February 18, 2025

Medical Service – Finger Lakes DDSOO – IFB FL 030625

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated, or of a recurring nature, were consolidated. Thank you very much for your interest.

1. **Question:** What would be the exact hours and available times for providers to see patients? Can the provider choose the day?

   Answer: Medical care as specified in this scope of work, will be provided a minimum of once a week, or as needed, per patient. The schedule must be agreed upon by the Treatment provider and OPWDD.

   Contractor will have an On-Call response system (available 24 hours per day, seven days a week) for the purpose of resolving urgent medical problems. The individuals serviced by this contract are medically complex. Most require 24-hour medical care and an on-call Treatment Provider to triage medical concerns to reduce emergency room visits and hospital admissions. The Treatment Provider must answer off hour calls and, when needed, report to the residences to examine and treat individuals.

2. **Question:** What ages would our providers be responsible for?

   Answer: Individuals in our homes are 18+.

Respectfully,

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