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Date: September 30, 2025

To:
Todd Dear, Associate Director
Mississippi Board of Pharmacy
6311 Ridgewood Road, Suite E 401
Jackson, Mississippi 39211
TDear@mbp.ms.gov

Subject: Formal Protest of RFP FRX 3120003200 Award Decision

Dear Dr. Dear,

On behalf of Uprise Health, I respectfully submit this formal protest of the Mississippi Board of Pharmacy's Notice of Intent to Award for **RFP FRX 3120003200 – Pharmacy Professionals Recovery Program Services**, issued on September 30, 2025. We appreciate the opportunity to participate in this important procurement process and thank the Board for its consideration.

Uprise Health protests the award to Professionals Healthcare Network on the basis of concerns regarding the evaluation scoring across all four criteria—**Cost, Technical, Management, and Quality Improvement & Governance**—and requests reconsideration of the decision. We believe if an assessment of two identical programs was conducted, the scoring would be impacted and merit reconsideration.

1. Cost Evaluation

Uprise Health received a dramatically lower cost score than the other candidates despite offering an efficient pricing model that we believe is market competitive. Given the great discrepancy, we assume that the programs may not be comparable, and believe the Board should understand the differences in programs. In addition:

- Our **tiered pricing structure** allows the Board to scale services based on participant volume, ensuring cost-efficiency.
- We proposed **\$0 monthly fees** for pharmacists, technicians, and students—removing financial barriers for participants.
- Our **bundled toxicology services** through RecoveryTrek eliminate surprise billing and reduce costs for unemployed or underemployed licensees.
- We explicitly stated our ability to **beat the price of any equivalent program** due to our national scale and operational efficiencies.

We respectfully request clarification on the cost scoring methodology and how these cost-saving features were considered.

2. Technical Evaluation

Uprise Health's technical score, significantly under the awardee's score, does not reflect our extensive experience and proven infrastructure. In similar programs we manage, we meet all of the technical requirements, and are helping to innovate new technical enhancements through the life of the programs.

- Our proposal confirmed compliance with **every technical requirement** in the RFP, including individualized treatment plans, peer support, and multi-modal toxicology testing.
- We operate **three major health professional monitoring programs** across the U.S., including:
 - **Oregon's Health Professionals' Services Program (HPSP)** since 2010
 - **Delaware Professionals' Health Monitoring Program (DPHMP)** since 2013
 - **A Delaware Health System Monitoring Program** since 2019
- Our programs serve **hundreds of healthcare professionals** annually, including pharmacists, nurses, physicians, and dentists.
- We utilize **RecoveryTrek**, a secure, real-time case management system with mobile access, timestamped compliance tracking, and automated alerts.

We request access to evaluator comments to understand how our technical capabilities were assessed.



3. Management Evaluation

Our management team brings **decades of experience**:

- **Christa Lee, LMSW** – 16 years of monitoring experience; led statewide rollouts in Oregon and Delaware.
- **Dr. Joseph Autry, MD** – 25 years of monitoring experience; former federal executive with deep expertise in addiction medicine.
- **Tina Mewhinney** – 14 years of operational leadership; manages vendor partnerships and program delivery.
- **BreAnne Uselton, MSW** – Agreement Monitor with 7 years of relevant experience.
- A team of Agreement Monitors that have Mental Health and/or Substance Use Disorder backgrounds

Our team has successfully managed programs for **over 8 million covered lives** nationally and maintains **24/7 access** for state boards and participants. We request clarification on how management qualifications were scored and whether our experience was fully considered.

4. Quality Improvement & Governance

Uprise Health scored dramatically lower than the awardee in this category. We have implemented **robust QA/QI systems** that **ensure proper governance quality standards for our programs**. Standard processes include:

- Weekly and monthly performance metrics include:
 - Enrollment and compliance rates
 - Toxicology testing adherence
 - Timely reporting of noncompliance
- Annual reports benchmark performance and identify trends in recovery, employment, and program completion.
- Exit interviews provide participant feedback on program effectiveness, support systems, and overall impact.
- Our programs have demonstrated **reduced attrition, faster return-to-work timelines, and lower relapse rates**, saving states money and improving public safety.
- We maintain a **Policy Advisory Committee** and grievance review process, with plans to include Mississippi Board representation.

We respectfully request reconsideration of our score in this category, given our documented success in improving participant outcomes and program efficiency.



Request for Supporting Documentation

In accordance with Section 6.9.3 of the PPRB OPSCR Rules and Regulations, we request access to:

- Evaluators' score sheets and comments
- Record of discussions and deliberations
- Any documentation used to support the final scoring and ranking

We believe that a reevaluation of our proposal will demonstrate Uprise Health's unmatched experience, national reach, and commitment to quality. We remain ready to partner with the Mississippi Board of Pharmacy to deliver a scalable, cost-effective, and outcomes-driven recovery program.

Sincerely,
John Kearney
Chief Revenue Officer
Uprise Health