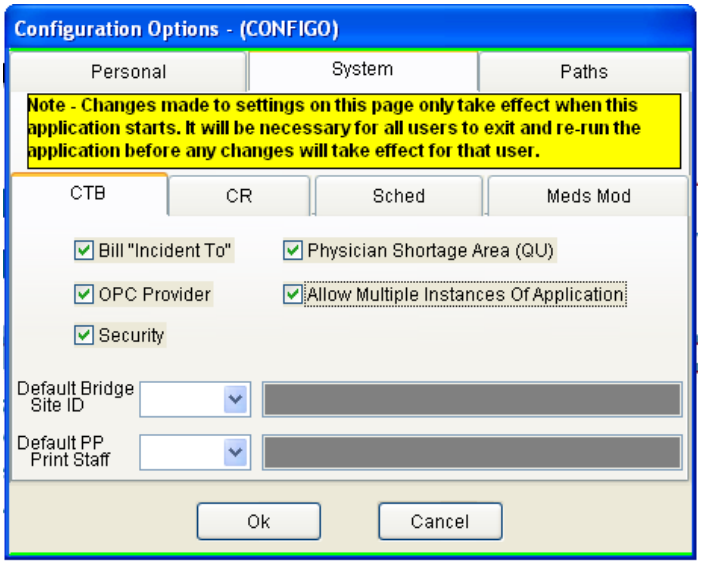
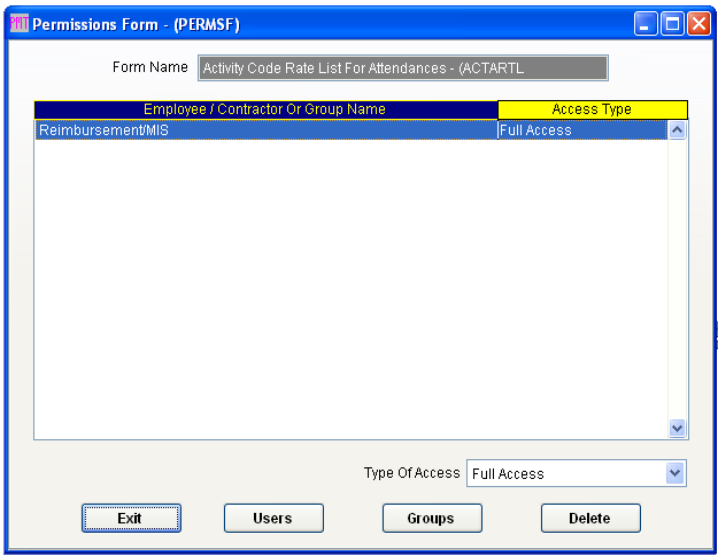
Security and access to data is defined individually or by employee groups, ensuring client confidentiality and is **HIPAA compliant**. Individual security settings can deny all access, allow read-only access, or allow complete access so changes can be made. CTB´s history function allows system administrators to track who has accessed the data and made changes.









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Source Language and Relational Database Software

NextStep's data is stored in a SQL Server 2005 Standard Edition database on a Microsoft Windows 2003 Server. Access to the data can be made available through an OLEDB connection. *NextStep* was developed in ASP and ASP.NET utilizing VB.NET, VBScript and JavaScript.

Printing Methods

Any form, treatment plan or notes can be printed through the document center. Progress notes can also be printed individually or in a batch based on user defined criteria such as timeframe, author, goal, etc.

Communication or Network Software to Include User/Application Access Methods

Since *NextStep* is a web-based system, no hardware is required to run the application. Only a system and an Internet connection are required to access NextStep. This solution is delivered through a secure connection (SSL). *NextStep* can be configured to only allow access to authorized users from specific IP addresses. Regardless, authorized access to *NextStep* will only be granted to users who have entered the correct username and password combination.

Server and Storage Hardware and Software

NextStep is a hosted solution that requires no installation or support by your ITS Department. This is ideal for linking multiple agencies without the hassle of installing software. The only thing you need is a web browser, Internet Explorer, and a connection to the internet. Using the Internet you can easily manage programs independently and collectively.

Reporting Capabilities

NextStep offers various standard reporting tools ranging from printing individual cases to reporting program-wide statistics. Our reports are designed to easily access information needed for accreditors, payers, and program improvement.

The *NextStep* document center can provide previous assessments, evaluations, treatment plans, and chart notes. These reports can be filtered by date, author, or treatment plan goals. Outcome-based reports include items such as the effectiveness of interventions on particular objectives, correlation between progress on a particular objective and the success of a goal, and the number of assessments or plan reviews that are past due.

NextStep also has a research reporting engine. This provides information in accordance with a behavioral logic model to investigate correlations between outcomes, goal attainment, and progress towards accomplishing objectives and other advanced research information. This research engine is proprietary and would require a confidentiality agreement before NSSI could share samples or demonstrate these capabilities to end user/prospective client. This reporting engine can be used for sponsored research, clinical trials, or for internal institutional research for long-term program improvement.

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Creating Custom Reports

Although *NextStep* contains reports and tools necessary for efficiently managing a case load, program, and organization, sometimes a custom report is necessary to produce information in a format consistent with a specific need. Custom reports can be created your organization using Crystal Reports, SQL reporting services, or other reporting tools through OLEDB connections to the database. To provide each State of California Department of Mental Health agency with the most flexibility in designing and running custom reports, a custom report can be designed in several ways:

Web-based Custom Report – A custom report can be developed by the end user/prospective client a web report authoring tool. This requires learning the tool and the structure of the database. Information that is commonly used only requires approximately 20 tables. Therefore, it is not necessary to learn the entire database structure to create most custom reports. In addition to learning the database structure, the IT professional from the end user/client must be trained in the web report authoring tool such as Style Report Professional (or author software). A report created in this way can be accessed through the 'Custom Reports' button from the main menu in *NextStep*.

Custom Report using a Report Writer – *NextStep* is fully compatible with commercial, easy-to-use report writers such as Microsoft Access Reports, Crystal Reports, or Business Intelligence from Business Objects. Depending on which tool is used, the end user/prospective client can design a report that can be accessed from an offline reporting application or from a separate web-based reporting area that is accessed separate from *NextStep*.

A Custom Dashboard Component – Using Business Objects Crystal-xcelsius, the end user/prospective client can build a custom dashboard for information that is commonly viewed, in summary, and updated regularly such as every minute, hour, day, or other specified periods. To do this, a end user/prospective IT professional would need to be trained in using this (or another) dashboard authoring tool. The dashboard created is available online and can be linked to *NextStep* if desired, or can be left as a separate reporting area.

***NextStep* Solutions Custom Reports** – NSSI can also create custom reports for each State of California Department of Mental Health agency. These reports would be developed by NSSI using either method #1 from above or method #2 if the end user/prospective client decides to use a commercial report writer.

Once an IT professional has been trained, creating custom reports is easy. Report authoring tools (such as Microsoft Access, Crystal Reports, or Business Objects software) link seamlessly to *NextStep* but must be purchased separately from the 3rd party software vendors.

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Security Features

Since *NextStep* is a web-based system, no special hardware is required to run the application. Only a system and an Internet connection are required to access NextStep. This solution is delivered through a secure connection (SSL). *NextStep* can be configured to only allow access to authorized users from specific IP addresses. Regardless, authorized access to *NextStep* will only be granted to users who have entered the correct username and password combination.

NextStep has been tested and is currently used with Microsoft Internet Explorer 6 and 7. *NextStep* is an open system and all user and most administration functions and tasks are accessible via the Internet. *NextStep* is hosted using RackSpace, a company nationally recognized for hosting medical software for companies such as Humana. Information about RackSpace Managed Hosting, Inc. is given below. NSSI also has a server farm located in Rochester, MI. This server farm is used for development, testing, and a redundant backup in addition to RackSpace Managed Hosting. It is fully capable of hosting *NextStep* as a primary center in the event of an emergency.

NextStep Complete EMR CMH CTB billing module and Appointments Proaadvanced scheduling are co-hosted with *NextStep* as a service accessed through Microsoft Terminal Services.

RR-F-06 Describe your firm's experience and qualifications for Systems Integration.

NSSI is reputed for superior design, installation, and support of business technology infrastructure – Our clients will testify. We specialize in IT consulting, systems integration, computer networking planning and implementation, network security, virus protection, software development, and web application design & maintenance. We realize that with growth of an organization or the managing of critical programs, support from a trusted company is crucial. We will provide the California Department of Mental Health a total technology solution that improves efficiency, reduces costs, and increases productivity.

NSSI can play a versatile role from providing full service technical support to offering a knowledgeable, professional group to work together with your internal IT professionals and provide support when needed.

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RR-F-07 Describe your firm's experience and approach to the conversion of electronic behavioral health data.

Each client is different when it comes to converting data into NextStep and therefore it is handled on a case-by-case basis. However there are steps that we follow when creating up a plan for data conversion:

1. Identify all data conversions and associated time and dependency requirements.
2. Incorporate all required data conversion activities, both manual and automated process steps, into a logically sequenced work plan.
3. Coordinate data conversion activities with multiple teams to include process teams, test team, data teams, infrastructure team, and deployment team.
4. Plan data conversion test cycles to confirm timing estimates, sequencing, resource requirements, and verification processes.
5. Monitor the final Go-Live data conversion process and provide input for a Go / No-Go cutover decision.

RR-F-08 Describe your firm's experience and approach to the conversion of paper-based behavioral health data.

NextStep assists each client to moving to as fast as they would like toward a paperless system. With *NextStep*, official medical records are paperless thus eliminating storage rooms of charts and missing documents. Many of the organizations that use NextStep have no client paper charts at all. Clinicians may decide to retain private notes in their file cabinet, but these are not part of the official medical record. All official records, like an IEPC report or report card, is easily scanned into the system and then returned to the client or shredded. Clients have saved thousands of dollars by not having to purchase additional file cabinets, and charts folders, paper, copies, and ink cartridges.

Our clients have seen 95% improvement in the completion of treatment plans on time, a 75% reduction in the amount of paper contained in the paper chart, and a 55% reduction in time spent shuffling paper and duplicating efforts.

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G. Solution Product History

RR-G-01 Please provide the following information about the solution product(s) that you propose.

#	Product Name And Primary Function	When First Developed	When / Where First Deployed	Number of Installations To Date
1.	Billing Module	2000	2000 – Allegan County CMH	13
2.	NextStep MS	2001	2001 – Rose Hill Center	12
4.	NextStep Practice Pro Plus	2005	2005 – Wentworth Associates	14
5.	NextStep Practice Pro	2006	2006 – The Meehl Foundation	2
6.	NextStep PHM	2007	2007 – Walter Reuther State Hospital	1

RR-G-02 For each solution product listed in the above table, please provide:

1. The history of the product including whether the product was internally developed or acquired from another source.

NextStep was developed internally by a group of experts who have developed software automation products for outcome-based assessment of programs in higher education, and evidenced-based care for medical and behavioral health service providers.

2. The specific Industry standards that the product was designed to, including any exceptions to those standards.

Rackspace and NSSI is committed to an enterprise security infrastructure consistent with the requirements defined in ISO17799. We consider the ISO17799 requirements sufficient to meeting defined HIPAA security regulations. This approach impacts every customer solution. The program drives a security philosophy that is based on risk management.

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Corporate Security at Rackspace is responsible for the security program at Rackspace. This includes both physical and information security elements as reflected in ISO17799. The Director of Corporate Security is a CISSP with over 12 years of experience in the security field. A team of 5 security personnel support the efforts.

Below is our HIPAA Assurance, Backup and Recovery Plan:

Since NextStep is a web-based system, no hardware is required to run the application. Only a system and an Internet connection are required to access NextStep. This solution is delivered through a secure connection (SSL). *NextStep* can be configured to only allow access to authorized users from specific IP addresses. Regardless, authorized access to *NextStep* will only be granted to users who have entered the correct username and password combination.

NextStep has been tested and is currently used with Microsoft Internet Explorer 6 and 7. *NextStep* is an open system and all user and most administration functions and tasks are accessible via the Internet. *NextStep* is hosted using RackSpace, a company nationally recognized for hosting medical software for companies such as Humana. Information about RackSpace Managed Hosting, Inc. is given below. NSSI also has a server farm located in Rochester, MI. This server farm is used for development, testing, and a redundant backup in addition to RackSpace Managed Hosting. It is fully capable of hosting *NextStep* as a primary center in the event of an emergency.

NextStep Complete EMR CMH CTB billing module and Appointments Proaadvanced scheduling are co-hosted with NextStep as a service accessed through Microsoft Terminal Services.

ABOUT RACKSPACE MANAGED HOSTING

The text in this section has been taken directly from RackSpace's service description and guarantee to NSSI, part of which is a 100% Internet up time guarantee:

Rackspace offers your choice of Microsoft or Linux managed servers and is perfect for businesses running medium-to-large web hosting environments. We individually design your configuration to match your specific requirements. All servers come with premium hardware and are back by our 1-Hour Hardware Replacement Guarantee. Our **Zero-Downtime** Network™ is Cisco Powered and has been engineered from the ground up to accommodate the high-availability demands of our customers' mission-critical Web applications. Our network has unique self-healing attributes that allow us to deliver on our 100% infrastructure availability guarantee.

The Fundamentals of Rackspace

- Founded in 1998
- Based in San Antonio, TX
- 700+ Employees
- Five (5) Data Centers: San Antonio, TX (x2); Dallas, TX; Herndon, VA; London, UK
- 97% of customers would refer Rackspace to a business colleague

Industry Leadership

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- 48% Growth in 2003
- 53% Growth in 2004
- Net Income positive since February 2001
- Industry Leading Service Level Agreements
- Cisco Powered Network: 100% Network uptime since February 2001
- Microsoft Gold-Certified Hosting Partner
- Microsoft Hosting Partner of the Year – 2003 and 2005
- Strategic Dell Hosting Partner for Corporate Business
- Accounts (CBG)
- Named Leader in Gartner Magic Quadrant
- Red Hat Advanced Hosting Partner
- MySQL Certified Hosting Partner

Focus

- Everything we do is tailored for managed hosting
- Hosting is not an add-on service or loss leader

Expertise

- Systems and processes built exclusively for delivering managed hosting
- Our support staff is highly trained; specifically for supporting complex hosting environments

Flexibility

- We're built to handle highly-customized hosting environments
- Our model is built to adjust to customer needs quickly and efficiently

NextStep is hosted on one or more servers with the specifications similar to those listed below. This will vary from customer-to-customer depending on data and bandwidth requirements.

Standard Chassis Server

O/S: Windows 2003 Standard with IIS 6 and .NET v.1.0 & 1.1
Access: Full Administrative Control via Remote Desktop
Processor: Dual AMD Opteron 246 Processor - Dual Capable
Memory: 2 GB DDR RAM
Hard Drive(s): 3 x 73 GB SCSI Drives RAID 5
Additional Networking: BackupNet
Port Monitoring Agent: Rackwatch Basic Platinum
S.L.A.: 0 % Downtime / 1 Hour Hardware Replacement Guarantee

The backup scheme is:

Schedule: Daily Incremental / Weekly Full
Retention: 2 Weeks at RackSpace, 6 months at NSSI
Backup Agent: Legato Networker w/o database agent
2 Hour Data Backup Restore Service Guarantee

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100% Uptime Guarantee (not including scheduled services approved in advance, usually done during non-business hours and infrequently)

The security statement is as follows:

General Security Philosophy
Rackspace and NSSI is committed to an enterprise security infrastructure consistent with the requirements defined in ISO17799. We consider the ISO17799 requirements sufficient to meeting defined HIPAA security regulations. This approach impacts every customer solution. The program drives a security philosophy that is based on risk management.

Corporate Security at Rackspace is responsible for the security program at Rackspace. This includes both physical and information security elements as reflected in ISO17799. The Director of Corporate Security is a CISSP with over 12 years of experience in the security field. A team of 5 security personnel support the efforts.

Policy
The foundation of the security efforts at Rackspace is a comprehensive set of policies that address ISO17799 requirements. The following list represents security policies that currently impact on our customer solutions. A brief description of what they cover follows:

1. **Rackspace Security Organization** – establishes corporate security department and outlines responsibility for security at Rackspace.
2. **Personnel Security** – outlines security requirements associated with the Rackspace workforce.
3. **Physical Access** – defines requirements for physical security controls and processes.
4. **Asset Controls** – outlines expectations that establish control for physical assets within the company.
5. **Information Sensitivity** – defines the categories of information that support Rackspace business and controls to protect them.
6. **Business Continuity** – defines the corporate approach to ensuring that the Rackspace customer support infrastructure is always available.
7. **Incident Response** – provides expectations for the development of a defined corporate response to security incidents.
8. **Acceptable Use** – establishes clear cut expectation for approved employee use of Rackspace computing assets.
9. **Security Awareness and Training** – establishes requirements for a corporate security training program for the Rackspace workforce.
10. **Protection against malicious code and viruses** – defines Anti-virus solution requirements
11. **Change management** – outlines approaches to coordination and validation of proposed changes.

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Physical Security of the Data Centers

Physical security at Rackspace Data Centers is a key component of our business offering. We house thousands of customer solutions and recognize that our physical security controls are important to our customers.

All current deployments into Rackspace Data Centers are being implemented in data facilities that are SAS-70 Level II certified. Rackspace considers the physical security at our facilities as meeting the stated physical security requirements defined in the HIPAA regulations.

The physical security at Rackspace facilities was developed in a multi-layered approach to meet Rackspace policy requirements that include:

- Photo Badges
- Proximity access cards and readers
- Alarms
- Monitoring zones with CCTV/DVRs supporting
- Data retention for 30/90 days
- Biometric access controls
- 24/7 manning
- Visitor (and vendor) controls and supporting documentation retention

All policies and procedures supporting data center access are consistent with ISO17799 requirements and meet the security requirements outlined in the HIPAA regulation.
Data center visitor access is strictly controlled. Fundamentally, there is NO visitor access to our production data floor area. All non-employee access (typically, maintenance personnel) is escorted by Rackspace employees.

Other Security Elements

The following elements are also provided to fully describe the security surrounding the Rackspace solution for NSSI.

User Authentication. Each system provided requires user authentication. This includes the combination of user id and password.

Access Protection. NextStep is housed in one of our state of the art data centers. The data centers employ a layered approach to physical security that includes badging, proximity access badges, PIN-based keypad, and biometric access devices. These systems are supplemented by CCTV monitoring that includes DVR for data retrieval and access analysis.

Auditing. All of the systems provided as includes the capability for auditing of events depending upon the customer's logging requirements.

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Continuity of Service. Rackspace Corporate Security is responsible for the organization's Business Continuity Program. This effort focuses on ensuring that customer support services continue during times of contingency. Disaster Recovery solutions are built into every customer implementation to meet stated customer Recovery Time Objectives.

Security Monitoring and Reporting. Rackspace offers security monitoring services to all customers to meet their oversight requirements. In addition, customer service level agreements define reporting expectations for each customer. The Rackspace Incident Response function is led by the Corporate Security office with representatives from our IT staff, Professional Services, Employee Services, Legal, Media Affairs, and others.

System Administration. Rackspace system support personnel are highly trained and very aware of security as a fundamental part of Rackspace solutions.

Passwords. Once the customer solution is implemented, user passwords become the responsibility of the customer. In this case, NSSI is responsible for ensuring that their corporate password policy is implemented on their servers. The Rackspace solution enables a wide range of password approaches consistent with strength, aging, reuse, and history requirements.

Network Architecture. The NSSI solution employs a firewall that protects VLAN-enabled servers. Operating system maintenance and application security is the responsibility of NSSI. Web content review is also the responsibility of the customer.

Remote Access. Remote access to NSSI servers is protected by VPN. VPN configuration access is controlled by the customer as well.

Configuration Control. NSSI has overall responsibility for configuration management of the solution provided by Rackspace. This would include patch management for the operating system.

Intrusion Detection. All customers are offered an intrusion detection package to meet security requirements such as HIPAA.

NextStep's data is secured using a SGC Supercert. It automatically steps up protection to a minimum of 128-bit encryption even if your browser is limited 40-bit or 56-bit encryption capabilities. 256-bit encryption can be enabled if your browser capability is 256-bit compatible. Additionally, access to *NextStep* can be restricted by IP address or client certificates.

NextStep users must use a password that expires every 90 days and must be changed. Authenticated sessions automatically disconnect after 20 minutes of no activity without losing data typed on a form. After 20 minutes of inactivity, users are able to re-authenticate and continue from the point where they left off. No data is lost from this process. Administrators at the end user/prospective client can establish new users, remove users, and set security access rights. *NextStep* provides multilevel security capabilities. A system audit trail for user access is kept in *NextStep*.

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Backup

The backup is automated and does not require an attendant. Additional data backup services are available including providing an encrypted backup on DVDs to the end user/prospective client County on a specified basis. The backup scheme includes a daily incremental and weekly full backup retained two weeks at RackSpace and six months at NSSI. The backup agent is Legato Networker and there is a two hour data backup restore service guarantee. 100% Uptime Guarantee (not including scheduled services approved in advance, usually done during non-business hours and infrequently).

3. Whether the product is CCHIT certified.

a. If the product is CCHIT certified, for which category and year is it certified? Examples would be "Ambulatory 2006", "Ambulatory 2007", etc.

b. If the product is not CCHIT certified, do you plan to acquire CCHIT certification and if so, in which category and when?

There is not CCHIT certification for behavioral health software. The committee that will establish qualifying criteria is still deliberating. When criteria is determined we will apply for certification.

RR-G-03 How are enhancement and new release priorities determined?

NextStep Solutions plans to host an annual meeting in the Detroit area for the *NextStep* users group. At this meeting NSSI will present features that will be released within the next year and will offer *NextStep* users to share best practices and ways they use *NextStep* to improve the quality of care they provide to their clients and save time and money. This day long meeting concludes with a round table discussion where NSSI listens to ideas for new features that would help improve the efficiency and quality of care provided by each clinic.

NSSI is committed to improving our customers' processes of our customers. Therefore, we welcome all feedback and suggestions for product improvement. Often times this feedback is used in the development in features. If a user requests a change or enhancement they can contact the account manager and NSSI will provide a quotation for customizations on a case-by-case basis.

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RR-G-04 How are clients supported during the release of an enhancement?

Typically, product upgrades, new releases and software maintenance are applied automatically. If a special request has been made, we will schedule an upgrade.

RR-G-05 Describe the size of the installed base of your solution. Include the number of users and the number of sites where the product is installed.

There are currently 20 organizations with more than 1,000 users using *NextStep EMR*. These organizations include private and public facilities and state hospitals.

RR-G-06 Describe any regularly-held seminars or user group meetings available to users of your product and the time/place of the next gathering.

NextStep Solutions plans to host an annual meeting in the Detroit area for the *NextStep* users group. At this meeting NSSI will present features that will be released within the next year and will offer *NextStep* users to share best practices and ways they use *NextStep* to improve the quality of care they provide to their clients and save time and money. This day long meeting concludes with a round table discussion where NSSI listens to ideas for new features that would help improve the efficiency and quality of care provided by each clinic.

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H. Solution Product Technologies

RR-H-01 Provide the technologies used for each solution product identified above.

#	Product Name	Product Type (Client Server, Web, Etc.)	Operating System (Windows, Unix, Linux, Etc.)	Database (SQL Server, Oracle, DB2, Etc.)	Application Language (VB6, VB.NET, C, C++. C#, Java, Etc.)
1.	NextStep MS	Web	Windows	SQL Server	Developed in ASP and ASP.NET utilizing VB.NET, VBScript and JavaScript.
2.	NextStep Practice Pro Plus	Web	Windows	SQL Server	Developed in ASP and ASP.NET utilizing VB.NET, VBScript and JavaScript.
3.	NextStep Practice Pro	Web	Windows	SQL Server	Developed in ASP and ASP.NET utilizing VB.NET, VBScript and JavaScript.
4.	NextStep PHM	Web	Windows	SQL Server	Developed in ASP and ASP.NET utilizing VB.NET, VBScript and JavaScript.

Server Hardware Minimum Specifications

RR-H-02 In the following table, please provide the minimum server hardware technical specification levels for operation of your solution software products. Please consider all types of possible servers such as: database, fax, email, internet, backup, image management, etc.

NextStep is a hosted solution that requires no installation or support by your ITS Department[2]. This is ideal for linking multiple agencies without the hassle of installing complex software. Using the Internet you can easily manage programs independently and collectively.

[2] Providers using CMH CTB billing module and AppointmentsPRO must have Microsoft Terminal Services installed on their computers.

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Client Hardware Minimum Specifications

RR-H-03 In the following table, please provide the minimum client hardware technical specification levels for operation of your solution software products. Please consider all types of client types including workstations, tablet PCs, PDAs, etc.

NextStep is a hosted solution that requires no installation or support by your ITS Department. This is ideal for linking multiple agencies without the hassle of installing software. The only requirement you need is a web browser, Internet Explorer, and a connection to the internet. Using the Internet you can easily manage programs independently and collectively.

Peripheral Hardware Minimum Specifications

RR-H-04 Provide the minimum peripheral hardware technical specification levels for operation of your solution software products. Please consider all types of peripherals such as printers, scanners, card readers, notepads, etc.

NextStep is a hosted solution that requires no installation or support by your ITS Department. This is ideal for linking multiple agencies without the hassle of installing software. The only requirement you need is a web browser, Internet Explorer, and a connection to the internet. Using the Internet you can easily manage programs independently and collectively.

Minimum Network/Communication Specifications

RR-H-05 Provide the minimum network/communication technologies employed by your solution software products.

NextStep is a hosted solution that requires no installation or support by your ITS Department. This is ideal for linking multiple agencies without the hassle of installing software. The only thing you need is a web browser, Internet Explorer, and a connection to the internet. Using the Internet you can easily manage programs independently and collectively.

System Backup/Recovery Considerations

(Not to exceed 4 pages)
RR-H-06 Describe the system backup process for your core product.

The backup is automated and does not require an attendant. Additional data backup services are available including providing an encrypted backup on DVDs to the end user/prospective client on a specified basis. The backup scheme includes a daily incremental and weekly full backup retained two weeks at RackSpace and six months at NSSI. The backup agent is Legato Networker and there is a two hour data backup restore service guarantee. 100% Uptime Guarantee (not including scheduled services approved in advance, usually done during non-business hours and infrequently).

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RR-H-07 Can backup be completed in a dynamic mode so that the system can be operational 24 hours per day?

Backups are completed daily (or more often if desired). The backup process is automated and the system remains operational during the backup.

RR-H-08 Describe any automated backup features that allow rapid and unattended backups of system and operational data on a user-scheduled basis.

The backup scheme is:

Schedule: Daily Incremental / Weekly Full
Retention: 2 Weeks at RackSpace, 6 months at NSSI
Backup Agent: Legato Networker w/o database agent
2 Hour Data Backup Restore Service Guarantee
100% Uptime Guarantee (not including scheduled services approved in advance, usually done during non-business hours and infrequently)

The backup is automated and does not require an attendant. Additional data backup services are available including providing an encrypted backup on DVDs to the end user/prospective client on a specified basis. The backup scheme includes a daily incremental and weekly full backup retained two weeks at RackSpace and six months at NSSI. The backup agent is Legato Networker and there is a two hour data backup restore service guarantee. 100% Uptime Guarantee (not including scheduled services approved in advance, usually done during non-business hours and infrequently).

RR-H-09 Can the system be configured to support improved fault tolerance and system recovery (e.g., mirrored disk drives/servers)?

Yes. Every NextStep server is configured with a Raid 5 configuration. We also have a managed backup service that end users/prospective clients can subscribe to. In the event of a hardware failure, we guarantee that the hardware will be replaced in 1 hour or less and if restoration from our backup is necessary, the restoration will be completed in 2 hours or less. In the event of an unexpected hardware failure, the system will failover to our backup server in Virginia. With this, the end user/prospective client would still be able to access records and even add or modify records during the 0 – 2 hours required to restore normal service. After which point the primary server in Dallas would go back online with a brief period of time where the DNS would switch back to the Dallas server and the newly entered data is being merged into the primary database.

In practice we have never had this happen and therefore this is a “worst-case” scenario. It is our practice to include the most cost effective solution in our responses to RFPs, although there are many options available and we are happy to architect a solution at your request.

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Data Archiving Considerations

(Not to exceed 4 pages)
RR-H-10 What are the capabilities for archiving data?

Cases that have been closed or inactive for over one year are moved to a secondary database. In this database you have read access to all cases that have been inactive up to seven years. This database allows you to easily move an archived case back to the active system.

RR-H-11 What are the capabilities for restoring archived data?

Clients in the archive database can be restored and made active by NextStep users with admin access.

RR-H-12 What tools/media are used for archiving data?

The archived data is stored in a second database. Authorized users access this data through a web format similar to NextStep.

System Interface Considerations

(Not to exceed 3 pages)

RR-H-13 Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to other third-party systems. Describe the process you use to settle disputes over interfaces between your solution and others.

NextStep can automatically send detailed information about treatment services and other clinical data to third-party administrative software such as a Human Resource information system and accounting system. Export capabilities are included. Seamless automatic link available but is not included in this proposal.

RR-H-14 With what version of HL7 is your product compliant?

The system uses industry standard paper forms and electronic formats preferably HL7/ANSI compatible.

Data Security Considerations

RR-H-15 Discuss your approach to data/information security, especially with regards to Internet technologies. What level of encryption and authentication is supported?

NextStep's data is secured using a SGC Supercert. It automatically steps up protection to a minimum of 128-bit encryption even if your browser is limited 40-bit or 56-bit encryption capabilities. 256-bit encryption can be enabled if your browser capability is 256-bit compatible. Additionally, access to *NextStep* can be restricted by IP address or client certificates.

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NextStep users must use a password that expires every 90 days and must be changed. Authenticated sessions automatically disconnect after 20 minutes of no activity without losing data typed on a form. After 20 minutes of inactivity, users are able to re-authenticate and continue from the point where they left off. No data is lost from this process. Administrators at each organization can establish new users, remove users, and set security access rights. *NextStep* provides multilevel security capabilities. A system audit trail for user access is kept in *NextStep*.

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Scalability Considerations

RR-H-16 Describe your product's ability to expand to accommodate increasing numbers of users, servers, etc.

Since NextStep is a hosted solution we monitor the server(s), performance and upgrade as necessary.

RR-H-17 Provide any performance metrics that describe the maximum load(s) under which your system can continue to perform at an optimum level

Since NextStep is a hosted solution we monitor the server(s), performance and upgrade as necessary.

RR-H-18 It is possible that many counties will want to work with the same vendor. How would your company mitigate the impact from potentially high-volume purchases from multiple counties in California? Include in your answer the need to hire additional staff, increase locations and the possible impact to implementation and training schedules, and problem response times.

We are prepared to accommodate an influx of clients as we have access to a great number of qualified personnel. Depending on the magnitude of business we would consider establishing a California office.

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I. Behavioral Health HER Functional Requirements Survey
EXCEL FILE

Please see our response to the excel file provided.

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J. Implementation Planning

(Not to exceed 5 pages.)

RR-J-01 Describe your suggested best-practice approach to implementing your solution. Please include details regarding data conversion and training, and how these activities contribute to your suggested approach.

The time required for implementation depends primarily on the number of individuals who require training, the number of forms used by the agency, and the ability of our customers key staff to respond to request (i.e. send copies of official forms that they currently use or provide us with electronic data in any format that they would like us to import). A typical implementation from the date the contract is signed to the date that the agency transitions to NextStep is three and a half months. Our longest implementation lasted six months and our shortest implementation was one week. Key staff members involved in implementing NextStep are those with operational knowledge and decision-making power such as a clinical director/manager, a medical director, an information technology specialist, quality improvement specialists, and case managers.

NextStep Solutions Responsibilities:

1. Setup *NextStep*
   - Implementing the software including usernames and passwords ("tuning" as defined in the RFP),
   - Importing existing clients and basic registration information,
   - Five days of onsite training per location (travel and expenses are not included for those three days),
   - One day of onsite follow-up after implementation has been complete for 30 days per location,
   - Building up to 15 forms for your clinic using the Form Builders

2. Provide five days of onsite training per location
3. Provide necessary phone training per location
4. Host *NextStep*
5. Ensure that both the internal and external users are correctly using *NextStep*

California Department of Mental Health's Responsibilities:

1. Provide a technical contact
2. Provide a clinical contact
3. Provide copies of up to 15 forms for the clinic that NSSI will input using our Form Builders
4. Provide training room for onsite training
5. Provide adequate staff time for interacting with NSSI during data imports and other setup tasks including setup tasks required on the California Department of Mental Health's side

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Schedule: This implementation will be conducted over 180 days. **Part of our implementation process is to develop a detailed implementation plan with our customer.** This ensures efficient and timely implementation rather than using a timeline that is out-of-the-box. A general schedule of deliverables is given below:

RR-J-02 What is the typical implementation timeframe for your solution? Express your answer as a range (6 to 12 months, 1 to 2 years, etc.) qualified by a size-of-project; factor such as number of users, total project cost, etc. An example would "6 to 12 months for a total project cost not exceeding $500,000" etc. Please feel free to share any metrics that you typically use to estimate the timeframe for the implementation for your solution.

The time required for implementation depends primarily on the number of individuals who require training, number of forms used by the agency, and the ability of our customers key staff to respond to request (i.e. send copies of official forms that they currently use or provide us with electronic data in any format that they would like us to import). A typical implementation from the date the contract is signed to the date that the agency transitions to NextStep is three and a half months. Our longest implementation lasted six months and our shortest implementation was one week. Key staff members involved in implementing NextStep are those with operational knowledge and decision-making power such as a clinical director/manager, a medical director, an information technology specialist, quality improvement specialists, and case managers.

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K. Training and Documentation

Training
(Not to exceed 2 pages)

RR-K-01 Describe the types of training offered, i.e., end-user, systems administrator, installer, etc.

Training can be conducted one-on-one or classroom style. The training packages are broken down into sessions. Multiple sessions can be conducted in the same day. We are flexible with our training. We are committed to getting the job done and getting it done right. If sessions run longer than expected or an extra session or two is needed, we will include this in the turnkey price at no additional cost to California's Department of Mental Health. Training is a critical component, it is what makes both of us successful: *NextStep* providing the training and California's Department of Mental Health committing to provide the staff for training and use the system.

These training sessions include:

• **Using *NextStep*** (with or without medication plan training)

Eight hours (two four-hour sessions) and focuses on logging into *NextStep*, entering client information, admissions, using assessments, treatment planning, charting to the plan including objectives and goals, periodic assessments, plan review, administering a case load, billing <optional>, discharge, HIPAA compliance, monitoring patient progress, and basic reporting. % Hands-on practice = 75%

Please note that California's Department of Mental Health *and NSSI will most likely decide to repeat these sessions for staff in smaller groups. Therefore, we may need to offer these sessions several times. The investment provided in this proposal includes repeating these sessions in two small groups twice. No additional charges will apply.*

• **Medication Plan Training**

Additional two hours and focuses on entering a medication plan, prescribing medications, charting SOAP notes, what the doctor can do, and what is automatically done for the doctor. % Hands-on practice = 50%

Please note that California's Department of Mental Health *and NSSI will most likely decide to repeat these sessions for staff in smaller groups. Therefore, we may need to offer these sessions several times. The investment provided in this proposal includes repeating these sessions in two small groups twice. No additional charges will apply.*

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• ***NextStep* and Your Treatment Program**

Sixteen hours (four four-hour sessions) and is workshop style. These sessions focus on how to write categories, goals, objectives, and interventions for your behavioral program and enter them into the *NextStep* setup. At least one of these sessions will be reserved for discussing a first-take at you writing these for your program. Note that *NextStep* comes with a treatment template that makes it easy to adjust categories, goals, objectives, and interventions to reflect your program without having to start from the beginning. % Hands-on practice = 100%

• **Managing Your Program using *NextStep***

Twelve hours (three four-hour sessions) and is geared towards a program administrator. These sessions focus on using *NextStep* to manage your staff and program, continuously improve staff education and the program, and managing your treatment resources and dollars. % Hands-on practice = 75%

• **Administering *NextStep***

Eight hours (two four-hour sessions) and focuses on administering *NextStep* from an Information Technology standpoint. This includes maintaining users, setup options, and links to external systems. % Hands-on practice = 75%

• ***NextStep Complete* Patient Registration & Scheduling**

Two hours focusing on how to register patients and schedule appointments. % Hands-on practice = 70%

• ***NextStep Complete* Reports**

Eight hours focusing on charting, entering information for encounters, diagnoses, accessing important reports, producing mailing lists, and other core functions typically performed by service staff professionals. % Hands-on practice = 50%

• ***NextStep Complete CMH Client Tracking and Billing***

Focusing on entering and retrieving information required by the billers. The agenda for this training will be set to meet the needs of the end user/prospective client billing departments. % Hands-on practice = 70%

Training can be held at California's Department of Mental Health or at an offsite training center that is convenient for California's Department of Mental Health. Additional expenses for renting a training center, should California's Department of Mental Health choose to conduct training offsite, are not included in the turnkey pricing. The number of staff who can attend a training session is limited only by the space and resources available at the training location.

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RR-K-02 How often is training offered (as needed, or on a set calendar schedule)?

Training is offered during the implementation and can be scheduled at the request of the end user/prospective client. There are certain sessions, such as using NextStep or Medication Plan Training, that we know may require one to two additional sessions and are included in a proposal. Additional sessions may be purchased at a reduced price.

RR-K-03 Please give the duration of each class, the location of training and the recommended number of people that should attend training.

Using NextStep (with or without medication plan training)	Eight Hours
Medication Plan Training	Two Hours
NextStep and Your Treatment Program	Sixteen Hours
Managing Your Program using NextStep	Twelve Hours
Administering NextStep	Eight Hours
NextStep Complete Patient Registration & Scheduling	Two Hours
NextStep Complete Reports	Eight Hours
NextStep Complete CMH Client Tracking and Billing	Eight Hours

RR-K-04 Please describe if training is classroom style with an instructor, one-on-one, computer-based training, self-study, etc.

Training can be conducted one-on-one or classroom style. This is up to the California Department of Mental Health.

RR-K-05 Who provides the training: employees of your company or sub-contractors?

Employees of NSSI provide training.

RR-K-06 Do you provide clinician-specific training?

Yes. Below are the two training sessions specifically for clinicians:

Using NextStep (with or without medication plan training)

Eight hours (two four-hour sessions) and focuses on logging into NextStep, entering client information, admissions, using assessments, treatment planning, charting to the plan including objectives and goals, periodic assessments, plan review, administering a case load, billing <optional>, discharge, HIPAA compliance, monitoring patient progress, and basic reporting. % Hands-on practice = 75%

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NextStep and Your Treatment Program

Sixteen hours (four four-hour sessions) and is workshop style. These sessions focus on how to write categories, goals, objectives, and interventions for your behavioral program and enter them into the NextStep setup. At least one of these sessions will be reserved for discussing a first-take at you writing these for your program. Note that NextStep comes with a treatment template that makes it easy to adjust categories, goals, objectives, and interventions to reflect your program without having to start from the beginning. % Hands-on practice = 100%

RR-K-07 Do you provide fiscal-specific training related to billing Short-Doyle Medi-Cal in California?

We provide the training to be able to bill any insurance/payor via our billing application during the implementation phase. Additional training can be provided at the end user/prospective client request.

Documentation (Not to exceed 2 pages)

RR-K-07 Describe the documentation (both system and training) provided as part of standard installation approach including: 1. Manager and user reference manuals (applications). 2. User operator/system administrator manuals. 3. Hardware/OS manuals. 4. Network and Security. 5. Training manuals (initial and ongoing user self-training).

The California Department of Mental Health will receive several copies of our training DVD and our Quick Reference Guides. You are welcome to make additional copies for your internal use. *Since NextStep* is a hosted solution that requires no installation or support by your ITS Department there is no User operator/system administrator manuals, Hardware/OS manuals or Network and Security.

RR-K-08 Is the documentation available: 1. In hardcopy? 2. On CD-ROM? 3. On the Local Area Network? 4. On the Internet?

Documentation is available on CDs and on the Internet.

RR-K-09 How often is your documentation updated? How often are updates made available to the user? How is documentation updated (memo, revised manuals, on-line, CD, etc.)?

New software releases are developed and distributed quarterly.

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L. Contractual Support
(Not to exceed 4 pages)

RR-L-01 Do proposed acquisition and/or ongoing maintenance/support costs include:

1. Future enhancements to acquired/licensed application modules?

This is included in the monthly hosting, support, upgrades and maintenance subscription.

2. Operating system and related environmental software?

We take care of all operating system and related environmental updates since NextStep is a hosted solution.

3. Interface maintenance?

Yes. Any interface we build is supported as long as there is not a third-party specification change.

4. Architectural changes such as migration to emerging technologies and new methods of systems deployment?

If not, describe the conditions and terms under which enhancements/new releases are made available to existing customers.

RR-L-02 What are your normal support hours (specify time zone)? Where is support staff located?

Our regular business hours are 8:00 am to 5:00 pm EST, Monday through Friday. Our support staff is located in Rochester, Michigan. Additional support options are available.

RR-L-03 Which of the following support features are available? Check all that apply:

1. Toll-free hotline	√
2. Remote monitoring	√
3. Remote diagnostics	√
4. Training tutorials	√
5. Web-based support tracking	√
6. 24x7 software support	√
7. 24x7 hardware support	n/a

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RR-L-04 Provide the response time for problems reported during:
1. Regular business hours.
2. Off-hours.

At NSSI, we provide access to an individualized helpdesk account for each of our customers. This will allow a NSSI representative to record a telephone call to our toll free support number, 888-651-8447, or email received by a California Department of Mental Health contact or for California Department of Mental Health to input a question online. This help desk program will allow California Department of Mental Health to track and receive updates on all tickets that are submitted. Based on the inquiry submitted, the request is routed to the appropriate staff. This will ensure that the ticket is addressed in a timely matter. In addition all tickets are sent to three (3) NSSI employees as an "FYI" so your request will get the attention it deserves.

All requests entered during normal business hours are viewed immediately by several departments and handled on a priority basis. Please note there is also an option of "emergency" for every request. While every request entered is important, this option is for after business hours. When an emergency request is entered a page will be sent to multiple individuals to ensure a fast response.

RR-L-05 Describe your problem reporting software and tools. Are they available via the Internet? Can a list of outstanding problems and enhancements by client be viewed on-line and downloaded?

Our helpdesk is web-based so all issues can be submitted and viewed online.

RR-L-06 Describe your firm's approach to software maintenance agreements. Include how, and at what frequency, your firm provides maintenance and upgrade services in support of your system products.

Hosting, support, upgrades and enhancements are included in the subscription for as long as you license the product. Typically, product upgrades, new releases and software maintenance are applied automatically. If a special request has been made, we will schedule an upgrade.

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M. Cost and Licensing
(Not to exceed 3 pages)

RR-M-01 Describe your pricing and/or licensing models based on the various product functionalities listed above. Do not provide specific pricing in your response, but information on how pricing is derived is pertinent. Examples of pricing models may be: module-based pricing, package or suite pricing, single price package, subscription based, package plus maintenance, etc.

The general pricing model for NextStep includes (1) a one-time reduced license investment, (2) a one-time turnkey training and implementation investment, and (3) a monthly subscription including hosting, backup, security, maintenance, support, and product updates. After conducting or receiving a needs analysis, NextStep prepares an investment proposal for each prospective client based on the modules that are appropriate to meet their needs, the number of open active cases (standard case load) for outpatient clients, the number of open active cases (standard case load) for residential clients, the number of locations. Some modules such as the billing engine that is used only by certain administrative and billing department personnel is considered by the number of concurrent users who will access the module at the same time.

Although modules can be further divided, our general feature categories are: treatment planning, admissions, charting, document imaging, medication reviews, medication prescribing, scheduling, basic billing, automated billing and claims management, methadone pharmacy automation, electronic medication administration records (e-MARS), advanced reporting, dashboard authoring tools, NextStep Link for IT professionals to create batch or real-time connections between NextStep and other external systems (with or without assistance from NextStep professionals), personal health records, assessments, and medication algorithms (based on TMAP and MiMAP medication algorithms)..

Included within our investment proposal, we provide a timeline, detailed draft implementation plan and process, and systems to which NSSI will need to develop interfaces for either initial data transfer, or real-time data integration. We also include a turnkey proposal for managing the implementation, training professionals, and supporting a smooth and timely "go live" transition. We also include quotations and timelines for custom developments.

RR-M-02 List any programs your corporation currently participates in, in which you provide a single pricing and licensing model for a large customer with decentralized purchasing (public or private sector), and functional descriptions of that model. Examples of this type of licensing/procurement program may be the State of California Software License Program (SLP), or the California Strategic Sourcing Initiative.

N/A

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N. Risks and Issues

RR-N-01 It is fully expected that Counties will encounter risks/issues that they must manage and mitigate. Please identify the risks/issues that a County is most likely to encounter when implementing your solution. Please include examples from prior implementations of your solution.

The two risks/issues a County is most likely to encounter when implementing NextStep are the cooperation of staff and receptivity of training. Most users are very excited to use NextStep because they can see the benefits NextStep provides.

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O. Project References

RR-O-01 Provide a minimum of three (3) previous implementations of your solution that most closely approximate a CA County Behavioral Health setting. Include a California reference if available. Provide names and contact information of individuals who have sufficient experience to speak knowledgeably concerning:

1. The implementation process.
2. System functionality.
3. Vendor support.
4. Documentation.
5. Training.
6. Overall customer satisfaction.

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Abaris Behavioral Health – Novi Clinic
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Northeast Guidance Center
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