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REQUEST FOR PROPOSALS (RFP)

# 2026–2027 Community Hub Case Management Partner Contracts

*Demonstration Year 11 (DY11) | Medicaid Transformation Project (MTP) 2.0*

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**Issued by:** HealthierHere

**Date Issued:** April 24, 2026

**Proposals Due:** May 15, 2026, | 11:59 PM

Designated Points of Contact	
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<b>Financial</b>	<b>Christine Berch, Director of Finance</b> <a href="mailto:cberch@healthierhere.org">cberch@healthierhere.org</a>
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## 1. Introduction

HealthierHere is a nonprofit collaborative dedicated to reducing health disparities, advancing equity, and improving the well-being of all people in King County through innovative, cross-sector collaborations. We partner with community members and leaders from diverse sectors, including health providers, social service and behavioral health agencies, community organizations, Tribes, government agencies, consumers, and more. HealthierHere works to connect and strengthen health and social care systems by providing organizations with expertise, resources, and robust data and technology solutions. We don't provide direct health care or social services to clients. Instead, we engage and support the organizations that do.

HealthierHere is one of nine Accountable Communities of Health (ACH) in Washington State working to transform the health and social care delivery systems, improve population health, prevent disease and address health related social needs.

As an organization, HealthierHere operates under a set of core values that include equity, community, partnership, innovation, and results. These values guide our work with each other and with our community partners. HealthierHere leads with equity. We work to intentionally eliminate disparities and address the current power dynamic and structural racism in our health and social care systems that perpetuates inequities.

We believe that every community member in King County should receive the type of care that they deserve - with respect and without stigma - to address their unique and individual needs. As our name suggests, we are committed to advancing health equity and believe that here, in King County, everyone's health matters. More information about HealthierHere can be found at: <https://www.healthierhere.org>.

## 2. Purpose and Objectives

### A. Objectives and Scope of Work

HealthierHere is seeking qualified organizations to join our [Community Hub](#) network as Case Management Partners, expanding access to case management and navigation services to King County community members with Health-Related Social Needs (HRSNs). This procurement is designed to strengthen network capacity and address identified service gaps through the addition of new contracted partners.

**This opportunity is contingent on continued funding at the currently approved level from [Health Care Authority \(HCA\)](#) under the [Medicaid Transformation Project Renewal Waiver \(MTP 2.0\)](#).**

Under MTP 2.0, a Community Hub is a community-centered entity that organizes and supports a network of Hub Case Management partners providing:

- Resource navigation
- Assessment of clients' Health Related Social Needs (HRSN) and goal setting

- Referrals and connections to community resources to address identified HRSNs
- Ongoing follow-up and client engagement

Case Management partners are community-based organizations (CBOs), tribal serving organizations, health, or behavioral health providers that enter into a contract with HealthierHere to receive client referrals and provide case management/care coordination services to clients who are referred to them via the Hub in accordance with a standardized workflow and documentation expectations. The staff providing direct services to clients via the Hub are referred to as Community Based Workers (CBWs)

## B. Role of HealthierHere as the Community Hub

*HealthierHere is responsible for the following:*

- Centralized management and backbone support of the Community Hub
- Accepting and processing all inbound referrals to the Community Hub
- Performing eligibility and acuity screenings
- Assignment of referrals (new clients) to the appropriate contracted Case Management Partner
- Providing access to a client management system (CMS) for documentation (Connect2 Coordinator)
- Establishing policies, procedures, and workflows for the Community Hub, including for client consent and client privacy
- Training CBW staff on policies, procedures, workflows, and documentation requirements specific to the Community Hub
- Convening the network of Case Management Partners and CBWs for relationship building, problem solving, and regular support
- Ongoing technical assistance and support for Case Management Partners
- Contract management between HealthierHere and Health Care Authority (HCA) and HealthierHere and each Case Management Partner
- Payment to Case Management Partners according to contractual agreements
- Providing Quality Improvement/Quality Assurance support to contracted Case Management Partners
  - Includes reviewing and supporting Case Management Partner performance as it relates to performance measures (e.g., caseloads, time from referral assignment to client contact, client engagement, successful referrals, general outreach, documentation, etc.)
- Sharing monthly and quarterly data reports with contracted Case Management Partners
- Communicating with and preparing Case Management Partners as funding and program activities evolve based on regional and statewide needs.

## C. Role of the Case Management Partner

The CBWs employed by Case Management Partners will be in direct contact with community members in need of Health-Related Social Needs (HRSN) support from the Community Hub and are responsible for providing community-based care coordination. With support from

HealthierHere, the role of Case Management Partners includes responsibility for the following:

- Conforming with Community Hub policies, procedures, and workflows including onboarding and training expectations.
- Hiring CBW staff (or repurposing current staff roles/resources) in a manner that is culturally and linguistically appropriate to the population served.
- Hiring Supervisory staff (or repurposing current staff roles/resources) to support CBW staff (according to predetermined supervisor/CBW ratios) and to monitor compliance on policies, procedures, workflows, and documentation requirements specific to the Community Hub.
- Accepting all inbound referrals assigned to the Case Management partner and following the Community Hub workflow, which includes:
  - Conducting client outreach in a timely manner in accordance with Community Hub policies and procedures.
  - Collecting written or electronic consent from prospective clients.
  - Conducting an assessment of each client's Health Related Social Needs and setting goals with the client.
  - Connecting clients to appropriate resources in a timely manner to meet their HRSN needs and overall goals.
  - Following up with clients at regular intervals to check the status of referrals and their progress on meeting goals.
  - Discharging clients from the program in accordance with Community Hub policies and procedures.
- Collaborating with HealthierHere and other Case Management Partners in King County to share best practices, participate in continued learning and quality improvement, and provide input on program design and HRSN services networks.
- Meeting all documentation, performance, evaluation and reporting requirements.

#### D. Focus Areas of this Procurement

This procurement is focused on filling identified gaps in HealthierHere's current Case Management Partner network. To strengthen network adequacy, HealthierHere is seeking applications from qualified organizations with established care coordination infrastructure who meet one or more of the following priority criteria:

- Organizations with demonstrated experience serving Veterans
- Organizations with a strong service presence in North Seattle, where service gaps have been identified.
- HealthierHere is committed to ensuring culturally responsive service delivery and equitable representation across the network.

### 3. Opportunity Details

#### A. Available Funds

##### *Case Management Partner Contracts*

A Community Hub Case Management partner's contract amount will be based on the following

elements:

*Community Based Worker Multiplier*

An organization’s contract amount will be based on the number of Community Based Workers (CBW) that the organization intends to utilize in the completion of the case management scope of work multiplied by HealthierHere’s CBW multiplier. Demonstration Year 11 (DY11) case management contracts will utilize a multiplier of \$147,000 per 1.0 CBW FTE. The multiplier is intended to be inclusive of the wages and benefits for the CBW, the associated supervisory wages and benefits, as well as other direct costs.

The multiplier is based on an up-to-CBW hourly rate of \$43.26 and an up-to-supervisory hourly rate of \$54.08; each organization should account for a minimum of 0.2 FTE supervisory position for each 1.0 CBW FTE.

*Other Direct Costs*

Based on the organization’s calculated CBW and supervisory salaries, wages, and benefits, an up-to amount of 30% of calculated salaries, wages, and benefits can be budgeted for other direct costs that fall within the purview of the hub case management scope of work.

*Indirect rate*

The organization’s indirect rate (either the de minimus rate of 15%, or an approved rate) will be an additive amount and is not included within the multiplier amount.

*Partner Bonus Pool*

Hub Case Management contract partners will be eligible for a 5% additive bonus pool, that is based on the organization’s budgeted direct service costs. Organizations can earn the Partner Bonus Pool based on the organization’s performance in relation to contractually identified bonus pool metrics, with bonus amounts earned disbursed at the end of each quarter.

**B. Example: Organization A**

Organization A intends to employ 3.0 Community Health Workers FTEs and 0.6 associated supervisory FTEs to facilitate the Hub Case Management scope of work. Utilizing the Community Based Worker Multiplier, an organization can budget up to \$441,000 for direct costs associated with the case management scope of work.

*Direct salaries, wages, and benefits*

Organization A pays each CBW an hourly rate inclusive of salary/wages and benefits of \$38.00, and a supervisory rate inclusive of salary/wages and benefits of \$50.00. Total direct salaries, wages, and benefits would be calculated as:

Position Description	Hourly Rate	No. of FTEs	Total Annual Amount (based on average annual hours of 2,080)
CBW	\$38.00	3.0	\$237,120 (\$38.00 x 3.0 x 2,080)

Supervisory position	\$50.00	0.6	\$62,400 (\$50.00 x 0.6 x 2,080)
Total direct salaries, wages, and benefits			\$299,520

**Other direct costs**

The organization can budget up to 30% of total direct salaries, wages, and benefits for other direct service costs. This amount can be utilized by partners for other contract-related direct expenses that fall under the purview of the Hub case management scope of work and is inclusive of administrative, other support position wages and benefits, supervision beyond the 0.2 FTE per 1.0 CBW FTE ratio, outreach, consulting, equipment, mileage, technology, supplies, and training. For Organization A, maximum other direct services costs would be calculated as:

Position Description	Hourly Rate	No. of FTEs	Total Annual Amount (based on average annual hours of 2,080)
CBW	\$38.00	3.0	\$237,120 (\$38.00 x 3.0 x 2,080)
Supervisory position	\$50.00	0.6	\$62,400 (\$50.00 x 0.6 x 2,080)
Total direct salaries, wages, and benefits			\$299,520
Maximum other direct costs			\$89,856 (\$299,520 x 30%)
Total direct contract costs			\$389,376

**Indirect rate**

The organization’s calculated indirect amount (assuming 15% indirect rate) would be \$58,406.40 (\$389,376 x 15%).

**Partner bonus pool**

Organization A’s partner bonus pool would be an additive amount equal to \$19,468.80 (\$389,376 x 5%).

- Timeline for funding
- Allowable uses of funds
- Payment terms/requirements

**C. Timeline for Funding**

Partners selected for Case Management contracts will begin work with a funding start date of July 1, 2026.

**D. Allowable uses of funds**

Funding awarded to the Participant under this Agreement must be used in a manner that will advance HealthierHere's work under the Medicaid Transformation Project 2.0. Amounts distributed by HealthierHere to Participant under MTP 2.0 should support and advance the work of HealthierHere's Community Hub. Allowable uses of Case Management partner contract funds are to hire, support, and reimburse the staff performing community-based care coordination work in accordance with the contract scope of work and [Community Hub Policies and Procedures](#). This work includes direct service with clients, training, networking, supervision, and

performing community outreach.

#### E. Payment terms/requirements

(a) Organizations will be entitled to payment of The Community Hub case Manager Partner Funds contingent on the timely submission of completed monthly expenditure report and supporting documentation.

All Community Hub Case Manager Partner Funds shall be used by the Participant solely for the purposes set forth in the Application. To receive reimbursement payments partners must submit their monthly invoice no later than the last day of the following month (i.e. June 30th deadline for an invoice for May. Invoices are required to be submitted via the reporting template detailed in the contract and with appropriate backup documentation.

(b) The Participant shall return Community Hub Case Manager Partner Funds to HealthierHere (i) in the event that the Participant fails to expend for the purposes for which such funds were allocated in accordance with the Application; or (ii) in the event that HCA or its designee, or HealthierHere in consultation with HCA or its designee, determines that Participant's use of the Innovation Funds constituted fraud, waste, or abuse. The Participant shall repay such Innovation Funds within 30 days' written notice from HealthierHere, stating the basis for the repayment demand.

## 4. Application Process

### A. Eligibility Requirements

To be considered for this procurement, applicants must meet all of the following minimum eligibility criteria. Applications that do not meet these requirements will not advance to the evaluation stage:

- Applicants must be a community-based organization (CBO), tribal serving organization, health provider, or behavioral health provider operating in King County, WA.
- Applicants must currently provide case management services as defined in the Hub Partner Interest Survey. Organizations that do not currently provide case management services are not eligible for this procurement.
- Applicants must align with one or more of the focus areas identified in the Focus Areas of this Procurement section.
- Applicants must submit both required application materials by the published deadline: (1) a completed Hub Partner Interest Survey and (2) a completed Case Management Partner Readiness Assessment with all required supporting documentation. To be considered for a Case Management Partner contract, applicants must achieve a score of 75% or above (41-55 questions answered "Yes," including all 17 Core Readiness Requirements). The Readiness Assessment is provided as an attachment to this RFP. Late or incomplete submissions will not be reviewed.
- Applicants must have established care coordination or case management infrastructure, including the capacity to hire, supervise, and support Community Based Workers in

accordance with Community Hub policies and procedures.

### B. Selection Criteria

Eligible applicants who meet all minimum requirements will be evaluated through a structured, multi-step review process. HealthierHere will assess applications based on the following criteria:

- **Application completeness and timeliness** – submissions of both required materials – a fully completed Hub Partner Interest Survey and a completed Readiness Assessment with all required supporting documentation – by the published deadline.
- **Demonstrated experience with 2026 priority focus areas** – applicants should demonstrate specific experience serving one or more of the following priority populations and geographies identified for this procurement cycle: Veterans and/or individuals with a strong serving presence in North Seattle. Organizations serving Tribal members or American Indian/Alaskan Native communities are also strongly encouraged to apply.
- **Organizational readiness** – demonstrated capacity to meet Community Hub operational, documentation, and performance requirements as evidenced through the Readiness Assessment.

Applicants who pass the Readiness Assessment and meet all eligibility criteria may be offered a Case Management Partner contract. HealthierHere reserves the right to prioritize applications that best address identified network gaps. HealthierHere also reserves the right to limit the number of awards based on available network capacity and funding.

### C. Application Timeline

#### 2026–2027 Community Hub Case Management Partner Contracts

Milestone	Date	Notes
<b>PRE-LAUNCH</b>		
RFP launch webinar Prospective & bench partners	April 22, 2026	Registration required. Attend to understand scope & eligibility.
RFP formally released	April 24, 2026	Official start of application period. All materials available at this time.
<b>SUBMISSION</b>		
★ RFP materials due (1) Hub Interest Survey (2) Readiness Assessment + supporting docs	May 15, 2026,   11:59 PM	Survey submitted via HubSpot only. Readiness Assessment + supporting documentation submitted via email to designated contacts. Late submissions will not be reviewed.
<b>AWARD</b>		

Applicant notification	June 17, 2026	All applicants notified of procurement outcome, including those not selected.
2026-2027 contracts begin	July 1, 2026	Contract start date for all awarded partners. Plan staffing and budgets accordingly.

★ *Hard deadline — late submissions will not be reviewed under any circumstances.*

*TBD dates to be confirmed by HealthierHere prior to distribution.*

#### D. Submission Instructions

Responding to this RFP requires submission of two required materials by the deadline: (1) the Hub Partner Interest Survey, submitted via electronic [Hubspot form at this link](#), and (2) the completed Case Management Partner Readiness Assessment with all required supporting documentation, submitted via email to the designated contacts listed below. Only electronic submissions via HubSpot will be accepted for the Hub Partner Interest Survey – submissions by email, mail, or any other format will not be considered. The deadline to submit all application materials is 11:59 PM on Friday, May 15, 2026. Late submissions will not be reviewed regardless of circumstances.

For questions or assistance related to this RFP, please contact the designated point of contact below:

Designated Points of Contact	
Programmatic & Eligibility Process & Timeline	Maria Escalera Maldonado, Network Program Manager <a href="mailto:mmaldonado@healthierhere.org">mmaldonado@healthierhere.org</a>
Financial	Christine Berch, Director of Finance <a href="mailto:cberch@healthierhere.org">cberch@healthierhere.org</a>
	Rhyezin Larimer, Financial Accountant Programmatic <a href="mailto:Rlarimer@healthierhere.org">Rlarimer@healthierhere.org</a>

**Important:** Submission of application materials is non-binding and does not constitute a contract agreement or guarantee of award. Following review of submitted materials, you will be contacted by HealthierHere regarding the next steps.