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Care Compass Behavioral Health Electronic Medical Record System

Request for Information

January 2026

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SECTION 1 – Overview of Care Compass

I. Introduction to Request for Information

This Request for Information (RFI) is for an Information Technology (IT) solution to provide the functionality and interoperability capabilities necessary to support Care Compass' strategic mission. This mission encompasses a central electronic documentation system to support Care Compass' behavioral health initiatives. The solution will support the concept of a behavioral health hub that will support our region's members with mental illness. The goal is to coordinate care for both clinical and social needs for this panel to help stabilize and improve conditions.

II. Introduction to Care Compass' regional mission

A. Care Compass' mission – Overview

Care Compass' strategic mission aims to better coordinate regional behavioral and social care service delivery, improve health equity and health outcomes. Care Compass strives to improve the integration with clinical, social, and behavioral health care.

Goals of the Care Compass Behavioral Health Hub network

Building on and catalyzing the existing collaborative work between all organizations in our network. Goals of the network include:

• Create and maintain a network of behavioral health, clinical and social providers,

• Ensure greater coordination of behavioral health and social care services for the region's Medicaid populations.

• Create an improved and more accessible experience for Medicaid members seeking social care and behavioral health services.

• Establish financially and operationally sustainable, grow innovative ecosystems that will continue to deliver services.

• Promote more robust data collection and access to improve analytics and overall program reporting.

B. Overview of Care Compass Enterprise Organization

Care Compass Network is a legacy DSRIP Performing Provider System (PPS) and a 501(c)(6) not-for-profit, community organization, spanning ten counties in the southern tier area of upstate New York.

Care Compass Collaborative is a current state designated Social Care Network and a 501(c)(3) not-for-profit organization.

Comprised of over 120 contracted partner organizations, including hospitals, Federally Qualified Health Centers (FQHCs), primary care providers, long-term and post-acute care facilities, home health, hospice and palliative care, behavioral health and substance use programs, public health departments, social service agencies, and a variety of other community-based organizations.

Care Compass is governed by a Board of Directors and the four Board Committees; (1) Clinical Governance, (2) Finance, (3) IT, Informatics, and Data Governance, and (4) Compliance & Audit.

Care Compass website - **http://care-compass.org/**

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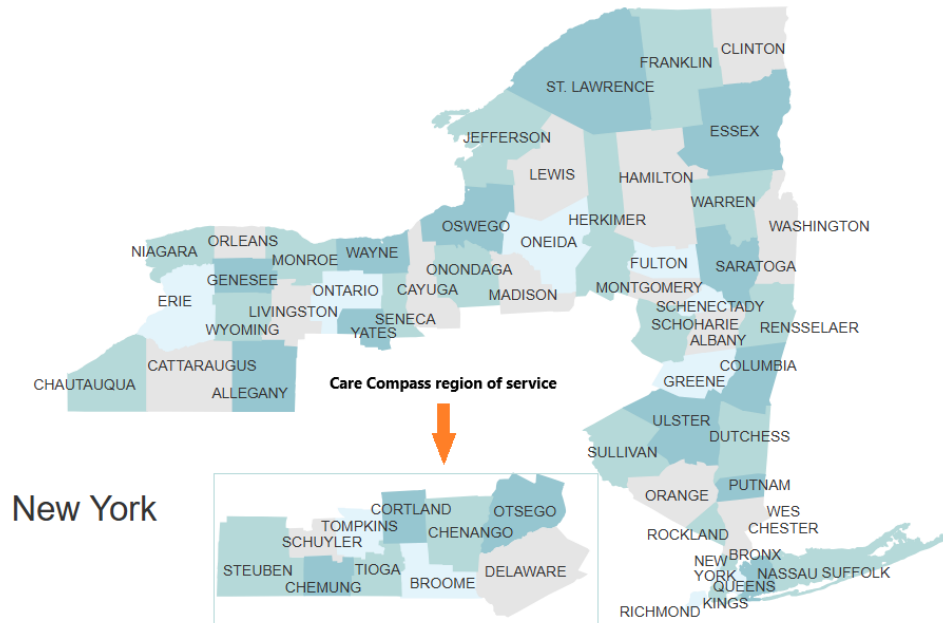Here is a map showing Care Compass' geographic region:

Figure 1 - Care Compass Geographic Region

Care Compass' Current Projects

Care Compass is currently involved in the following projects as well as innovation for the nine counties we serve.

1. Social Impact Pilot Program - Create a health-system based social care delivery system focused on providing and evaluating social needs services and how they impact clinical outcomes and cost of care.
2. STICH - Regional collaboration of Health Care Systems, providers and community organizations focused on creating innovative solutions for the Medicaid members
3. CBO engagement, education and support - Develop community-based training initiatives.
4. Regional Convener - Engage and activate the region's partners
5. State designated Social Care Network - Provide screening and navigation for social needs for the region's Medicaid members. Improving members' situation as well as promoting health equity

Regarding data integration and aggregation, it is Care Compass' general philosophy to leverage and utilize as much of the existing IT infrastructure that is appropriate and useful - whether from its contracted partner organizations or from our primary Regional Health Information Organizations (RHIOs) that provide products and services in Care Compass' geographic region. The main RHIO serving the Care Compass geography is HealtheConnections, but some of the geography is also covered by the Rochester RHIO:

- HealtheConnections (**http://www.healtheconnections.org/**)

SECTION 2 – Vendor Submission Requirements

I. RFI Overview

As stated in the introduction to Section 1 of this document, this Request for Information (RFI) is for an Information Technology solution, to provide the prerequisite application functionality and interoperability capabilities necessary to support Care Compass Behavioral Health Hubs. Behavioral health documentation including but not limited to patient encounter information, care planning, medications and potential referral capabilities.

The IT solution will need to provide and/or support as many of the following as possible:

- Data Integration, Data Aggregation, and Data Normalization capabilities – with a variety of data sources, including, NY State RHIOs, partner organization EHRs/EMRs, partner organization CM systems, flat file uploads, etc.
- Support custom documentation and workflows.
- Functionality to generate claims in various billing formats.
- Standards-based platform architecture, including industry standard data structures that are accessible using non-proprietary technology and software tools.
- Member Identity Matching capabilities.
- FHIR-capable transmission of care plan data.
- True cloud-based solution, that Care Compass and other licensed entities/users can access using a wide range of devices via web browser or mobile app.
- Role-based security for accessing the system for editing, viewing, or extracting data from the system.
- Ability to create custom reports and assessments.
- Create and store custom Consent forms for sharing member's data

II. RFI Process, RFI Timetable, and RFI Rules of Engagement

A. RFI Process

This Request for Information (RFI) represents a significant opportunity to enter a strategic partnership with Care Compass. This RFI will assist Care Compass in its efforts to identify, evaluate, and ultimately select a preferred solution vendor. The intent of this RFI is to communicate Care Compass' requirements in a manner that enables each responding vendor to prepare a complete and effective response.

Care Compass, along with input and participation from some of its partner organizations, will review and evaluate the submitted responses. Vendors will be kept informed of their status throughout the process, and vendors whose responses are considered to best meet the communicated requirements put forth in this document will be invited to provide a formal presentation and demonstration of their technology and solution(s).

During this process, Care Compass will request additional information from those remaining participating vendors such as pricing, references, technical specifications, implementation, and support-related details, etc. to facilitate moving towards the Vendor of Choice decision.

B. RFI Timetable

Milestone	Date
Care Compass– Distribute RFI	Friday 1/23/2026

This document is confidential to the Care Compass and may be used by the addressee in responding to this Request for Information (RFI). Proposals provided to the Care Compass will be kept strictly confidential.

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Care Compass – Open questions returned- Question period closed	Friday 1/30/2026
Vendors – Deadline to Submit RFI Responses	Friday 2/06/2026
Care Compass- Notify applicants of continuation/dropped	Monday 2/16/2026
Vendors – Presentations/Demonstrations Start Date	Tuesday 2/17/2026
Care Compass– Identify Vendor(s) of Choice	Friday 3/6/2026

Table 1 – Milestone Schedule

Care Compass reserves the right to modify the above Milestone Schedule as needed; however, any such modifications will be communicated to all participating vendors.

All specified deadlines, listed above, are defined as 5pm EST of the specific deadline date listed.

All vendors' Intent to Respond declarations MUST be submitted to Care Compass, in accordance with the Milestone Schedule above, via email to:

Tim Tracey
IT Program Manager, Care Compass
ttracey@CareCompassNetwork.org

C. RFI Rules of Engagement

<u>Submitting Vendor Questions / Ongoing Communications</u>

All vendor questions regarding this RFI (contents, timetable, or any other aspects) may ONLY be submitted via email, to:

Tim Tracey
IT Program Manager, Care Compass
ttracey@CareCompassNetwork.org

Attempts to circumvent or fail to comply with the above stated communications protocol may result in immediate vendor disqualification from further consideration. Please respect and comply with this protocol.

<u>RFI Response Conditions</u>

- All pages of vendor responses should clearly include the company's name, the date of the response, and the RFI section and/or item it is addressing.
- Respondents should complete **all required items** in the RFI as thoroughly and concisely as possible. Ambiguous and vague language should be avoided. Unclear or ambiguous answers may negatively affect how your overall RFI response is evaluated.
- Care Compass, and/or its participating partner organizations, will be requesting additional details over the course of this process. These will include pricing, references, technical specifications, implementation details, ongoing support details, etc. All participating vendors should be prepared to provide additional information when such a request is made.
- All vendor responses must be signed by a representative authorized to bind your company. This signature should be included in the electronic version sent back to us by the response deadline date outlined in the Milestone Schedule above (Table 1).
- By the issuance of this RFI, Care Compass is not obligated to award a contract. Care Compass also reserves the right to accept or reject all parts of a submitted response – either in total or in part.

- CARE COMPASS shall not be responsible for any vendor costs involved in the preparation of responses, pricing, presentations, or any other aspect of this process. Therefore, participating vendors may not charge any of their associated costs back to Care Compass.

Response Duration
All prices, terms, and conditions included in the vendor's initial response (and follow-up responses) must remain firm for a minimum period of six (6) months from the Care Compass receipt thereof.

Confidentiality of RFI Content
This Request for Information (RFI), and all information contained herein, belongs to Care Compass and is considered strictly confidential information property of Care Compass. The information is intended only for participating vendors to use in preparing a response to this RFI, and may not be communicated to any other parties, either internally or externally, that are not directly involved in preparing the actual response.

Vendor Presentations/Demonstrations
Care Compass will be requesting formal vendor presentations/demonstrations from a select subset of the total participating vendors who provide responses to this RFI. Vendor presentations/demonstrations, given the compressed nature of this process' timetable, remote presentations/demonstrations are permissible and can be accommodated.

The time period of Tuesday 2/17/2026 - Wednesday 2/26/2026 has been set aside for all vendor presentations/demonstrations. Therefore, all participating vendors should be prepared to provide a formal presentation/demonstration during that week. The assignment of the specific dates and times for selected vendor presentations/demonstrations will be determined after the initial vendor responses have been received, reviewed, and evaluated. The available timeslots will be simultaneously communicated, via email, to all vendors who are invited to provide a presentation/demonstration – and they will be assigned on a "first come, first serve" basis. Additional details and specific instructions regarding the vendor presentations/demonstrations will also be provided to the selected vendors at that time.

III. RFI Response Requirements
Failure to comply with every requirement listed below may cause a vendor to be disqualified from further consideration in this process.

A. RFI Response Deadline and Submission Requirements
As indicated in the **Milestone Schedule (Table 1),** all vendor responses are due by 5pm EST on Friday, February 6, 2026. All responses should be formatted into a **single** PDF formatted file. All vendor responses MUST be submitted via email (preferred) or URL link to secure file transfer portal to:

Ken Green
IT Director, Care Compass
Kgreen@carecompassnetwork.org

B. RFI Response Content Requirements
All vendor responses MUST be completely contained within a **single** PDF formatted file, and MUST include the following sections, in the order as shown below:

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1. **Cover Letter**
2. **Executive Summary of Response**
3. **Company Information – General Information:**
   a. Identify your company's Primary Contact for your submitted RFI response, including the following information for the Primary Contact - name, title, business address, email address, office phone number/mobile phone number, and fax number. The primary contact will support ongoing inquiries, discussions, etc. related to this process.
   b. In what year was your firm founded, and how many years has your firm been offering an Electronic Health Record platform?
   c. Does your response include, or may include any contractors or subcontractors to provide any of the requested technology and/or solutions? If yes, please describe who they are and how they are involved in your response.
   d. Minority and Woman-Owned Business Enterprises (MWBE) status - Is your company considered a MWBE? If yes, is your company currently a certified MWBE within the State of New York?
4. **Company Information – Electronic Medical Record System Related Information:**
   a. Briefly describe your overall Electronic Medical Record system –
      1. Overarching architecture
      2. Database platform
      3. Reporting and analytics tools included, cloud-based vs. other, etc.
   b. If the overall platform is modular in nature, list all available modules (such as Member/Patient Engagement) and indicate whether they are natively developed, acquired, or third-party.
   c. Does your Electronic Medical Record system require and include supporting technologies such as data integration/aggregation engine, data normalization engine, and EMPI? If yes, briefly describe them and indicate if they are self-developed or third-party add-ons.
      1. Is there the option to store all data in the United States?
   d. Provide the total number of current providers using the platform.
      1. What number of these sites are BH/MH SUD?
      2. How many of these sites have:
         1. Under 25 users
         2. 26-50 users
         3. 50+ users
   e. Does the system allow for the creation/customization of unique discrete fields?
      1. Example: If our analytics team identified a new element that they would like to track for a member, such as the number of people in the household.
   f. Does your system allow user access to be role-based?
      1. Do you as the vendor maintain those roles and all user accounts or would that be a function which could be performed by Care Compass staff?
         1. Will Care Compass have access to create, modify, and delete user accounts and roles?
   g. Does your solution offer the ability to obtain and track consent from members for data sharing?

       1. Does the system allow users to create and securely store custom consent forms?

h. Does your solution offer billing services via an 837 format or similar industry standard?

       1. If yes, are the fee schedules modifiable by admins?

i. Briefly describe how your EMR system can support care teams, and how your system provides an effective online communications tool across these care teams.

j. Is your solution able to generate and process referrals as well as track the status of those referrals?

       1. How are referrals handled within your system organization to organizations on the same platform?

       2. How are referrals handled by those organizations on a differing platform?

k. List and supply any security credentials/certificates your platform has received (HiTrust, SOC, etc.)

       1. Describe your audit and compliance process for both access and data use

l. How does your platform protect sensitive data such as BH, SUD and HIV? Does the platform provide the ability to lockbox sensitive portions of a member's record?

       1. Is your platform compliant with all CFR 42 part 2 requirements?

m. With what other systems and/or platforms have you established integrations?

       1. Provide the name of the platform

       2. Are these integrations one way or bi-directional?

       3. How long has this integration been running in production?

       4. Do you have API integrations with other electronic platforms for documentation, referrals, and care management?

              1. Provide the name of the platform and the time in production for the API

n. What pharmacies/networks does your platform integrate with?

       1. Do you utilize Surescripts or Allscripts for prescribing medication and authorizing refills?

o. Does your Electronic Medical Record system have secure messaging natively and for external users?

p. Identify the number and type of LIVE/Production interfaces that your company has implemented with a MCO – and identify the MCO(s) that these LIVE/Production interfaces are with.

       1. What data formats does the platform support for transmission? FHIR, CCDA r2.1, custom, etc.

       2. What data formats does the platform support for export? (PDF, TXT. CSV. etc...)

q. Does your solution have pre-defined screening workflows? If not, can one be integrated?

       1. What is the storage type for the screening data?

              1. Discrete fields

              2. PDF of entire assessment

              3. Other (describe)

r. List the catalog of your system's screenings that are available on the platform.

       1. Are there additional fees to have these screenings available for Care Compass implementation?

s. Briefly outline your "typical" implementation approach and timeline, "big-bang" vs. incremental, and your response to customers who want to realize incremental value and "quick wins" along the way.

       1. If incremental, how are implementation phases outlined?

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2. What is the estimated implementation timeline for an installation with less than 25 initial users?

t. Briefly outline your pricing model for your Electronic Medical Record system, identifying both one-time costs and ongoing costs – for technology hardware (if applicable), technology software, interfaces/integration, implementation, training, the provider/specialist resources, ongoing support/maintenance, etc. Please also include the metrics that you would require from Care Compass to provide a complete pricing proposal – such as quantity of data sources, users, etc.

   1. Per license per month for an estimated 10-25 platform users.
   2. Are these licenses assigned, or can they float between users?
   3. Can licenses be purchased in blocks and then assigned as needed?

u. Provide a brief, summary level listing and description of other CM related applications and solutions that your company offers which may be of interest to Care Compass. For each one listed, indicate for each if it was natively developed, acquired, or third-party.

v. What distinguishes your company's Electronic Medical Record system and capabilities from other firms in the market? Why should Care Compass consider your company to be the ideal provider for its system needs?

w. Please describe your auditing and security processes.

   1. Do you as the vendor maintain audit logs and auditing functions, or could they be performed by Care Compass staff?
   2. If maintained by vendor, will Care Compass have real time access?

x. Are predefined Support Service Level Agreements (SLAs) defined during the contracting process for platform support? If yes, include the summary matrix.

5. **Appendices** – Feel free to include any of the following OPTIONAL materials as appendices to your RFI response:

Applicable and supporting information, such as brochures, product descriptions, specifications, case studies, etc.

6. **Authorized Signature:**

Please provide an authorized signature in ink below to validate your responses to this RFI.

Company Name:	
Authorized Signature	
Name (printed / typed):	
Date:	