

Frequently Asked Questions

I. Definitions

1. **“Applicants”** are organizations located in Miami-Dade and Monroe County seeking to enter the Thriving Mind Network of Providers through the credentialing process.
2. **“Behavioral Health Services”** are mental health services and substance abuse prevention and treatment services as defined by s. 394.9082(2)(a), F.S., and in Chapter 397, F.S.
3. **“Contracted Service Provider”** is an entity that contracts with Thriving Mind South Florida and receives funding to provide services to eligible individuals; in this contract the Network Provider is synonymous with network service providers, provider or subcontractor.
4. **“Credentialing”** is a thorough review of the provider's documentation, including financial stability, infrastructure, past performance (where applicable), and stringent verification of all regulatory and Level 2 Background Screening compliance.
5. **“Department of Children and Families (DCF)”** is the state department that provides funding and oversight to Thriving Mind for subcontracted behavioral health services.
6. **“Local Match”** means funds received from governing bodies of local government, including city commissions, county commissions, district school boards, special tax districts, private hospital funds, private gifts both individual and corporate, and bequests and funds received from community drives or any other sources. See § 394.67, F.S. F.S. and 65E-14.005, F.A.C.
7. **“Managing Entity (ME)”** as defined in section 394.9082(2)(e), F.S., is a corporation selected by and under contract with the Department to manage the daily operational delivery of behavioral health services through a coordinated system of care.
8. **“Network”** is the group comprised of providers that provide behavioral health services under Thriving Mind South Florida.
9. **“Prequalification”** is an internal prequalification assessment based on the information provided in the EOI (Expression of Interest).
10. **“Thriving Mind South Florida (TMSF)”** is a Managing Entity (ME) contracted under the Department of Children and Families. Thriving Mind subcontracts with local organizations to provide Miami-Dade and Monroe County with behavioral health services.

II. Frequently Asked Questions

1. **Who is the single point of contact for communication regarding the Credentialing submission process?**

Stephanie Feldman, Contracts and Procurement Specialist
7205 Corporate Center Drive – Suite 200

Miami, Florida 33126

E-mail: sfeldman@thrivingmind.org

2. What are the basic requirements for becoming a provider?

Eligible applicants are organizations that are domestic, private nonprofit organizations eligible to conduct business in the State of Florida. Eligible applicants must have a registered physical location in Miami-Dade and/or Monroe Counties at the time of submission of the Expression of Interest form. Thriving Mind is committed to ensuring provision of the highest quality services to the persons served by its network. Thriving Mind values accreditation as a key indicator of quality. Accreditation is required for certain clinical treatment services in accordance with Florida Statute and Rule 65D-30, Florida Administrative Code, however, a providers full credentialing may not be contingent on this requirement if they are not offering those services. While established providers are typically accredited, we also consider emerging or specialized providers who may not yet hold accreditation but demonstrate a commitment to obtaining it, as part of our tiered credentialing process.

3. What are the background screening requirements for employees of contracted providers funded through a Thriving Mind contract?

The credentialed provider shall ensure that prior to entering into a contract with Thriving Mind, all staff that are required by Florida law and by CFOP 60-25, Chapter 2, to be screened in accordance with chapter 435, F.S., are of good moral character and meet the Level 2 Employment Screening standards specified by sections 435.04, 110.1127, and subsection 39.001(2), F.S., as a condition of initial and continued employment that shall include but not be limited to:

- 1) Employment history checks.
- 2) Fingerprinting for all criminal records checks.
- 3) Statewide criminal and juvenile delinquency records checks through the Florida
- 4) Department of Law Enforcement (FDLE)
- 5) Federal criminal records check for the Federal Bureau of Investigation via the Florida Department of Law Enforcement.
- 6) Security background investigation, which may include local criminal record checks through local law enforcement agencies.

- 7) Attestation by each employee, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to chapter 435 F.S. and agreeing to inform the employer immediately if arrested for any of the disqualifying offenses while employed by the employer.

4. How does an organization apply to become a network provider with Thriving Mind?

Interested applicants must complete a "Provider Expression of Interest" form via the Thriving Mind website. This form helps provide a streamlined overview of services and capabilities, referencing Rule 65E-14 Florida Administrative Code. Applicants can expect to receive a notice of receipt via email after submission of the Expression of Interest Form. A Thriving Mind representative will contact the applicant within 35 to 45 days from submission of the Expression of Interest form and may request additional information if necessary.

Important Funding Disclaimer: While expressions of interest are always welcome, current state funding for new provider contracts is limited and may not be immediately available. Furthermore, any potential funding for services may be on a one-time (one year or less) basis, contingent on the availability of state funding. Submitting this form does not guarantee an invitation to apply or a contract.

5. Is there a timeframe to submit the Expression of Interest form?

Thriving Mind has an open enrollment request for qualification process. As such, an Expression of Interest form is available to submit at any point in time.

6. Will feedback be provided by Thriving Mind to organizations who do meet criteria in the Expression of Interest form?

Yes, Thriving Mind will review all Expression of Interest forms and provide feedback to interested organizations within 30-45 business days of submission.

7. What is the process after submitting an Expression of Interest ?

After submitting an Expression of Interest (EOI) form, Thriving Mind will review your submission to identify alignment with current needs.

- a) Invitation for Credentialing Documentation: If your EOI aligns with a current need, and subject to available funding, Thriving Mind will invite your organization to submit

comprehensive credentialing documentation. The specific documents required will be detailed in the invitation.

- b) Documentation Review and Pre-Qualification: Once all requested credentialing documentation is received, Thriving Mind will conduct a thorough review to determine your organization's eligibility and readiness. Upon successful completion of this review, your organization will be granted "pre-qualified" status.

Important Note: Achieving a pre-qualified status does not guarantee a contract. However, it does qualify your organization to apply for future funding opportunities or enter into direct contract negotiations with Thriving Mind, contingent upon available funding and specific service needs.

- c) Path to Contracting: Organization that achieve pre-qualified status may then proceed to either a competitive procurement process or direct contract negotiations, contingent upon available funding and specific service needs.

Due to the comprehensive nature of the credentialing review and the variable timing of funding availability and specific programmatic needs, there is no set timeframe for when an organization may be invited to submit credentialing documentation, or subsequently, when a pre-qualified organization may be invited to contract. Thriving Mind is committed to notifying organizations at each stage of this process and will reach out if a contracting opportunity arises that aligns with their services and when funding is available.

8. What types of services are funded through Thriving Mind?

There is a commitment to ensure that publicly funded behavioral health services and supports to be available, accessible, and accountable. Supports and services are provided to respond to people's needs, build on their strengths, and be outcome based. Thriving Mind awards contracts for a wide range of services. A list of these services along with their description are grouped into four (4) programs -Adult Mental Health, Children's Mental Health, Adult Substance Abuse and Children's Substance Abuse.

For a list of approved services description click on the link below:

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=65E-14>

9. What is the Credentialing Process?

The credentialing process refers to the pre-qualification stage of the procurement process. Only those applicants who successfully respond to the Expression of Interest and who Thriving Mind has determined meet the community's identified service needs (as determined by the needs assessments, and DCF, or any other funder) will be invited to participate in the credentialing process. Those who meet the credentialing qualification criteria will be eligible to enter into a contractual agreement with Thriving Mind should funds become available. The credentialing process is designed to evaluate the applicant's ability to comply with the service, administrative, fiscal, and data requirements of Thriving Mind. Applicants may apply to be pre-qualified for one service, or for a full continuum of care. An approved, pre-qualified organization is not guaranteed a contract with Thriving Mind.

10. What is the duration of the pre-qualification process?

Once an organization successfully completes the pre-qualification (credentialing) process, their pre-qualified status is valid for three (3) years, subject to ongoing compliance and our internal re-credentialing policies.

11. Is there an example of a Network Service Provider contract?

A model contract can be requested from Stephanie Feldman at sfeldman@thrivingmind.org

12. Are there local match requirements for contracted providers?

Local match regulations are applied to certain Department of Children and Families Substance Abuse and Mental Health Program funding. Contracted service providers are responsible for meeting matching requirements for substance abuse and mental health funds as specified in Chapter 394, Part IV, F.S. based on the total amount of contracted funds. Chapter 65E-14.005, Florida Administrative Code contains the standards for service providers to satisfy State requirements for matching.

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=65E-14>