



Georgia Department of Behavioral Health & Developmental Disabilities
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Office of Communications
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Administrative Services Organization

The [Georgia Department of Behavioral Health and Developmental Disabilities \(DBHDD\)](#) awarded a contract to [ValueOptions, Inc.](#) to provide an administrative services organization (ASO) for the department. The contractor will provide state-of-the-art technologies that create efficiencies and improve the quality of care. This will lead to better outcomes while containing costs. ValueOptions' technological capabilities will reduce administrative costs and duplicative procedures, paperwork and overhead for DBHDD and its provider network.

Procurement Timeline

- **Fall 2012:** DBHDD began to consider the need for an ASO after careful analysis of Georgia's changing environment for behavioral health and developmental disability care.
- **Fall 2013:** Following nearly a year of internal discussion and development, the department engaged external partners for input on access and quality in the system.
- **March 20, 2014:** DBHDD released the request for proposal based on responses from both staff and stakeholders.
- **May 29, 2014:** All bids were due to the department.
- **Sept. 2, 2014:** DBHDD posted a notice of intent to award the contract to ValueOptions.
- **Sept. 12, 2014:** DBHDD signed a contract with ValueOptions to provide the department's administrative services organization. During fiscal year 2015, the department will maintain existing vendors while partnering with ValueOptions to build the ASO services.
- **April 2015:** ValueOptions is expected to go live as DBHDD's ASO.



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Frequently Asked Questions

How will the ASO improve services?

The ASO will provide infrastructure focused on access to services, quality management, utilization management and review, data reporting and information technology. These are intended to improve coordination between services, increase efficiency and support high-quality care for individuals DBHDD serves.

How were DBHDD stakeholders involved in the development of the ASO?

The department solicited feedback on both the existing service delivery system and how to improve services from consumers, family members, providers and advocates through a series of twelve “listening sessions” held across Georgia and online. For more information, read the [Access and Quality Reengineering Stakeholder Report](#).

What is the potential contract award amount?

The contract for the ASO includes the initial implementation period during fiscal year 2015 followed by seven annual renewal options. The total contract amount over eight years is \$199,970,038. This contract replaces four existing contracts that were overdue for re-procurement. The ASO contract will be funded using a mix of state and Medicaid funds. The functions of the ASO satisfy federal and Medicaid requirements associated with both behavioral health and developmental disability services via the external review and quality management systems.

How will the ASO be initiated?

DBHDD will work with ValueOptions to implement the ASO beginning in September 2014. The ASO is expected to be fully in effect by April 2015. The department’s existing contracts will maintain services during the implementation over fiscal year 2015.

How will the ASO impact the work of providers?

In addition to increasing efficiency for DBHDD, the new ASO also helps the department’s network of community providers by reducing unnecessary administrative burdens. The ASO will:

- Integrate access with the authorization process, using individuals’ recent service histories to determine the best resources to meet their needs and reduce duplication of work within the network. The ASO will also integrate authorization and claims systems.
- Share information between providers to encourage partnerships and to provide better-informed care.
- Provide easy access to information and data that will help providers in management their own performance.
- Create a single information system for behavioral health and developmental disability services to improve efficiency for providers who serve dually diagnosed populations.
- Provide focused utilization management for intensive services and a streamlined process for less intensive services (behavioral health).

For more information about the ASO and its procurement, contact DBHDD’s Office of Communications at dbhddpress@dbhdd.ga.gov or (404) 463-8035.

[View the detailed contract deliverables on DBHDD’s website.](#)



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