

Public Q&A

Number of Physicians/Clinicians & Number of Annual Encounters

Evidently, July 26, 2025, 9:39 AM PDT, Not Public - Pending

Approximately, how many physicians and clinicians provide services and plan on utilizing this solution across the CalMHSA network?

A: CalMHSA currently supports approximately 25,000 users/clinicians on the EHR platform.

Approximately, how many encounters or visits do CalMHSA providers see annually?

A: The number of encounters and or visits is currently not available.

Size Pilot

Nabla Technologies Inc, July 28, 2025, 8:34 AM PDT, Not Public - Pending

What pilot scope does CalMHSA have in mind? Size, number of users, length, number of vendors evaluated during pilot

A: The number of users, length, and number of vendors to be evaluated during pilot has not yet been determined.

Scope of Implementation

Nabla Technologies Inc, July 28, 2025, 8:34 AM PDT, Not Public - Pending

How many total users at CalMHSA across the 27 counties? How many users does CalMHSA want to launch ambient AI to in the first year?

A: Approximately 25,000 users across the 27 counties. CalMHSA has not currently defined an ambient AI adoption goal.

Red Lines

Nabla Technologies Inc, July 28, 2025, 8:34 AM PDT, Not Public - Pending

Does CalMHSA accept redlines to their terms and conditions? Do you accept full redlines or just comments?

A: CalMHSA does not accept substantive redlines to its Terms and Conditions. CalMHSA may accept comments from applicant(s) selected through this RFP.

Length of Submission

Nabla Technologies Inc, July 28, 2025, 8:41 AM PDT, Not Public - Pending

Is there a limit to the number of pages for the submission?

A: There is no specific page limit for this submission. Applicants are expected to adhere to the outlined requirements and provide concise, relevant information in response to the RFP prompts.

Residents/Attendees

Nabla Technologies Inc, July 28, 2025, 8:41 AM PDT, Not Public - Pending

Does CalMHSA employ and/or work with trainees/residents?

A: The counties we support may employ and or contract with organizations that employee trainees/residents.

Pilot Timeline and Phases

eMDs Inc, July 28, 2025, 3:43 PM PDT, Not Public - Pending

Can CalMHSA provide guidance on the expected timeline and phases for the pilot, including approximate start date, duration of active use, and evaluation period? Alternatively, should contractors propose a timeline based on their solution? Additionally, would CalMHSA prefer a high-level training outline or a detailed training plan specifying topics, delivery methods, and timing?

A: CalMHSA has not currently defined a specific timeline. A contractor may, but is not required to, propose a timeline. There are no specific requirements to the training outline being high level or detailed at this time.

Target Clinical Workflows

eMDs Inc, Jul 28, 2025, 3:44 PM PDT, Not Public - Pending

Which clinical roles or workflow scenarios are the highest priority for AI augmentation in this pilot? For example, is the focus on tools assisting with real-time note-taking during sessions, post-session documentation for therapists and prescribers, or other use cases like treatment planning decision support aimed at reducing clinician workload and burnout?

A: CalMHSA currently does not have a ranking of priority for functionality. CalMHSA does prioritize functionality that assists clinicians from inception to completion of encounters aimed at reducing clinician workload, burnout, and errors.

Training and Change Management

eMDs Inc, July 28, 2025, 3:44 PM PDT, Not Public - Pending

What are CalMHSA's expectations regarding training and user support during the pilot? Will CalMHSA coordinate training and change management at participating sites, or should the contractor plan to provide all training sessions, materials, and ongoing support directly to pilot users?

A: While not currently defined, CalMHSA typically follows a train the trainer model, wherein a vendor trains CalMHSA and CalMHSA in turn trains counties.

Evaluation & Success Criteria

eMDs Inc, July 28, 2025, 3:45 PM PDT, Not Public - Pending

Beyond time savings, which key metrics or outcomes will CalMHSA use to evaluate pilot success? Will measures such as improvements in documentation quality, clinician satisfaction or burnout reduction, patient care outcomes, or other qualitative feedback be tracked as part of the evaluation criteria?

A: CalMHSA will consider key metrics including, but not limited to, reduction in clinician workload and errors, as well as improved billing efficiency.

Equity and Cultural Sensitivity

eMDs Inc, July 28, 2025, 3:45 PM PDT, Not Public - Pending

CalMHSA emphasizes innovation and equity in its mission. Are there specific expectations for the AI tool to support equity and cultural sensitivity during the pilot, such as multi-language support, ensuring unbiased AI recommendations, or tailoring the user experience to diverse communities so the solution benefits providers and client populations across all member counties?

A: Specific expectations are not currently defined. However, if a vendor has specific functionality that supports equity and cultural sensitivity, they are encouraged to include this in their submission.

Pilot Program Scope

eMDs Inc, July 28, 2025, 3:46 PM PDT, Not Public - Pending

How many counties, user locations, and departments are expected to participate in the pilot?

A: The number of users in the pilot has not currently been defined. CalMHSA currently supports approximately 25,000 users/clinicians/providers on the EHR.

Data Privacy and Security Requirements

eMDs Inc, July 28, 2025, 3:46 PM PDT, Not Public - Pending

Are there any specific CalMHSA security policies or compliance audit processes beyond HIPAA and CPRA that contractors should be prepared to meet, such as CCPA or others?

A: Applicants should be prepared to meet and comply with all federal and state laws applicable to the provision of behavioral healthcare in California. These may include, but are not limited to, HIPAA, 42 C.F.R. Part 2, Confidentiality of Medical Information Act, Lanterman-Petris-Short Act, California Consumer Privacy Act, etc.