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## Section 3: Scope of Services

To enable the State to determine the capabilities of a Contractor to provide a Provider Services Module for the Department of Public Health and Human Services (DPHHS), the Offeror shall respond to the following regarding its ability to meet the State's requirements.

All subsections of Section 3 require a detailed written response including a certification of understanding for Sections 3.1-3.8. The offeror must restate the subsection number and the text immediately prior to your written response for all subsections of Sections 3.

NOTE: Each item must be thoroughly addressed. Offerors taking exception to any requirements listed in this section may be found nonresponsive or be subject to point deductions.

Through our response to each subsection of Section 3, DXC will provide Montana with a comprehensive view of the solutions, people, services, and experience that we bring to the Provider Module project.

In addition to the responses and certification statements for subsections 3.1 to 3.8, DXC has provided an extensive High Level Overview of our Solution in response to 3.9 and detail responses to each of the subsections in 3.10. These detail responses include the corresponding Attachment F requirements for that subsection or topic. As required in the instructions, we have incorporated the subsection number and the text prior to our response, which will allow you to read requirement and response together.

Please note: we have not taken exception to any requirement. The DXC Montana team has carefully studied the requirements and developed a solution that incorporated the Section 3 and Attachment F requirements into a total solution package.

### **3.1 PURPOSE AND INTENT**

The Montana Department of Public Health and Human Services (DPHHS) is releasing this RFP to procure a Provider Services Module Contractor to support Montana's Medicaid modernization effort, referred to as Montana's Program for Automating and Transforming Healthcare (MPATH). The Provider Services module is part of the overall MPATH program to replace aging legacy components of the Montana Healthcare Programs enterprise.

The intent for this RFP is for DPHHS to obtain a discrete module that aligns with the Final Rule for Mechanized Claims Processing and Information Retrieval Systems as described in [42 CFR 433.111](#). This module will support specific business objectives within the Montana Healthcare Programs enterprise that are detailed in Sections 3.9 High Level Scope of Work and 3.10 Detailed Scope of Work in this RFP, and will be required to have interoperability with other MPATH modules. Consistent with recent definitions in the Final Rule for Mechanized Claims Processing and Information Retrieval Systems, DPHHS defines a module as a group of business processes that can be implemented through software, data and interoperable interfaces that are enabled through design principles in which functions of a complex system are partitioned into discrete, scalable, reusable components.



Each procured module must meet all of the automation and interfacing requirements included in this RFP. In addition, DPHHS expects Offerors to present solutions that can be easily configured to achieve the outcomes described in this RFP and that will be flexible and adaptable enough to support Montana Healthcare Programs well into the future.

Regulations at 42 CFR § 433.112(c)(2) provide that COTS-related development costs at the enhanced match rate may only include the initial licensing fee and the minimum necessary to install, configure, and customize the COTS software and ensure that other state systems coordinate with the COTS software solution. When responding to a request for the 90 percent FFP rate for a COTS product, CMS will consider whether the configuration and customization of the product would be kept to minimal levels to achieve full functionality in the most cost-effective manner.

A condition for enhanced funding of COTS software is that customization of the product is minimal. Examples of minimal customization include modification of database interactions to include additional required data elements, processing of state specific but necessary business rules, and modification of interfaces to allow interoperability with existing components or modules. If a COTS product is heavily customized, then the solution may become so unique to that state that other states are unable to reuse it, or that newer releases of that software cannot be easily integrated into the state's system, resulting in a solution that no longer meets the Standards and Conditions criteria outlined in the most current version of MECT.

Yes, DXC certifies Offeror has read, understands, and will comply will each requirement in this section.

Provider Services is a crucial MITA business process. Provider data must be current and accurate for correct claims payment and transaction adjudication for appropriate service delivery. For the Montana/NASPO RFP, we are proposing our Provider Services set of modules. The Provider Services set of modules offers Provider Management business functionality. The Provider Services modules contain functionality to process provider enrollments and screening, identify providers in health plan networks, and set up varied provider contract reimbursement methods. The Provider Services segment of our Healthcare Payer Platform (HPP) contains four distinct modules: Provider Enrollment, Provider Screening, Provider Management, and Provider Portal.

The Provider Services set of modules has the following features:

- Software-as-a-Service (SaaS) model, with the components residing in the Microsoft Azure cloud with select multi-tenanted SaaS elements
- SaaS/COTS-based, MITA and CMS Conditions and Standards-aligned Healthcare Services solution
- Adherence to NIST security standards and federal and state requirements and laws, rules, and regulations such as HIPAA and the Affordable Care Act (ACA)
- Highly configurable
- A web-based self-service tool for providers to electronically enroll and revalidate provider record information
- Provider maintenance activities for external and internal users that are founded on business process driven workflow automation principles



DXC used MITA checklists and the Medicaid Enterprise Certification Toolkit (MECT) as a framework for development of a Provider Services solution that supports the CMS Standards and Conditions. Meeting these standards allows Montana to gain enhanced Federal Financial Participation (FFP).

We propose our Provider Management environment of continuous improvement and efficiency. Our solution offers the ability to interoperate with other HIT components such as Health Insurance Exchanges (HIXs), HIEs, electronic medical record (EMR) systems, and electronic health records (EHRs). The solution contains windows, panels, and screens used for viewing or updating the information. These views make up the user experience (UX). Our UX is intuitive, easy to navigate, and configurable for individual preferences.

The DXC Provider Services solution embraces the CMS and healthcare industry direction for reuse of products with minimal customization.

## **3.2 STATE VISION, GUIDING PRINCIPLES AND OBJECTIVES**

### **3.2.1 State Vision**

DPHHS management team envision the new Montana Healthcare Programs enterprise to be a means to improve access to healthcare and treatment outcomes for Montanans.

### **3.2.2 Modularity Business Objectives**

The MPATH Program objectives include:

- An enterprise system that is flexible to quickly adapt to the dynamic, evolving needs of existing programs and support new regulations, policies and innovations
- An enterprise system founded on business driven technical solutions
- An enterprise system where business processes are automated wherever possible
- An enterprise system that provides centralized access to data
- An enterprise system that includes data analytics tools to support the use of clinical data to measure treatment outcomes and the changing health status of members.
- An enterprise system that includes standardized and automated electronic communication and data exchange capabilities
- An enterprise system that includes a Master Client Index (MCI)
- An enterprise system that integrates data from disparate systems to enable enterprise wide-program management

### **3.2.3 Guiding Principles**

The MPATH Program team, leadership and program stakeholders have established guiding principles to be considered in all decisions throughout the overall program and module specific project phases to ensure that risks are mitigated appropriately, the procurements are successful, and member and provider communities and other stakeholders encounter minimal negative impacts. Table 3.2.3 illustrates the, guiding principles established to guide the program administration



**Table 3.2.3 MPATH Guiding Principles**

| Guiding Principles                        |                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Flexible Enterprise Technology Platform   | Implement flexible, rule-based, configurable components and services to enhance decision-making, increase management efficiency and promotes agile adaptability for new and evolving regulations, programs and initiatives.                                                                                                                                            |
| Centralized Data Repository               | Implement a centralized data warehouse and associated data analytics tools to enable real-time or near-time access to data including clinical data and enhanced reporting that meets changing business and management needs.                                                                                                                                           |
| Business-driven Enterprise transformation | Business functions must drive technical solutions and the modular MMIS capability must be flexible to meet future needs including new regulations, legislation, and innovations.                                                                                                                                                                                       |
| Process Automation                        | Automate manual processes and eliminate human intervention wherever possible and utilize workflow tools to standardize business processes that guide internal and external users through process steps, activities, and tasks.                                                                                                                                         |
| Data Integration and Interoperability     | Promote reusable components by using open architecture and adopting industry and national standards for interoperability, integration, and data exchange.                                                                                                                                                                                                              |
| Data Consistency Across the Enterprise    | Utilize a comprehensive data governance process to ensure consistent data management processes and policies across the Montana Healthcare Programs enterprise. Provide data that is timely, accurate, usable, and easily accessible in order to support analysis and decision making for health care management and program administration.                            |
| Progressive Technology                    | Implement services that will allow the State to take advantage of progressive technology (access via mobile devices, mobile apps, instant messenger, etc.) to improve how it interacts and communicates with recipients, providers, and contractors.                                                                                                                   |
| Member and Provider Centric Focus         | Implement solutions that provides easy to access and comprehensive portal for providers, members and other stakeholders that promotes self-service functionality. For example, claims status and member eligibility inquiries. The solution would leverage role-based security to make sure stakeholders have access to only the information required for their needs. |
| Cost Efficiency and Effectiveness         | Implement a solution that supports future State strategies of paying providers based on the quality of services rather than quantity of services, focus on the member outcomes, and efficiently processing fee-for-service claims.                                                                                                                                     |

Yes, DXC certifies Offeror has read, understands, and will comply will each requirement in this section.

The Department has outlined a clear vision for the MPATH program. DXC can help make the vision of improved access to care and treatment a reality. The following table shows how, at a high level, our Provider Services solution meets the program objectives that will lead to the fulfillment of the vision.



| Montana Objective                                                                                                                                                   | DXC Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An enterprise system that is flexible to quickly adapt to the dynamic, evolving needs of existing programs and support new regulations, policies and innovations    | The DXC Healthcare Payer Platform (HPP) is the only payer solution being built from the ground up on a modern software framework that is inherently designed to work in a modular MMIS world. The HPP modules are designed with extensive APIs for interoperability and with extensible capabilities for future customization.                                                                                                                                                                                                                                      |
| An enterprise system founded on business driven technical solutions                                                                                                 | DXC believes the business should drive technology. As we designed our modular Healthcare Payer Platform, including the Provider Services modules, we sought input from industry leaders and business experts and captured their recommendations in the solution. Tools are user-friendly and intuitive to navigate, putting the focus on business outcomes—not traversing the system. Our tools are designed from end-to-end to support business users.                                                                                                             |
| An enterprise system where business processes are automated wherever possible                                                                                       | <p>Our Provider Services business processes are automated with workflows that are configurable.</p> <p>For example, providers will find an efficient, automated enrollment wizard that responds to their needs. The business rules present questions unique to each provider and changes based on answers to previous questions.</p> <p>Internal users will find step-by-step automated workflows that graphically outline business steps to be taken in each process. The workflow shows where they are in the process and which steps remain to be completed.</p> |
| An enterprise system that provides centralized access to data                                                                                                       | The DXC Provider Management module contains a Provider Master File to house the centralized provider data. This data can be transmitted accurately and timely to the centralized enterprise data warehouse.                                                                                                                                                                                                                                                                                                                                                         |
| An enterprise system that includes data analytics tools to support the use of clinical data to measure treatment outcomes and the changing health status of members | Provider data in the DXC solution can be analyzed using standardized reports or ad hoc reporting tools. The Provider data can be fed to the enterprise data warehouse to support clinical analysis regarding outcomes and health status of members.                                                                                                                                                                                                                                                                                                                 |



| Montana Objective                                                                                                     | DXC Solution                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| An enterprise system that includes standardized and automated electronic communication and data exchange capabilities | The Provider Services solution contains the DXC electronic data exchange tool known as OXi for receiving, translating, and processing data. OXi uses industry standards to automate the data exchanges.                                                                                  |
| An enterprise system that includes a Master Client Index (MCI)                                                        | DXC supports the Department vision of an MCI. While not a direct feature of the Provider Services modules, our platform architecture supports integration with MCI services available from the Department and Member Services vendor to the extent needed to make this vision a reality. |
| An enterprise system that integrates data from disparate systems to enable enterprise wide-program management         | The DXC Provider Services solution can transmit data to the enterprise data warehouse to facilitate program management.                                                                                                                                                                  |

In addition to supporting the Department vision, our solution for Provider Services will support the guiding principles and provide minimal negative impacts to the provider community. Our solution will provide the flexibility to adapt and evolve to support new regulations, policies, and innovations that you seek through this RFP.

### **3.3 MODULARITY APPROACH AND BLUEPRINT**

#### **3.3.1 Modularity Approach**

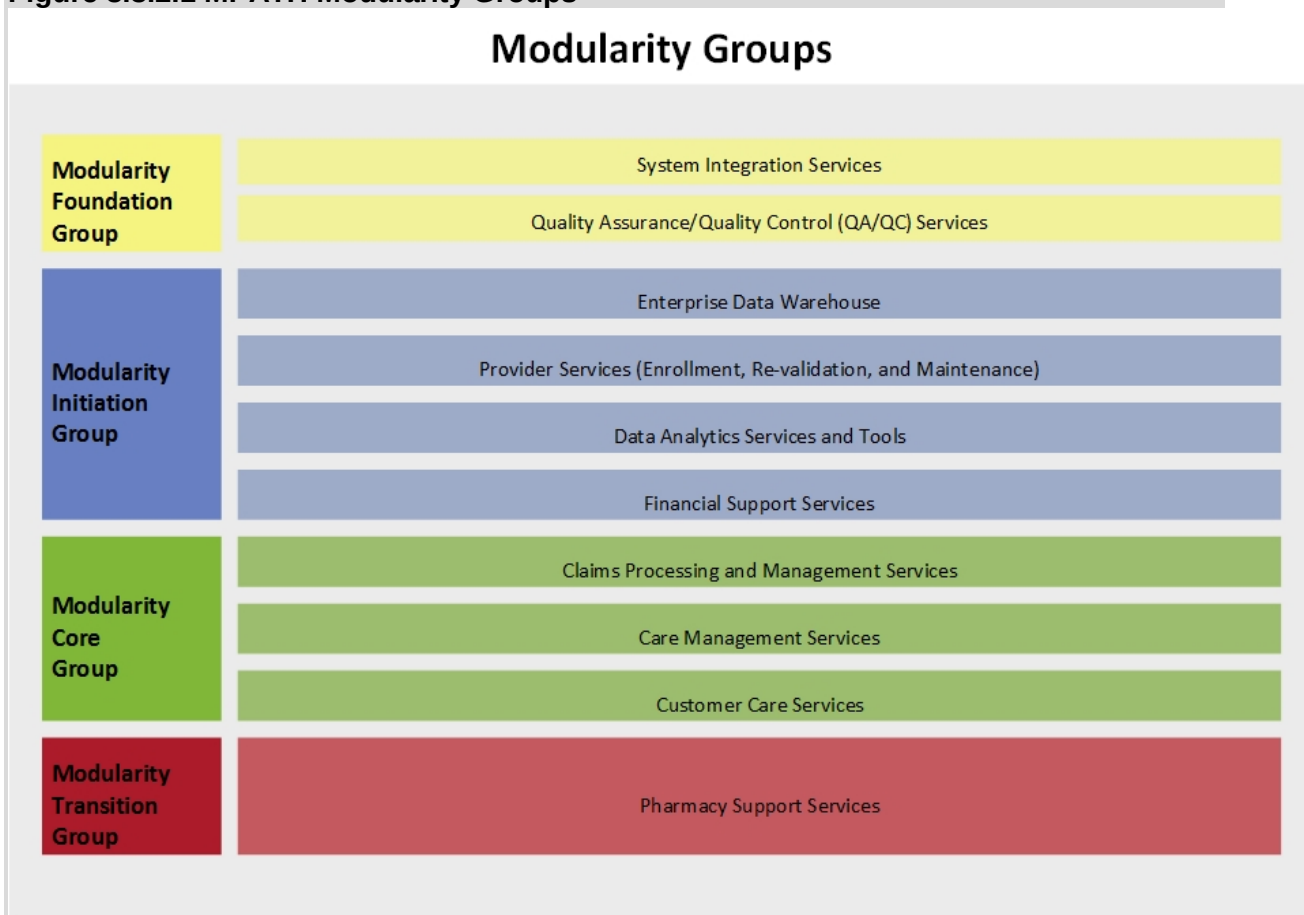
DPHHS has adopted a modularity component/services blend approach to procuring new systems and services to support the Medicaid modernization effort. This approach will result in multiple, strategically timed procurements and implementations. A modular component/services blend approach allows the state to focus on best of breed functionality versus best of suite to meet the “to be” business objectives defined in the Montana MITA 3.0 State Self-Assessment. Montana believes that this approach expands the universe of available vendors as opposed to the traditional monolithic Medicaid Management Information Systems (MMIS) replacement approach. The modularity component/services blend approach is also aligned with the principles behind the Standards and Conditions for Medicaid outlined in the most current version of MECT and further clarified in SMD #16-010. The very nature of this approach promotes modularity, interoperability, aligns with MITA 3.0 Business Results conditions as well as optimizing the state’s ability to meet the Industry Standards Condition.

#### **3.3.2 Modularity Blueprint**

The State developed the MPATH Modularity blueprint through a number of modularity planning and decision meetings with stakeholders, guidance received from CMS, discussions with industry vendors, and through collaboration with other States’ Medicaid Programs. In addition to this RFP, there are a number of other procurements planned as illustrated in Figure 3.3.2.1 to replace the Montana Healthcare Programs enterprise. Figure 3.3.2.2 represents the timeline of the overall Medicaid modernization effort.



**Figure 3.3.2.1 MPATH Modularity Groups**



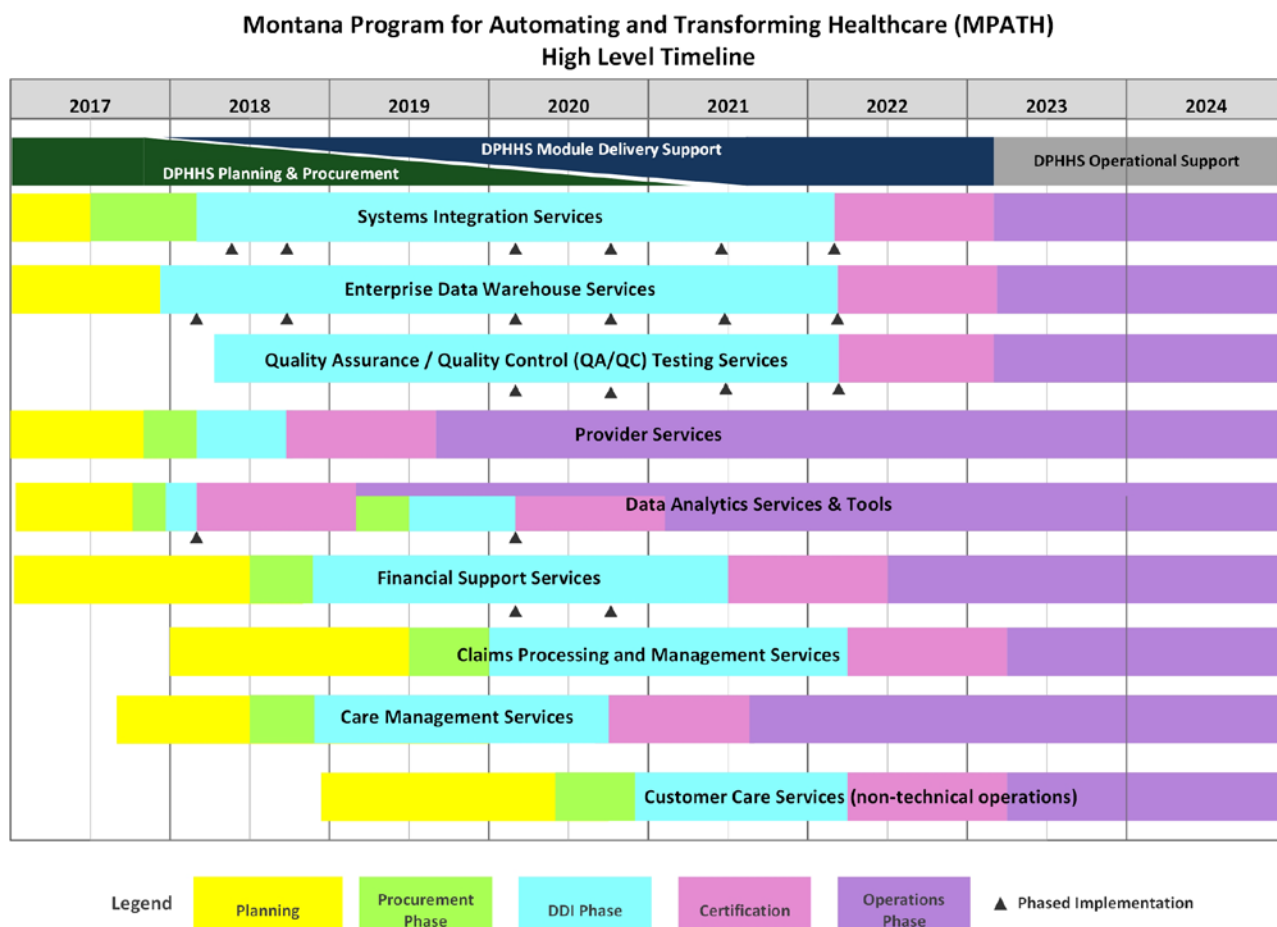


**Figure 3.3.2.2 Montana Program for Automating and Transforming Healthcare (MPATH) Modularity High Level Timeline**

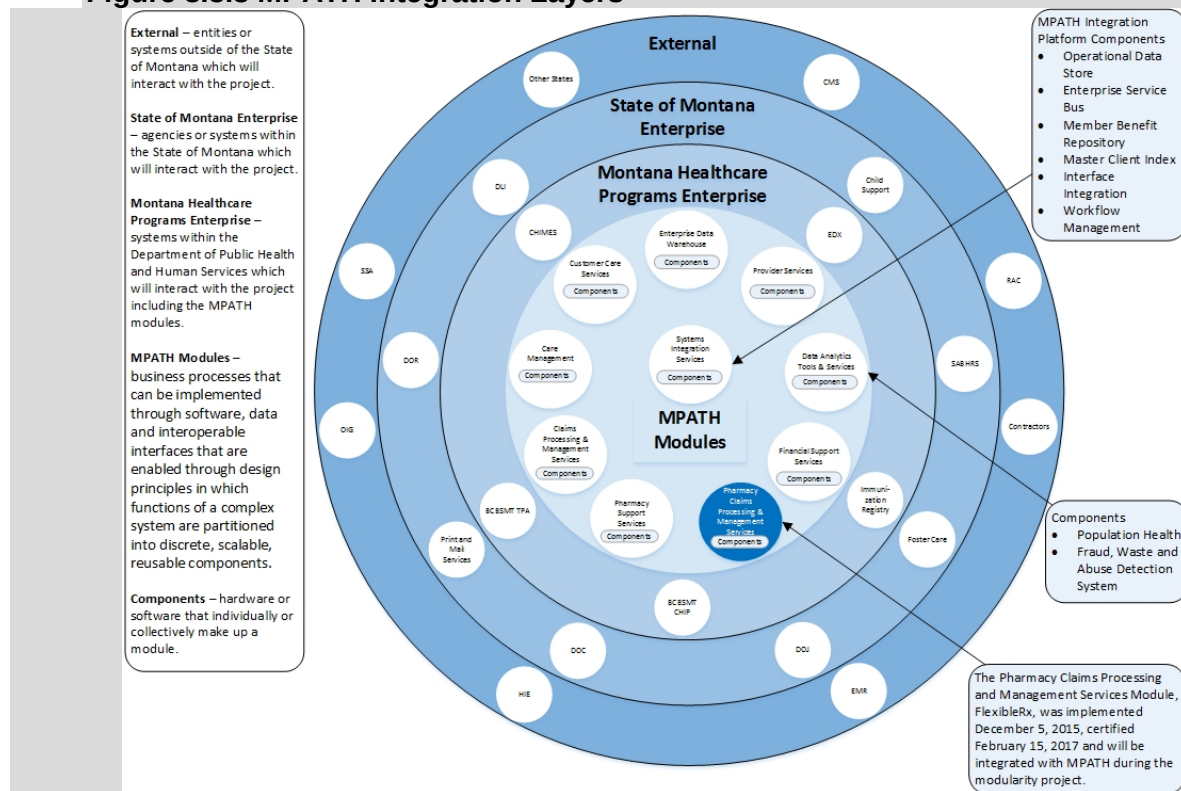
### 3.3.3 MPATH Modules

The MPATH modules and components will be integrated with the overall Montana Healthcare Programs enterprise, the State of Montana enterprise, and other External stakeholders and entities to create standardized, automated electronic data exchanges to enable enterprise wide program management and maximize interoperability through integration. The MPATH Integration Layer graphic in Figure 3.3.3, illustrates the integration/transactional relationships between the MPATH components and modules and the various entities that are related by shared business processes.





**Figure 3.3.3 MPATH Integration Layers**



### Systems Integration Services (SI)

The state will obtain Systems Integration Services. Systems Integration Services will encompass three areas of the modularity technology platform; interoperability and enterprise integration, technical coordination, and the creation and maintenance of the operational data store. The Systems Integration Services Contractor will provide an enterprise technology platform and a diverse and flexible set of integration and interoperability services which are needed to support a variety of infrastructures, applications and technical solutions. The Systems Integration Services Contractor will also provide real-time web based entry and maintenance of member and benefit plan information for select Montana Healthcare Programs and support the receipt and creation of X12 transactions. Finally, the Systems Integration Services Contractor will provide Master Client/Provider Index functionality to uniquely identify and manage members, providers and other entities within the Montana Healthcare Programs enterprise.

### Provider Services (PS)

The state will obtain a Provider Services module. The Provider Services vendor will need to provide a modern, web based self-service solution that allows healthcare providers (which includes but is not limited to, physicians, hospitals, nursing homes, pharmacies, home health agencies, personal care workers and durable medical equipment providers) to enroll with Montana Healthcare Programs to provide healthcare services to thousands of Montanans covered by Montana Healthcare Programs. The solution will also allow providers to view and maintain their information on file (e.g., address, licensure and group affiliations) and revalidate their enrollment details online.

### **Enterprise Data Warehouse (EDW)**

The Department will receive Enterprise Data Warehouse Services from the State of Montana Department of Administration (DOA), State Information Technology Services Division (SITSD) to establish an Enterprise Data Warehouse (EDW) for the Montana Healthcare Programs enterprise. The Enterprise Data Warehouse (EDW) will serve as a central repository for all Montana Healthcare Programs Enterprise data and it will provide decision makers timely, accurate and consistent access to information. The EDW will provide integrated program data which will provide the State's Medicaid Program with enhanced abilities to gain insights into outcomes and anticipate future needs.

### **Data Analytics Services and Tools (DA)**

The state will obtain Data Analytics Services and Tools to be integrated with the centralized Enterprise Data Warehouse repository of enterprise data for data aggregation, reporting, and analytics. It will enable the creation of comprehensive statistical profiles of healthcare delivery and utilization by both providers and members. These tools and services will provide comprehensive analytical reporting, budgeting, forecasting, and daily program monitoring.

### **Financial Support Services (FSS)**

The state will obtain a Financial Support Services module. This will translate information received from the various Montana Healthcare Programs systems (including multiple payer systems) and assign DPHHS-defined account coding for integrated financial reporting. It will serve as an intermediary between the Department's payment systems and the State of Montana's Statewide Accounting, Budgeting and Human Resource System (SABHRS) and Accounts Receivable Management System (ARMS). It will support financial transaction processing and reconciliation for both claims and non-claims expenditures. It will support our Third Party Liability (TPL), Medicare, and Surveillance and Utilization Review System (SURS) activities including recovery and reconciliation.

### **Claims Processing and Management Services (Claims)**

The state will obtain a Claims Processing and Management Services module. This module will support the receipt, adjudication and editing, pricing (using Montana Healthcare Programs approved reimbursement methodologies), and payment for health care claim types including (but not limited to): physician, hospital, outpatient, nursing home, dental, vision, transportation, disability services, mental health, and waiver services. During claims adjudication this module will also process service authorizations, third party insurance liability, and calculate member liabilities including cost share and cost share coordination between multiple payers. This module will be configurable and flexible in order to support claims processing for multiple programs. Claims will be adjudicated "real-time" and process payments and remittance advice daily (or at an interval determined by the state).

### **Care Management Services (CM)**

The state will obtain a Care Management Services module. This module will support activities to improve member healthcare outcomes and reduce healthcare costs for Montana Healthcare Programs by helping members and caregivers more effectively manage health conditions. The care management module will utilize defined criteria to identify members for specific programs, coordinate care for members enrolled in individual or multiple care management programs and collect and report on treatment outcomes. The solution will need to support member outreach, configurable development of assessments, capturing and monitoring assessments and screenings, treatment plans, authorize services, and incident management and reporting. It will provide comprehensive case management and workflow to



track a member's care from inception to conclusion with the tracking of key events being triggered based on the member's condition or type of services required.

### **Customer Care Services (CCS)**

The state will obtain a Customer Care Services module. This module encompasses all aspects of the customer care experience for Montana Healthcare Programs providers and members prior to or following their enrollment in the Departments healthcare programs. The Contractor is expected to provide a comprehensive suite of services, tools, and systems necessary to promote a positive customer care experience. Provider and member self-service supplemented by call center support is key to a successful and positive customer experience. Provider and member data will be available through a variety of secure customer self-service options such as website, mobile apps, and social media. Real-time account information will be accessible securely using various devices such as computers, tablets, and smartphones. Provider and member self-service options will be available across all platforms and provide a positive, comprehensive and seamless experience for all users.

### **Pharmacy Claims Processing and Management Services (PBMS)**

FlexibleRx, the Pharmacy Claims Processing and Management Services module is an on-line, real time pharmacy claims adjudication system. FlexibleRx was implemented December 2015 as the first legacy replacement module within the Montana Healthcare Programs enterprise. FlexibleRx was certified by the Centers for Medicare and Medicaid Services (CMS) on February 15, 2017. FlexibleRx receives member eligibility and provider information from the legacy MMIS. Claims adjudicated in FlexibleRx are sent to the MMIS for payment generation to providers.

### **Quality Assurance/Quality Control Testing Services (QA/QC)**

In order to ensure the quality and success of the MPATH Program, the state will obtain a Quality Assurance/Quality Control (QA/QC) Testing services vendor. These services will meet Montana's need for comprehensive functional and non-functional testing, integration testing, parallel testing, and user acceptance testing support throughout each phase of the system development lifecycle for each module. The QA/QC Testing Services vendor will utilize testing tools and testing databases provided by the module contractors for concurrent testing and other activities throughout the project.

### **Pharmacy Support Services (PSS)**

The Pharmacy Support Services module (PSS) encompasses two objectives. DPHHS will procure new components to replace the legacy Drug Rebate Analysis and Management System (DRAMS) and Retrospective Drug Utilization Review (RetroDUR) systems. Additionally, in order to reduce the dependency of FlexibleRx, the pharmacy claims processing and management system on the existing legacy MMIS, the current pharmacy claims processing and management services contractor, Conduent will complete enhancements to integrate multiple services including member eligibility, provider, financial transaction processing, and centralized data storage and reporting into the MPATH Integration Platform.

### **3.3.4 Exclusions**

The Montana Department of Public Health and Human Services (DPHHS) will release a number of RFPs for software, components and services to replace legacy Montana Healthcare Programs services and components. Contractors awarded the Systems Integration Services, Quality Assurance/Quality Control Testing Services and Independent



Verification and Validation Services contracts are precluded from bidding on any other module within the MPATH Program scope.

DPHHS developed prime contractor and subcontractor exclusions based on the August 16, 2016 State Medicaid Director letter (SMD # 16-010 CMS, RE-2392-F Mechanized Claims Processing and Information Retrieval Systems – Modularity). SMD letter #16-010 directs states to use an acquisition strategy that limits the potential for conflicts of interest Systems Integration Services Contractors may encounter based on their specific scope of services by precluding them from bidding on other functional modules. Additionally, DPHHS identified exclusions for the Quality Assurance/Quality Control Testing Services contractor to ensure independence from any and all module prime or subcontractors.

DPHHS used the following key principles to make exclusionary decisions:

- Eliminate potential conflicts of interest based on contractor roles.
- Minimize the dependence of DPHHS on individual contractors.
- Focus on a best of breed replacement strategy rather than a best of suite approach.

Table 3.3.4 details the mapping of module procurement contractor exclusions for the MPATH Program. The exclusions identified in Table 3.3.4 apply equally to both prime contractors and subcontractors (e.g., if a company is part of the team that is awarded the Systems Integration Services Contract, they are precluded from being able to participate as a prime contractor or as a subcontractor on the Provider Services module or any other MPATH module).

In the event that the Systems Integration Services are re-procured after the award of other MPATH module(s), any successful module(s) prime contractor and their subcontractors will be precluded from a contract award as a prime contractor or subcontractor for the Systems Integration Services re-procurement.

**Table 3.3.4 MPATH Contractor Procurement Exclusions**

| Module Name                                                                                                            | SI       | QA/QC    | PS       | DA       | FSS      | Claims   | CM       | CCS      | PSS      | EDW |
|------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|
| Systems Integrator (SI)                                                                                                | Open     | Excluded | Excluded | Excluded | Excluded | Excluded | Excluded | Excluded | Excluded | N/A |
| Quality Assurance/Quality Control (QA/QC) Services                                                                     | Excluded | Open     | Excluded | Excluded | Excluded | Excluded | Excluded | Excluded | Excluded | N/A |
| Provider Services (PS)                                                                                                 | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Data Analytics, Tools and Services (DA)                                                                                | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Financial Support Services (FSS)                                                                                       | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Claims Processing and Management (Claims)                                                                              | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Care Management Services (CM)                                                                                          | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Customer Care Services (CCS)                                                                                           | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Pharmacy Support Services (PSS)                                                                                        | Excluded | Excluded | Open     | Open     | Open     | Open     | Open     | Open     | Open     | N/A |
| Enterprise Data Warehouse (EDW)                                                                                        | N/A      | N/A      | N/A      | N/A      | N/A      | N/A      | N/A      | N/A      | N/A      | N/A |
| <b>Legend</b>                                                                                                          |          |          |          |          |          |          |          |          |          |     |
| <b>Excluded:</b> Awarded vendor(s) are excluded from bidding on subsequent modules within the overall program.         |          |          |          |          |          |          |          |          |          |     |
| <b>Open:</b> Awarded vendor(s) are not excluded from bidding on subsequent modules within the overall program.         |          |          |          |          |          |          |          |          |          |     |
| <b>N/A:</b> Not applicable. Service will be provided by the State of Montana Information Technology Services Division. |          |          |          |          |          |          |          |          |          |     |



Yes, DXC certifies Offeror has read, understands, and will comply with each requirement in this section.

The Department has provided a detailed and comprehensive blueprint for the modularity approach of the MPATH project. This blueprint will lead you down the right path to achieve your “to-be” MITA vision and MECT compliance. DXC can help you with this journey.

Our future long-term vision is based on the desire to lead the transformation of healthcare support while remaining grounded in operational excellence. To achieve these goals, we have been proactively making investments in our healthcare portfolio to better serve members, providers, and the business support personnel who comprise the healthcare ecosystem. We summarize our goals as follows:

- Render a 21st-century healthcare experience
- Provide business functions through Software as a Service (SaaS)
- Deliver transformative modular healthcare features

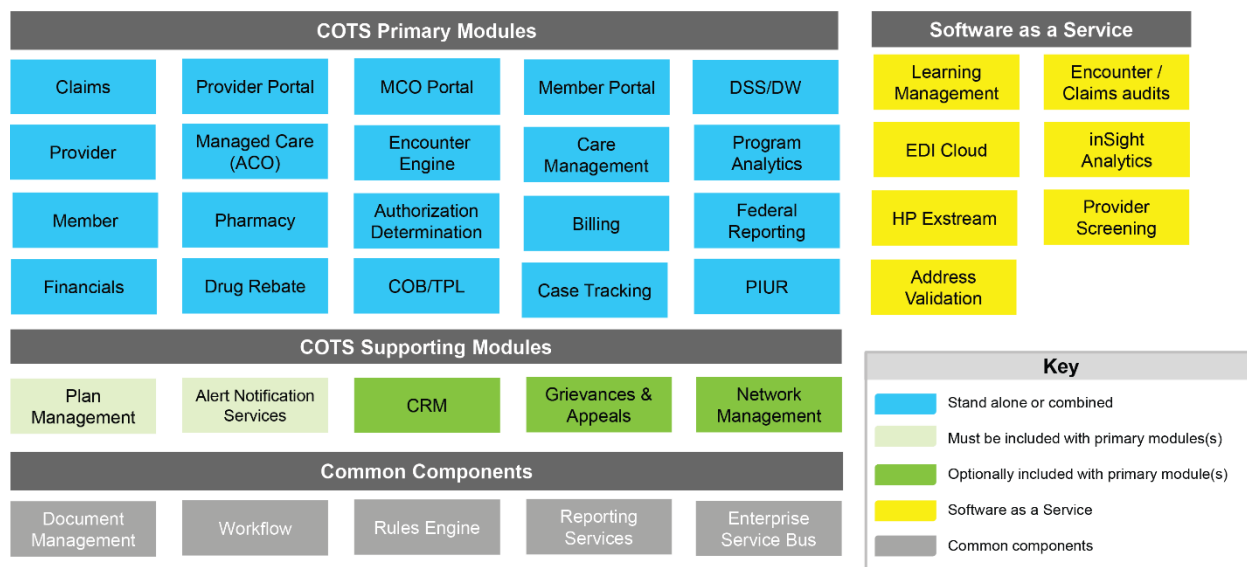
Our development activity and plans for Medicaid processing are through modular delivery of business functions. Modularity and componentization go together with a service-oriented architecture (SOA) whereby individual modules or components are exposed through web services and orchestrated through an enterprise service bus (ESB). Our direction supports modularity for several reasons:

- Improved release responsiveness allows each component to be released independently with its own planning and guides, fitting into the “grid” of components already in place
- Through component guideposts, the business can focus on feature development to drive process effectiveness and maturity
- Modularity provides business flexibility and reduces system footprint by not having to “install” or configure the components that will not be used
- Focused components that allow for a better fit of generally available commercial payer applications
- Reduction in modification or customization because of configuration, which will provide administrative savings to the Department

As a leader in the state healthcare market, our teams have been working with our 21 MMIS state customers as well as our commercial payer customers to enhance our modularity and consulting offerings. Based on this work, we have refined a definition of modularity and its application to the state healthcare market.

The modularity groups outlined by the Department are very similar to the groups outlined by DXC. The following figure is an overview of our Healthcare Payer Platform modules and supporting components.





Our solutions closely mirror the MPATH Modules as outlined in the Department's blueprint. Our solutions can be integrated with the overall Montana Healthcare Programs enterprise. We deliver industry-standard, automated data exchanges, maximizing interoperability through integration.

DXC acknowledges and understands the exclusions outlined in Table 3.3.4 MPATH Contractor Procurement Exclusions.

### 3.4 TECHNOLOGY STANDARDS

The overall goal of the MPATH Program is to implement components and services that improve access to healthcare and treatment outcomes for Montanans. Montana's modularity blueprint is founded on a strategy that utilizes a flexible enterprise technology platform which leverages solutions and services that provide the State of Montana the ability to more effectively meet current business objectives and provide a platform to support the evolving complexities of individuals served by Montana Healthcare Programs. The state intends to utilize commercial off-the shelf (COTS) products and software as a service (SaaS) where possible, to enable an enterprise-wide program management system that utilizes claims and clinical data to measure treatment outcomes, improve the health status of Montanans and reduce healthcare costs. DPHHS will collaborate with multiple vendors to implement streamlined business rules and flexible solutions to meet State and Federal laws, rules and regulations.

DPHHS high level requirements for the MPATH Program are reflected in Table 3.4.

**Table 3.4 High Level Requirements for the MPATH Program**

| Requirements                                      | Requirement Definition                                                                                                              |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Alignment with the Seven Standards and Conditions | Comply with the Standards and Conditions, set forth by CMS, in order to receive enhanced FFP.                                       |
| Flexible Enterprise Technology Platform           | Utilize enterprise architecture governance process that incorporates MITA standards to accommodate future programs and initiatives. |



|                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Automated workflow management<br>Enhance program reporting and data analytics                                                                                                          | Provide centralized, configurable workflow solution that allows for workflow creation, execution and automation.<br>Implementation of Data Analytic tools and services to enable accurate, real-time data and reporting that will meet changing business and management needs. The solution should be enterprise centric, which would enable other health care and program data typically not found in an MMIS to support enterprise decision-making.                                                                                                    |
| Centralized access to data                                                                                                                                                             | Provide real-time and centralized access to members, providers, benefit plan(s), claims, and case management data for the Department's programs including Medicaid, Healthy Montana Kids Plus (HMK Plus), Healthy Montana Kids (HMK) (the state's Children's Health Insurance Program CHIP)), Montana Health and Economic Livelihood Partnership Plan (HELP), Mental Health Services Plan (MHSP), Passport to Health, Patient Centered Medical Home (PCMH) and waiver services. Ability to enhance decision-making and increase management efficiencies. |
| Data integration and interoperability                                                                                                                                                  | Provide interfaces and components that are reusable and follow industry and national standards for data exchange. Procured solutions will include exposed APIs for easy integration with other enterprise solutions.                                                                                                                                                                                                                                                                                                                                     |
| Standard Communication Protocols                                                                                                                                                       | Standardized protocols for electronic communication will allow DPHHS to move to electronic options for communications using modern services such as Simple Object Access Protocol (SOAP) and Representational State Transfer (REST) including a Web Portal. In addition, standardization will support the ability to provide messaging in Multilanguage and multi-literate formats.                                                                                                                                                                      |
| Progressive technology                                                                                                                                                                 | Provide progressive technology, e.g., mobile apps, text messaging, etc., that increase communication venues and encourages member and provider interaction with Montana Healthcare Programs.                                                                                                                                                                                                                                                                                                                                                             |
| Automate Manual Processes<br>Administrative Simplification                                                                                                                             | Automate a majority of manual processes to replace human interactions with automated configurable business rules. Adhere to the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II).                                                                                                                                                                                                                                                                                           |
| Mechanized Claims Processing and Information Retrieval Systems Final Rule Standards and Implementation Specifications for Health Information Technology Final Rule<br>HIPAA and HITECH | Meet requirements specified in the Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule (42 CFR 433), specifically related to configuration and customization of COTS software.<br>Modularity approach is aligned with industry standards adopted by the Office of the National Coordinator for Health IT described in Final Rule (45 CFR part 170, subpart B).                                                                                                                                                             |
|                                                                                                                                                                                        | All solutions and services shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of                                                                                                                                                                                                                                                                                                                |





the date of release for the RFP and with any changes that subsequently occur, unless otherwise noted.  
The Contractor shall sign a Business Associate Agreement, included in the contract, which is subject to HIPAA and HITECH regulations CFR 45 parts 160 and 164.

Yes, DXC certifies Offeror has read, understands, and will comply will each requirement in this section.

The DXC solution for the MPATH Provider Services component embodies the vision of the Medicaid Information Technology Architecture (MITA) and Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards. DXC offers a user interface that aligns with the specific user's assigned tasks, automated workflow, and business rules that promote process consistency and efficiency. We offer a flexible, scalable, and configurable solution that maximizes tightly integrated commercial (SaaS/COTS) technology and is built on a foundation of proven practices.

Through this RFP, the Department has outlined the critical success factors for the MPATH Provider Services components. The Provider Services solution from DXC meets each of these factors, as the following figure outlines.

|                                                                                     |                                     |                                                                                                                                            |                                                                                                                                                 |
|-------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <b>Modularity</b>                   | Provider Management Suite with Defined APIs and service event integration                                                                  |  <b>Coordinated plug-and-play business features</b>          |
|  | <b>MITA Business Processes</b>      | Aligned to MITA Provider Management business processes                                                                                     |  <b>Increased process maturity</b>                          |
|  | <b>Industry Standards</b>           | Based on standards, including ACA 1104 and 508 compliance                                                                                  |  <b>Driving reuse and efficiency</b>                        |
|  | <b>Workflow Orchestration</b>       | Process maturity through workflow orchestration                                                                                            |  <b>Improved standardization and automation</b>             |
|  | <b>Business Rules Engine</b>        | Automation and adaptability through Business Rules Engine engagement                                                                       |  <b>Increased automation and agility</b>                    |
|  | <b>Software as a Service</b>        | SaaS Model meeting RFP standards and CMS preferences                                                                                       |  <b>Efficient business function deployment</b>              |
|  | <b>CMS Conditions and Standards</b> | Loosely coupled, reusable components, configurable, supported by COTS products, interoperable with the MES for successful business results |  <b>Architectural alignment to CMS framework principles</b> |

DXC will deliver our Provider Services solution in a SaaS model. Our solution is a composite of modern technology designed for efficiency, accuracy, and scalability. The components will reside in the cloud with select multi-tenanted SaaS elements. At DXC, we embrace the CMS and healthcare industry direction for reuse of products through SaaS delivery. For instance, our software architecture supports multi-tenancy and hybrid infrastructure in the cloud to fully realize SaaS.





In the past, IT managers only had one option for deploying applications—traditional IT. Now, IT has multiple infrastructure options: traditional IT, private cloud, public cloud, and managed cloud. States can now embrace multiple deployment models and select the right deployment model for each application. With a hybrid solution, the Department can easily adapt to changing regulatory environments. DXC offers a secure and flexible option for your journey to cloud computing, offering a private cloud along with the ability to take advantage of a hybrid environment.

We designed and implemented our Provider Services solution on current technology that supports multiple platforms, which allows us to address and fold in technological change over time. Because our solution uses SaaS/COTS products, continuous improvement and functional growth are built into the planning and release schedules.

*Implementing a suite of SaaS/COTS products—where DPHHS receives regular releases that are available for multiple government and commercial customers—is different from building and maintaining a highly customized capability where the system and its maintenance are solely available for one customer.*

As a product delivered in a SaaS model that provide the same version of software to multiple customers, the Provider Services solution is highly configurable for policy changes through the rules engine and at each layer of the product. Changes include personalization, workflow, user access, integrations, and also configurability within specific functional areas. As we add new functions to the suite, DXC will design and implement these functions to address the needs of multiple customers, thereby embedding configuration into the design.

Our solution is modular, configuration-driven, and has full workflow and rules integration. The Provider Services solution uses service-oriented architecture (SOA) principles from the ground up and complies with the MITA 3.0 framework to meet the CMS mandates and DPHHS goals.

### **3.5 MONTANA HEALTHCARE PROGRAMS OVERVIEW**

Montana Healthcare Programs is a group of programs funded by a combination of federal and state funds that provide health and long term care coverage to Montanans who meet specified income guidelines, and/or are elderly and/or have certain healthcare conditions, disabilities or illnesses. The term “Montana Healthcare Programs” collectively refers to all healthcare benefit programs administered by the State of Montana in partnership with the federal Centers for Medicare and Medicaid Services (CMS). Montana Healthcare Programs operates under Title XIX of the Social Security Act, Title XXI State Healthy Montana Kids (HMK), State funded Mental Health Services Plan (MHSP), and the Montana Health and Economic Livelihood Partnership (HELP) Act. Montana Healthcare Programs is the state’s largest public/private healthcare coverage program and now touches the lives of approximately 20% Montanans. Table 3.5 represents the groups of individuals who may receive healthcare coverage through Montana Healthcare Programs.



**Table 3.5 Montana Healthcare Programs Member Groups**

| <b>Healthy Montana Kids (HMK) coverage may be provided to children who are in the following groups:</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>HMK Plus</b>                                                                                         | Medicaid coverage provided to children up to the age of 19 in families with countable income equal to or less than 143% of the Federal Poverty Level (FPL)                                                                                                                                                                                                                                                                                       |
| <b>HMK</b>                                                                                              | Previously referred to as the Children's Health Insurance Program (CHIP), HMK is administered by Blue Cross Blue Shield (BCBS) of Montana and provides healthcare coverage to children up to the age of 19 in families with countable income equal to or great than 144% of the FPL, up to 250 % of the FPL.                                                                                                                                     |
| <b>Standard Medicaid benefits may be provided to individuals who are in the following groups:</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Pregnant Women</b>                                                                                   | Standard Medicaid benefits may be provided to eligible pregnant women with countable income equal to or less that 157% FPL.                                                                                                                                                                                                                                                                                                                      |
| <b>Families with Dependent Children</b>                                                                 | Standard Medicaid benefits may be provided to parents or related caretakers (grandparents, aunts/uncles, etc.) whose countable income is below the Family Medicaid income level (approximately 24% FPL).                                                                                                                                                                                                                                         |
| <b>Subsidized Adoption, Subsidized Guardianship and Foster Care</b>                                     | Children eligible for an adoption or guardianship subsidy through the department are automatically eligible for Medicaid coverage through the month of the child's 21st birthday. Children, placed into licensed foster care homes by the Child and Family Services Division are also Medicaid eligible.                                                                                                                                         |
| <b>Former Foster Care Children</b>                                                                      | Standard Medicaid benefits may be provided to young adults between the ages of 18-26 that were receiving Medicaid at the age of 18, may be eligible for the Former Foster Care Medicaid program.                                                                                                                                                                                                                                                 |
| <b>Aged, Blind or Disabled Individuals Who Receive Supplemental Security Income (SSI)</b>               | Standard Medicaid benefits are available for any individual determined eligible for SSI.                                                                                                                                                                                                                                                                                                                                                         |
| <b>Aged</b>                                                                                             | Individuals, age 65 or older, may be eligible for Medicaid if their countable income is within allowable guidelines and their resources do not exceed \$2000 for an individual or \$3000 for a couple.                                                                                                                                                                                                                                           |
| <b>Blind/Disabled</b>                                                                                   | Individuals may be eligible for Medicaid if determined blind or disabled using Social Security criteria, and if their income is within allowable limits and their resources do not exceed \$2000 for an individual or \$3000 for a couple.                                                                                                                                                                                                       |
| <b>Breast and Cervical Cancer Treatment</b>                                                             | This program is for women diagnosed with certain breast or cervical cancer or pre-cancerous conditions of the breast or cervix. An eligible woman must be under 65 years old, not have insurance considered to be 'creditable coverage,' meet citizenship or qualified alien requirements, be a Montana resident, and have been screened through the Montana Breast and Cervical Health Program. Countable income cannot exceed 250% of the FPL. |



|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medically Needy                                      | Certain individuals or families whose income exceeds the Categorically Needy income standards, but who have a significant medical need may be eligible for Standard Medicaid benefits. The individual or family is obligated to incur medical expenses or make a cash payment (spenddown) for the difference between their countable income and the Medically Needy Income Level each month. The resource limit is \$2000 for an individual, and \$3000 for a couple or family.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Autism Services                                      | This program provides intensive treatment services for Medicaid members up to age 21 with a diagnosis of autism spectrum disorder or related condition.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Montana Medicaid for Workers with Disabilities (MWD) | MWD allows certain individuals who meet Social Security's disability criteria to receive Medicaid benefits through a cost share. The cost share is based on a sliding scale according to an individual's income. MWD resource and income standards are significantly higher than many other Medicaid programs: \$15,000 for an individual and \$30,000 for a couple; while the countable income limit is 250% of the FPL.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Additional healthcare services</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Medicaid Expansion                                   | <p>On January 1, 2016, Montana expanded healthcare coverage to thousands of state residents through the Montana Health and Economic Livelihood Partnership (HELP) Act. Individuals who receive healthcare coverage through the HELP Act are either eligible for <u>Standard Medicaid</u> benefits or <u>HELP Plan</u> benefits. Help Plan benefits are administered through Blue Cross Blue Shield (BCBS) of Montana, a third party administrator (TPA).</p> <p>Section 9 of the HELP Act includes provisions to provide health care services for individuals who are in the custody of the Department of Corrections or who are residents by commitment or otherwise residents of the following facilities.</p> <ul style="list-style-type: none"> <li>• Montana State Hospital</li> <li>• Montana Mental Health Nursing Care Center</li> <li>• Montana Chemical Dependency Center</li> <li>• Montana Developmental Center</li> </ul> |
| Mental Health Services Plan (MHSP)                   | This program provides state funded benefits for individuals who have severe and disabling mental illness and meet income limits establish by the state but do not qualify for Standard Medicaid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Emergency Alien Medical Coverage                     | This program provides limited benefits for emergency services such as labor and delivery. Other emergency services may be covered from the time treatment is first given for a condition until that same condition is no longer considered an emergency. These services must be determined an emergency by Medicaid department staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Medicare Savings Program (MSP)                       | <p>MSP benefits may be provided to individuals who are low income Medicare beneficiaries.</p> <ul style="list-style-type: none"> <li>• Qualified Medicare Beneficiary (QMB) –Medicare premiums, co-payments and deductibles are covered for individuals who have QMB eligibility.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



|                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | <ul style="list-style-type: none"> <li>Specified Low-Income Medicare Beneficiary (SLMB) – Medicare premiums are covered for individuals who have SLMB eligibility.</li> <li>Qualified Individuals (QI) – Part B premium payments are covered for individuals who have QI eligibility.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Montana Waiver Programs | <p>Montana has a number of waiver programs that provide services to supplement existing Standard Medicaid benefits that include the following waivers:</p> <ul style="list-style-type: none"> <li>Section 1115 waivers <ul style="list-style-type: none"> <li>1115 Plan First</li> <li>1115 Health and Economic Livelihood Partnership (HELP) Demonstration</li> <li>1115 Basic Waiver for Additional Services and Populations</li> </ul> </li> <li>Section 1915 (b) waivers <ul style="list-style-type: none"> <li>1915(b) Health and Economic Livelihood Partnership (HELP)</li> <li>1915(b) Passport to Health</li> <li>1915(b)(4) Montana Big Sky Waiver Case Management</li> <li>1915(b)(4) Montana Autism Evaluation Services</li> </ul> </li> <li>Section 1915 (c) waivers <ul style="list-style-type: none"> <li>0208 HCBS Comprehensive Services Waiver for Individuals with Developmental Disabilities</li> <li>1915(c) Montana Big Sky</li> <li>1915(c) HCBS Severe Disabling Mental Illness (SDMI)</li> </ul> </li> </ul> |

### **3.5.1 Montana Healthcare Programs Benefits**

Montana Healthcare Programs Standard Medicaid benefit plan meets federal guidelines for mandatory benefits. In addition, Montana has chosen to cover a number of other cost-effective optional services. Table 3.5.1 represents some of the services covered by Standard Medicaid (services covered for other programs under the Montana Healthcare Programs umbrella may vary).

**Table 3.5.1 Example of Standard Medicaid Covered Services**

| Standard Medicaid Covered Services                                                            |                                                     |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------|
| Inpatient hospital services (excluding inpatient services in institutions for mental disease) | Durable medical equipment, prosthetics and supplies |
| Outpatient hospital services                                                                  | Optometric, optician and eyeglasses                 |
| Laboratory and X-ray services                                                                 | Transportation and per diem                         |
| Nursing facility                                                                              | Ambulance                                           |
| Early and Periodic Screening, Diagnosis and Treatment (EPSDT)                                 | Specialized non-emergency transportation            |
| Physician & Nurse Practitioner services                                                       | Family Planning                                     |
| Podiatry services                                                                             | Home and community services                         |
| Physical therapy                                                                              | Mid-level practitioner                              |
| Speech therapy                                                                                | Hospice                                             |
| Occupational therapy                                                                          | Licensed psychologist                               |



|                                    |                                                               |
|------------------------------------|---------------------------------------------------------------|
| Audiology and hearing aids         | Licensed clinical social worker                               |
| Personal care services             | Licensed professional counselor                               |
| Home dialysis                      | Inpatient psychiatric                                         |
| Federally Qualified Health Centers | Mental health center                                          |
| Rural Health Clinics               | Outpatient Drugs                                              |
| Dental and denturist services      | Case management                                               |
| Pharmacy                           | Institutions for mental diseases for persons age 65 and older |
| Home Health                        | Indian Health Services (IHS)                                  |

The services are paid by a number of payment methodologies: fee for service, percent-of-charges, Resource-Based Relative Value Scale (RBRVS), Diagnosis Related Groups (DRG), Ambulatory Payment Classification (APC), Prospective Payment System (PPS), Relative Value for Dentists (RVD) and negotiated rates.

For additional information regarding Montana Healthcare Programs, please refer to the Montana Department of Public Health and Human Services Report to the 2017 Legislature available in the procurement library.

Yes, DXC certifies Offeror has read, understands, and will comply with each requirement in this section.

DPHHS is accountable for a myriad of programs to make sure Montanans have access to quality healthcare. The Department's explanations of the programs and waivers in Section 3.5 of the RFP shows the depth and breadth of the responsibility you manage daily. DXC understands the importance of the programs contained in the Montana Healthcare Programs.

As the largest fiscal agent and MMIS provider in the country, DXC understands your programs. We have designed our solutions and services around the business processes related to these programs. We deliver efficiency, automation, and quality in our tools, as well as professionalism, knowledge, and honed skillsets in our people with the end goal of allowing the Department to manage their business with confidence. State staff can focus on their duties, not on the tools supporting them. Our tools are easy to navigate, intuitive to use, and designed around the user experience.

Specifically, the Provider Services solution is designed to support the Montana Healthcare Programs. Through the innovative online enrollment wizard, providers can spend less time on administrative tasks related to the programs and more time providing quality care to the members. Through the flexibility in provider types and specialties we manage in the solution, members can easily access the appropriate provider for their need and benefit coverage.



## **3.6 MONTANA HEALTHCARE PROGRAMS ENTERPRISE**

The Montana Healthcare Programs enterprise is comprised of multiple components and services that support activities related to provider enrollment and maintenance, population health management, care management, benefit management, claims adjudication, payments, reporting and other business processes necessary to administer Montana Healthcare Programs.

### **3.6.1 Current MMIS Environment**

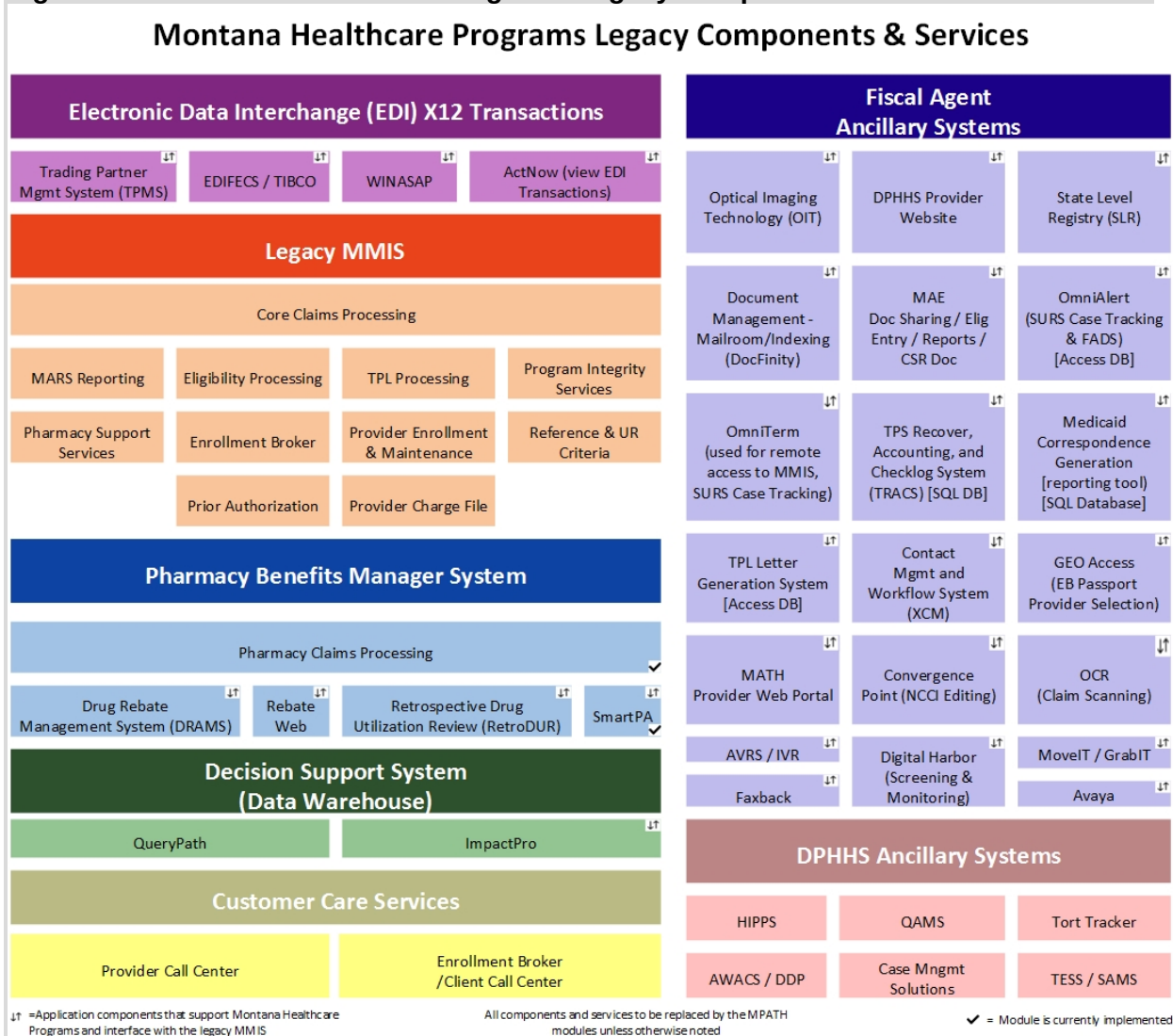
The current Montana Healthcare Programs enterprise is comprised of a newly implemented pharmacy claims processing system, FlexibleRx, and a compilation of 48 other legacy systems and services.

Montana's core MMIS system is a mainframe Custom Information Control System/Virtual Storage Access Method (CICS v3 r1.0/VSAM v4.2) and utilizes Common Business-Oriented Language (COBOL v4.2) legacy language that has been in operation since 1985. The MMIS was updated in 1997 and certified by CMS in 1998. Conduent is contracted with the State to provide fiscal agent operation services. The State has found it necessary to replace the current MMIS with more modern solutions and services due to the old technology and data integrity of the remaining legacy components. Ongoing system maintenance and enhancements are extensively delayed due to the dated technology and are further impeded by the limited number of knowledgeable resources familiar with the COBOL language.

In addition to the core MMIS, a number of other components are necessary to support Montana Healthcare Programs business objectives. Figure 3.6.1 represents the current Montana Healthcare Programs environment.



**Figure 3.6.1 Montana Healthcare Programs Legacy Components and Services**



### **3.6.2 Legacy Components and Services**

Table 3.6.2 represents the approximate number of Montana Healthcare Programs Legacy Systems Users.

**Table 3.6.2 Montana Healthcare Programs Legacy Systems Approximate Users Count by Component Group**

| Component                                 | Users |
|-------------------------------------------|-------|
| Legacy MMIS                               | 425   |
| Pharmacy Claims Processing and Management | 120   |
| Legacy DSS                                | 225   |
| DPHHS Ancillary Legacy Systems            | 1855  |
| Fiscal Agent Ancillary Legacy Systems     | 550   |

#### **3.6.2.1 Electronic Data Interchange (EDI) X12 Transaction Components/Services Trading Partner Management System**

The Trading Partner Management System (TPMS) is the system that is used to create and manage the types of EDI transactions that trading partners have enrolled to submit and receive.

##### **EDIFECS/TIBCO**

EDIFECS/TIBCO is the software used to verify the information contained in EDI transactions meet the necessary requirements.

##### **WINASAP**

WINASAP5010 is free billing software offered to providers enrolled with Montana Healthcare Programs to create, and submit X12 compliant EDI claims transactions.

##### **ActNow**

ActNow is software used by the customer care center to view and research EDI transactions.

#### **3.6.2.2 Pharmacy Benefits Management System Components/Services**

##### **FlexibleRx**

FlexibleRx, the Pharmacy Claims Processing and Management module is an on-line, real time pharmacy claims adjudication system. Today, FlexibleRx receives member eligibility and provider information from the legacy MMIS. Adjudicated claims are sent to the MMIS for payment generation to providers. FlexibleRx was implemented December 2015 as the first legacy replacement module within the Montana Healthcare Programs enterprise and was certified by the Centers for Medicare and Medicaid Services (CMS) on February 15, 2017.

##### **Drug Rebate Analysis and Management System (DRAMS)**

The Drug Rebate Analysis and Management System (DRAMS) is an application which calculates and maintains records of rebate amounts paid for pharmacy claims to provide the necessary data for CMS for reporting on drug rebates.

##### **Rebate Web**

Rebate Web is a web based application where drug rebate invoices and associated claim level detail are uploaded for manufacturer drug rebate management.

##### **Retrospective Drug Utilization Review**





Retrospective Drug Utilization Review (RetroDUR) uses a member's drug utilization history to create a usage profile which is then used to help prevent instances of drug abuse, misuse, or fraud. This service is currently contracted to Mountain Pacific Quality Health.

#### **Smart PA**

SmartPA is a web based service that interfaces with the pharmacy claims processing system (FlexibleRx) and provides prior authorization validation services during adjudication for pharmacy claims.

### **3.6.2.3 Decision Support System Components/Services**

#### **Query Path**

QueryPath is a secure web-based application used for ad hoc reporting and analysis of Montana Healthcare Programs data stored in the legacy data warehouse.

#### **Impact PRO**

Impact PRO is a Windows server/workstation-based application that analyzes Montana Healthcare Programs claims data for predictive modeling purposes to identify and member risk for care management activities.

### **3.6.2.4 Customer Care Services**

#### **Provider Call Center**

The provider call center are fiscal agent services contracted by DPHHS to assist providers with inquires related to enrollment, billing, member eligibility, claims and benefit limits.

#### **Enrollment Broker/Member Call Center**

The enrollment broker/member call center facilitates member enrollment into care management programs, assignment of a primary care provider/medical home, conducts outreach, and provides information and education to eligible Montana Healthcare Programs members. Additionally, this service performs provider enrollment outreach and education of the care management programs.

### **3.6.2.5 Fiscal Agent Ancillary Systems**

#### **Montana Access to Health Web Portal**

Montana Access to Health (MATH) Web portal is a web based tool for providers to enroll with Montana Healthcare Programs, submit electronic claims, view remittance advices, check member eligibility, view claims based medical history, and as well as other provider self-service activities.

#### **Automated Voice Response/Integrated Voice Response System**

The Automated Voice Response /Integrated Voice Response system (AVR/IVR) is a provider self-service tool used to verbally supply member eligibility information, provider payment and claims status.

#### **FaxBack**

Faxback is another provider self-service tool used to supply member eligibility information or claims status to providers via fax machine.

#### **Avaya**

Avaya is used by the current fiscal agent for automated call distribution and supports customer relationship management.



**Digital Harbor**

Digital Harbor is a tool used by the current fiscal agent to complete automated provider screening and monitoring activities required by the Affordable Care Act (ACA) for new provider enrollments, revalidating providers and monthly monitoring of all actively enrolled providers.

**Optical Imaging Technology**

Optical Imaging Technology (OIT) is used by the current fiscal agent to capture, store, and retrieve imaged documentation in electronic form that are stored in a document repository.

**Optical Character Recognition**

Optical Character Recognition (OCR) software is a tool used by fiscal agent resources to scan claims for automated input into the MMIS.

**DPHHS Provider Website**

The DPHHS Provider Website is a provider resource, administered by the current fiscal agent that houses provider manuals, fee schedule and notices. Additional resources include; claims and electronic billing instructions, provider FAQs, training, program information, provider newsletter (Claim Jumper) as well as links to the MATH Web Portal and other helpful provider resource information.

**DocFinity**

DocFinity is used by the fiscal agent for document management which includes document scanning, indexing, searching and viewing.

**Montana ACS Extranet**

Montana ACS Extranet (MAE) is a secured website, hosted by the fiscal agent that provides a venue for DPHHS and the fiscal agent to view, exchange and store information including reports, reference documentation, formal correspondence and provider communication logs. MAE also serves as an eligibility entry portal for certain Montana Healthcare Programs. Customer service requests (CSRs) and file update requests (FURS) are also managed and stored in MAE.

**OmniAlert**

OmniAlert provides statistical peer group comparison as a tool to analyze behavior patterns of healthcare providers and members to investigate possible fraud, waste and abuse.

**OmniTerm**

OmniTerm is a terminal server used to obtain remote access to fiscal agent applications including SURS case tracking, MAE and the MMIS.

**Third Party Recovery and Checklog System**

The Third Party Recovery and Checklog System (TRACS) is an SQL database used by the fiscal agent to manage recovery activities such as carrier billing, provider credit balances, member TPL verification work items and trauma letters.

**Medicaid Correspondence Generation Tool**

The Medicaid Correspondence Generation Tool is a SQL database used by the fiscal agent used to generate Montana Healthcare Programs correspondence to providers and members.



### **Third Party Liability Letter Generation Tool**

The Third Party Liability (TPL) Letter Generation System is an access database used to generate letters specifically for recovery activities, i.e., credit balance, trauma letters)

### **State Level Registry**

State Level Registry (SLR) is an application used to administer the Electronic Health Record (EHR) provider incentive program.

### **Conduent Case Management**

Conduent Case Management (CCM) is a cloud based workflow automation tool which is also used for contact management.

### **GEO Access**

GEO Access is used by the MMIS Managed Care subsystem to geographically map providers who are near to a member's physical address.

### **MoveIT/GrabIT**

MoveIT/Grab IT is used to provide secure file processing, storage and transfer.

### **Convergence Point**

Convergence Point is the tool used for claim NCCI editing as a part of the claims adjudication process.

### **3.6.2.6 DPHHS Ancillary Systems**

#### **Health Insurance Premium Payment System**

The Health Insurance Premium Payments System (HIPPS) is a tool used by DPHHS staff for evaluating and tracking health insurance premium payment activities.

#### **Quality Assurance Management System (QAMS)**

QAMS is used to track trends, medication errors, and reporting critical incidents.

#### **Tort Tracker**

The Tort Tracker is database utilized by DPHHS staff for third party liability recovery activities.

#### **Agency Wide Accounting Client System (Developmental Disabilities Services)**

The Agency Wide Accounting Client System (AWACS) is the system used by the waiver program for case tracking, budgeting, creating and maintaining member plans of care and invoicing.

#### **Case Management Solutions**

DPHHS has a number of disparate case management solutions to support current waiver and member care management services.

**Shortgrass-** This system is used for overall case management, developing and maintaining plans of care, cost plans and wait lists for two waiver programs.

**Therap-** This system is used for incident reporting.

#### **The Eligibility Screening System**



The Eligibility Screening System (TESS) is used to perform eligibility entry for individuals covered under the Mental Health Services Plan state funded eligibility and Mental Health Services Crisis Stabilization Program.

**Substance Abuse Management System**

The Substance Abuse Management System (SAMS) is used to track substance abuse treatments and outcomes for Federal Reporting and provider payment.

**Web Infrastructure for Treatment Services**

Web Infrastructure for Treatment Services (WITS) is a web based application used to collect reporting requirements and manage primary prevention programs for substance abuse prevention and treatment

Yes, DXC certifies Offeror has read, understands, and will comply with each requirement in this section.

The MPATH journey DPHHS is embarking on will modernize and streamline today's cumbersome and outdated systems and business operations. DXC looks forward to being a part of the journey to an automated, integrated, enterprise such as MPATH. As the Department reviews available solutions, they will find the DXC Provider Services modules are proven in real world situations, not designs yet to be implemented.

The Provider Services solution is a set of modules DXC has independently developed to supply the functional capabilities required for provider services. We are implementing the Provider Management component for Kansas and the Enrollment component is operational in Colorado. This means we are bidding a product to meet CMS and state guidelines for the Provider module and that has states' approval.

The Provider Services solution comprises the following modules:

- Provider Management
- Provider Enrollment
- Provider Portal
- Provider Screening (to support credentialing)

Montana will be the beneficiary of this new—but proven—technology and the lessons we are learning from its implementation in similar state environments.

We understand that moving from legacy systems to a SaaS supported by a COTS approach demands a real change in mindset: SaaS and COTS products are built for many customers and rely on the ability to be configured to accommodate individual customer needs.

DXC has created highly configurable modules, allowing for uniquely configured implementations while still retaining those features that most customers find useful. This shift from the prevalent custom deployment model to the SaaS/COTS model will include a business model shift in the identification, feature planning, and functional testing of enhancement releases. We will work actively with DPHHS leaders through these new processes.

In a SaaS/COTS environment, the focus is on confirming requirements for configuration instead of new development. With this understanding, we are referring to these sessions as "Business Function Review sessions" in the work plan and throughout the proposal. These sessions document the business processes supported and how we will implement them with the product's native capability. The clear focus is to realize the business needs within and through



the product's parameters removing the need for custom development for the Department. We have successfully used this approach in our commercial healthcare implementations over the past 20 years.

A key to the future shift in the MMIS business model is responsiveness to change. MMIS offerings are maintained independently in individual state silos with little use across the overall Medicaid market. In the immediate and near future, the SaaS/COTS MMIS approach provides a means of directly sharing enhancements and federal mandates across multiple customers promptly and cost-efficiently through frequent releases of new capability.

Our platform offering is designed to adopt technological change over time. For example, if a new document or correspondence management commercial package is selected, the loosely coupled approach to integration with such technologies makes it much easier to replace packages. Continuous improvement and functional growth are built into the planning and release schedules. We plan on a module by module basis to address business requirements.

As a SaaS/COTS product providing reuse of the same version of software ongoing to multiple customers on our services, our modules are highly configurable for policy changes through the rules engine and at each layer of the product. Changes include personalization, workflow, user access, and integration across modules and within specific functional areas. This is fundamentally different from the application and platform customization that has traditionally been deployed in the state healthcare industry solely available for one customer.

We have been planning, driving changes, and moving forward with a new Medicaid modular delivery suite, making a dramatic departure from the models of the past. These technology and delivery models have been in operation for more than a decade in other industries and are proven to bring efficiencies when followed. We hope DPHHS will allow us to bring these solutions to the MPATH environment.

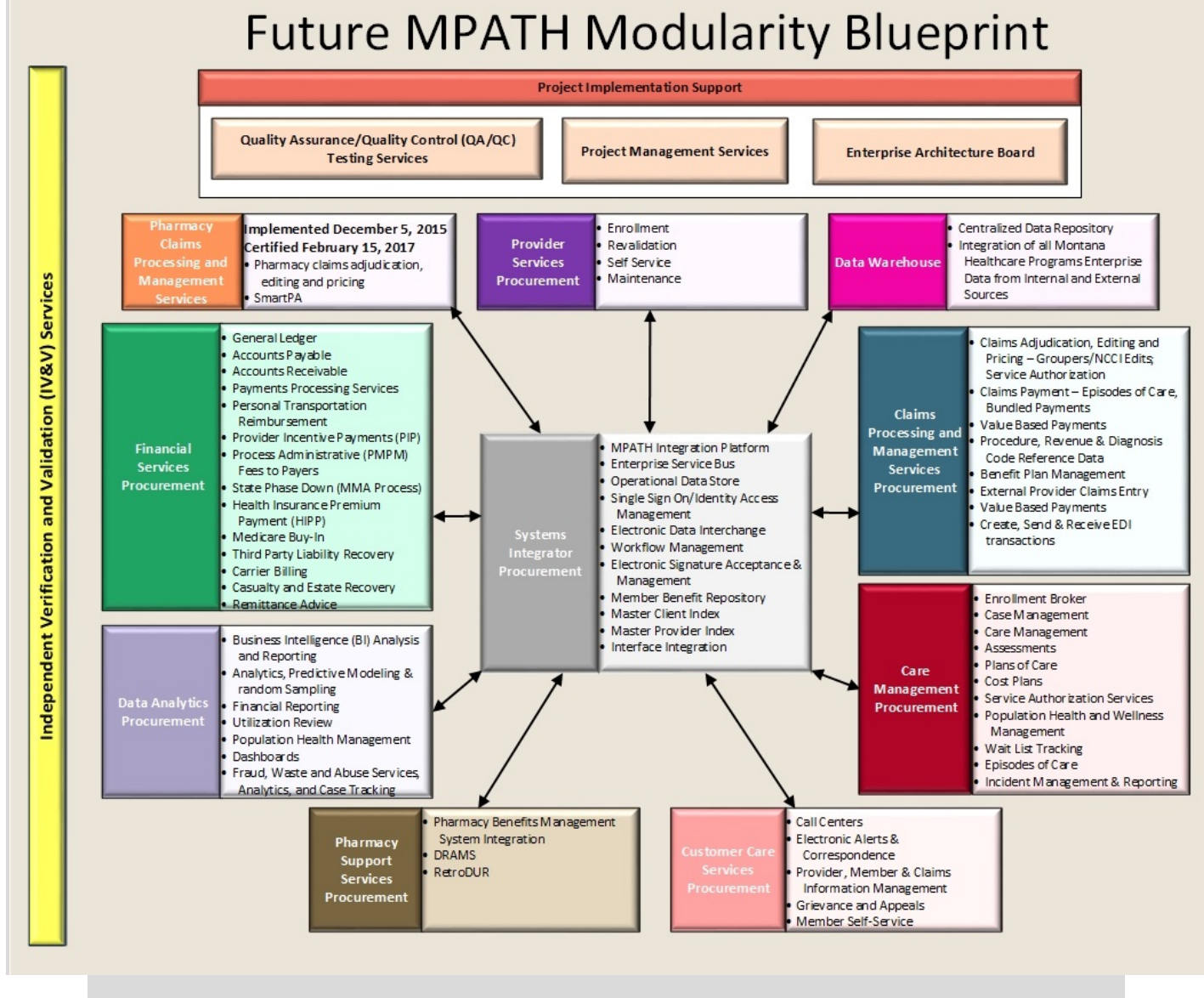
### **3.7 FUTURE MPATH ENVIRONMENT**

The future MPATH environment will be an enterprise framework of integrated systems and services enabled by an enterprise services bus (ESB). The exact composition of the enterprise framework will evolve over time as existing legacy solutions are replaced with more modern, flexible solutions that better meet DPHHS' current and future business needs.

DPHHS will contract with multiple vendors who will each provide a discrete set of components and/or services to support the MPATH modules and components. Each contractor will be responsible to operate and maintain its provided solution and will work with the Systems Integration Services Contractor to integrate the solution with rest of the MPATH Integration Platform. Figure 3.7 below illustrates a high level view of the to-be future MPATH Modularity Blueprint Environment.



Figure 3.7 Future MPATH Modularity Blueprint



Yes, DXC certifies Offeror has read, understands, and will comply with each requirement in this section.

As a leading provider of healthcare technology, DXC has spent the last 45 years learning, growing, honing skills, and acquiring knowledge. We have moved from our beginnings as a claims processing organization to a true provider of program management services, including healthcare policy, payment models, data analysis, and industry trends consultants. We work daily among our national, state, and local customers who also are knowledgeable and experienced in healthcare policy, payment models, data analysis, and industry trends. We can deliver this expertise to Montana as DPHHS implements the modularity blueprint described.

We are recognized as a leading contributor to industry standards and proven practices through our active participation in the industry consortia and standards bodies that shape standards and



proven practices in the healthcare industry. Besides active participation in the organizations that shape healthcare policy, our greatest strength is the level of experience that the DXC product teams brings. Our healthcare product owners who oversee and direct the business module feature set development are unparalleled in their expertise.

This team knowledge is gained from hands-on, application knowledge and is summarized in the following years of experience:

- More than 530 collective years of healthcare experience
- More than 325 years of state healthcare experience
- More than 250 years of commercial healthcare experience
- A Healthcare Product Owner team that brings an average of 22 years of experience with delivering healthcare solutions

This level of experience matters because our team has front-line experience with public and private healthcare programs and policies, the technology that supports these programs, and the governance bodies that shape the programs. With this experience and understanding, DXC will support emerging technologies and make them work for DPHHS and each of our customers.

We have been planning, driving changes, and moving forward with a new Medicaid modular delivery suite, making a dramatic departure from the models of the past. Working with customers such as DPHHS confirms our commitment to continually enhance our MMIS solution development. We understand the siloed subsystem view of the MMIS is no longer operable in today's interconnected world. As such, we continue to advance our future technology components to meet solution needs for government healthcare programs. The concept of modularity is not without significant challenges—business and technical. We have the experience, knowledge, and talent to navigate these waters and deliver to your unique needs, and we present solid options for growth and maturity.

## **3.8 STAKEHOLDERS AND GOVERNANCE**

### **3.8.1 Governing Stakeholders**

The following stakeholders will contribute to decisions guiding and impacting the MPATH Program

**Center for Medicare and Medicaid Services (CMS):** CMS is the government entity responsible for authorizing enhanced federal funding for the design, development and installation or enhancement of a state's MMIS. The Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule, effective January 1, 2016, expanded the definition of mechanized claims processing and information retrieval systems to include a "System of Systems". This "System of Systems" allows enhanced federal funding for installation or enhancement of open source software, proprietary software, services, shared services, module, COTS software, and Software as a Service (SaaS) that comprise a State's MMIS enterprise. The Contractor and DPHHS will work with CMS and comply with all regulations to ensure the combination of solutions are certified and meet all federal reporting requirements necessary to ensure CMS authorization of enhanced federal funding.

**Department of Public Health and Human Services (DPHHS):** DPHHS is responsible for the administration of Montana Healthcare Programs and for the administration and oversight of the MPATH modules and components. The following Divisions are directly involved in the MPATH Program.



The Medicaid and Health Services Branch of DPHHS is responsible for contractual administration and Fiscal Agent management responsibilities.

The Human and Community Services Division (HCSD) is responsible for Member eligibility determinations.

The Business and Financial Services Division (BFSD) is responsible for the accounting and financial functions of Montana Healthcare Programs.

The Health Resources Division (HRD) is responsible for overseeing and managing the Acute, Physician and Hospital programs. The care management, Healthy Montana Kids (HMK) and Montana Health and Economic Livelihood Partnership (HELP) programs are also located in this Division.

The Senior and Long Term Care Division (SLTC) is responsible for overseeing and managing the Nursing Facility Services and Home and Community Based Services programs.

The Addictive and Mental Disorders Division (AMDD) is responsible for overseeing and managing the adult mental health, behavioral health, home and community services, and chemical dependency programs. The State funded MHSP is also located in this Division.

The Quality Assurance Division (QAD) is responsible for all activities related to Program Integrity and third party liability programs.

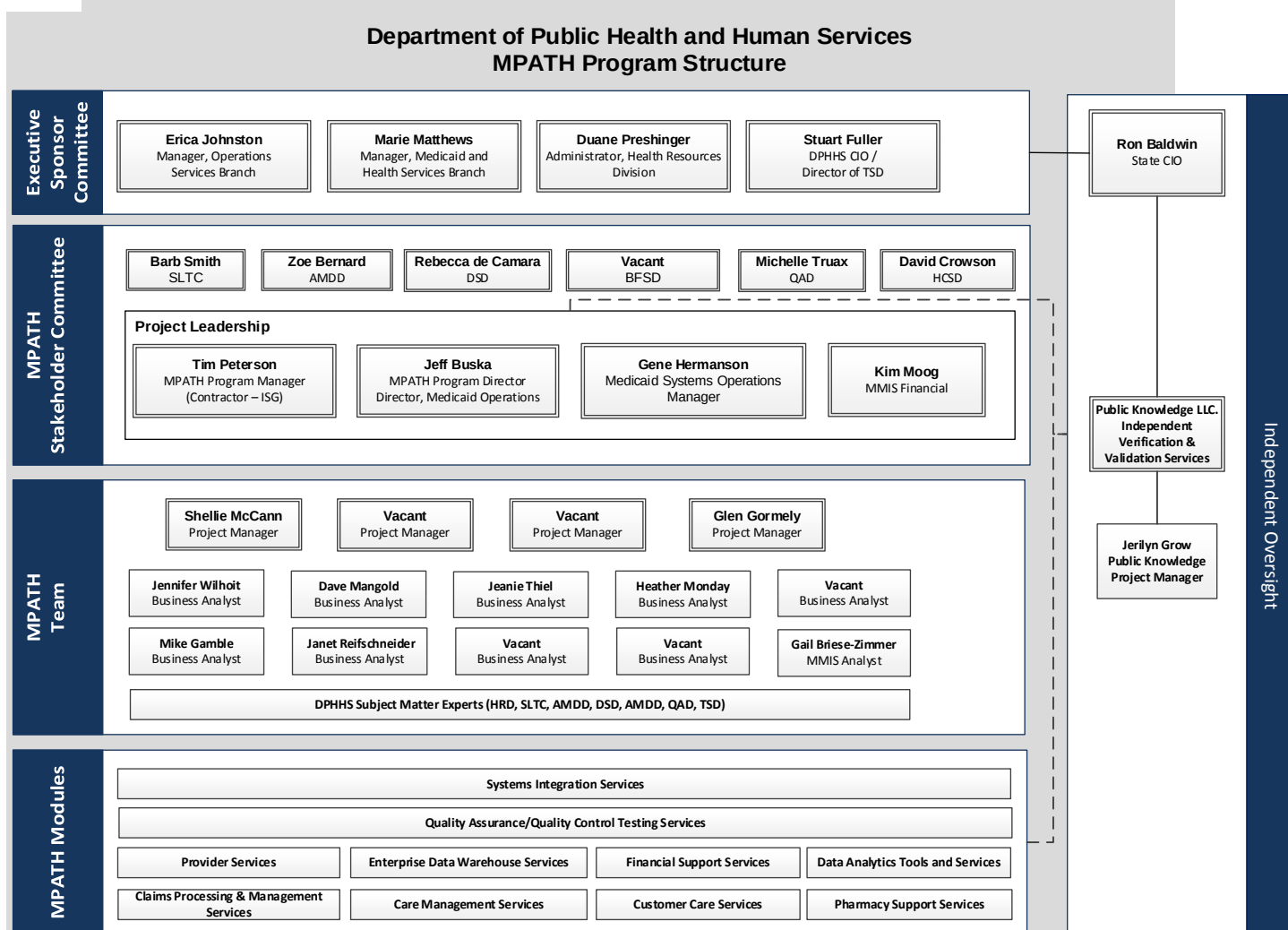
The Disability Services Division (DSD) does not currently reimburse providers through the MMIS system. However, the DSD will be utilizing the new systems and services procured via the MMIS Replacement Program. This division is responsible for overseeing the Developmental Disability, HCBS waiver and the Children's Mental Health program.

For additional information on the State programs and a DPHHS organization chart, please refer to the DPHHS website at  
<https://dphhs.mt.gov/Portals/85/Documents/bureauorgchart.pdf>





**Table 3.8.1 MPATH Program Structure**



**Executive Sponsor Committee:** The Executive Sponsor committee members include Erica Johnson, Manager of the Operations Services Branch, Marie Matthews, Manager of the Medicaid and Health Services Branch, Duane Preshinger, Administer of the Health Resources Division, and Stuart Fuller DPHHS CIO/and Director of the Technology Services Division (TSD). The committee's role is to make enterprise wide decisions regarding the modularity program, set priorities, provide recommendations and guidance, and monitor modularity program status and issues.

**MPATH Stakeholder Committee:** The MPATH Stakeholder Committee is made up of the division administrators from each DPHHS division and the MPATH Program leadership. The division administrators advise the MPATH Program Leadership on business requirements, program rules and policies. The Division administrators also ensure subject matter experts are available to MPATH DDI Team as necessary to provide detailed insight into specific processes or procedures.

**Program Director:** The Program Director, Jeff Buska, administers the Medicaid modularity modernization effort, provides program updates to the MPATH Stakeholder Committee



members and supervises the program personnel. The Program Director will oversee the Contract and will be a primary point of contact for contractual matters, in conjunction with the Program Manager.

**Program Manager:** The Program Manager, Tim Peterson, coordinates each module project across the Montana Healthcare Programs Modularity Program. The Program manager monitors scope, schedule, issues, risks, issues and quality for all module specific projects. The Program Manager is responsible for reporting project status to the Program Director, the MPATH Stakeholder Committee and the Executive Sponsor Committee. The Program Manager will also oversee the Contract and will be a primary point of contact for contractual matters, in conjunction with the Program Director.

**Medicaid Systems Operations Manager:** The Medicaid Systems Operations Manager, Gene Hermanson, administers the MMIS legacy contracts, supports the Program Director administering the Medicaid modularity effort, and provides updates to the MPATH Stakeholder Committee members.

**MPATH Program Management Office:** The MPATH Program Management Office is comprised of the Program Director, Program Manager and MPATH module Project Managers. The Program Management Office will meet regularly to review Program status, scope, schedule, issues, risks, and quality and will make recommendations to the DPHHS Stakeholder Committee and the Executive Sponsor Committee.

**Project Governance Team:** For each MPATH module there will be a project governance team comprised of the Program Director, the Program Manager, and the module specific Project Manager. The project governance team will meet regularly with the Contractor to review project status, scope, schedule, issues, risks, and quality and will make recommendations to the DPHHS Stakeholder Committee and the Executive Sponsor Committee. The project governance team will also be responsible for approving project deliverables and change requests.

**Project Manager:** For each MPATH module, a Project Manager will be designated by the Program Director to work with the Contractor's project manager to coordinate DPHHS activities related to the project. The Project Manager will be responsible for day-to-day contract administration and ensuring compliance with the contract, monitoring scope, schedules, issues, risks and quality.

**Lead Business Analyst:** For each MPATH module, a lead business analyst will be designated by the Program Director and Program Manager to work with the Contractors to participate in requirements validation, solution review sessions and other project meetings. The Lead Business Analyst will be responsible for research and provide timely responses to Contractor inquiries and requests, completing deliverable reviews and conducting parallel and user acceptance testing.

**Independent Validation and Verification (IV&V) Contractor:** The State's IV&V Contractor, Public Knowledge LLC., is responsible for assessing project management methodologies and project execution and validates conformance of the product and project to RFP requirements and to the contract. The IV&V Contractor further assists the MPATH Program Management Office in monitoring project schedule, scope, quality, risk and completing MECT milestone reviews and Certification activities for each project.



### **3.8.2 Impacted Stakeholders**

The following stakeholders will be directly impacted by the Montana Healthcare Programs Modularity Program:

**Members:** The MPATH Program will provide stakeholder-centric solutions that improve outcomes for Montana Healthcare Program members and provide timely and accurate communications to members.

**Providers:** The MPATH Program will provide stakeholder-centric solutions that enable providers to enroll in Montana Healthcare Programs, revalidate and maintain their enrollment information, to submit claims, to receive timely and accurate reimbursements, and to resolve inquiries through self-service tools where possible.

Yes, DXC certifies Offeror has read, understands, and will comply with each requirement in this section.

DPHHS, CMS, Public Knowledge, and providers deserve a vendor who can work well with stakeholders, maintain open communications, and instill transparency in the MPATH project. DXC is that vendor. We have the project governance experience needed to collaborate with the stakeholders and respect the final word from the decision makers.

An effective Project Governance structure will be critical to successful integration and to keeping the project on schedule. But that structure need not impede the ability for stakeholders to have input and participate in the project. DXC will collaborate with DPHHS to implement governance and verify project stakeholders can accomplish the following:

- Streamline project oversight and systems development using common processes
- Provide real-time clarity to project progress and status using proven tools
- Support use of established standards (data and technical) to enable interoperability
- Promote sharing, provide efficient access to asset reuse, and take advantage of existing solutions

DXC will instill a disciplined approach of project management communication as part of overall governance across the enterprise. Based on our philosophy of open communication, DPHHS will receive timely, accurate communication of a project's status and overall results.



## 3.9 HIGH LEVEL SCOPE OF WORK

The Provider Services solution will replace and modernize provider enrollment and management functionality provided by the legacy MMIS and the Montana Access to Health (MATH) Web Portal. The Provider Services solution will meet Montana's "to be" vision, for the Provider Eligibility and Enrollment, Provider Management, as well as other applicable MITA business areas, detailed in the MITA 3.0 State Self-Assessment found in the Procurement Library.

The Provider Services module will support a web-based self-service tool, for providers to electronically enroll and revalidate provider record information. The self-service enrollment and maintenance portal must be configurable by provider criteria that includes at a minimum, provider role (e.g., ORP, Rendering, Attending, and Billing/Pay-to Providers, Trading Partner) provider risk level, and provider classification (e.g., physician-family practice, physician-oncologist, hospital-acute care, registered nurse-pediatrics) and other required criteria detailed in Attachment F, Requirements Matrix. In addition, the Provider Services module must also support provider maintenance activities for external and internal users that are founded on business process driven workflow automation principles.

The web-based application will collect required information to support decisions regarding approval or denial of a provider's enrollment request. The online application will accept the electronic attachment of supporting documentation and collect required electronic signatures. The solution would leverage integrated automated workflow so that data and documentation are routed to appropriate unit responsible for decisions on provider enrollment applications. In addition, providers may complete periodic updates and revalidation of their enrollment information via the self-service web portal.

The web-based application(s) will adhere to NIST security standards and all federal and state requirements and all laws, rules, and regulations such as HIPAA and the Affordable Care Act (ACA).

## DXC Response

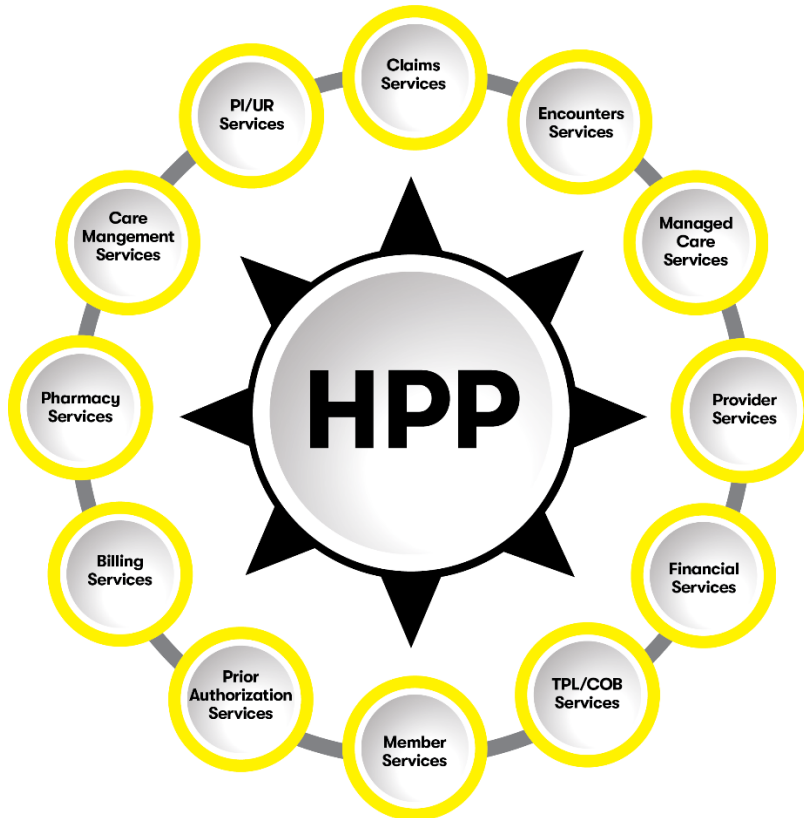
The Department's RFP outlines clear definitions regarding the Provider Services technology and business processes you seek. The solution DXC proposes meets the following goals outlined:

- Replace and modernize provider enrollment and management functionality
- Meet Montana's "to be" vision, for the Provider Eligibility and Enrollment, Provider Management, as well as other applicable MITA business areas
- Support a web-based self-service tool, for providers to electronically enroll and revalidate provider record information
- Support provider maintenance activities for external and internal users that are founded on business process driven workflow automation principles
- Adhere to NIST security standards and all federal and state requirements and all laws, rules, and regulations such as HIPAA and the Affordable Care Act (ACA)

The Department will receive a robust system and professional services by choosing DXC as your Provider Services vendor. To deliver on the Department's goals, we will be providing the Provider Services suite of tools from our Healthcare Payer Platform (HPP). Leveraging our vast experience and innovation expertise, DXC has developed a SaaS/COTS-based, MITA and CMS Conditions and Standards aligned Healthcare Services solution that is designed for both fee-for-service and managed-care models.



Each set of Services within HPP is composed of unique, discrete modules that can be stood up individually, or linked as part of our complete DXC Healthcare Payer Platform (HPP). HPP contains 12 modular business service areas, each comprised of individual modules that work in concert with each other or with payer modules from other vendors. HPP would support the Department in its CMS-driven goals of moving to more modular solutions over time as our stand-alone modules can be implemented incrementally.

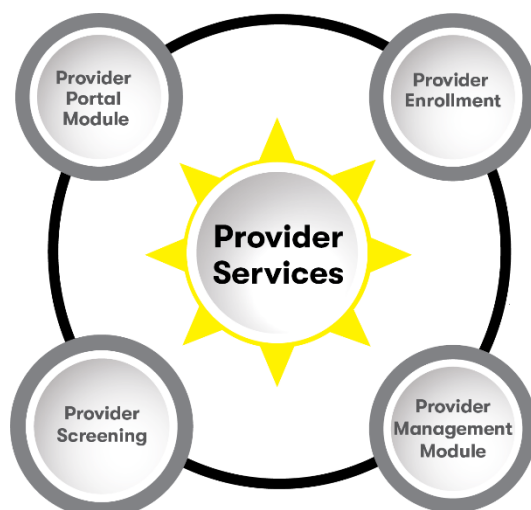


For the Montana/NASPO RFP, we are proposing our Web-based Provider Services set of modules. The Provider Services set of modules offers Provider Management business functionality. The Provider Services modules contain functionality to process provider enrollments and screening, identify providers in health plan networks, and set up varied provider contract reimbursement methods. The Provider Services segment of our HPP solution contains four distinct modules: Provider Enrollment, Provider Screening, Provider Management, and Provider Portal.

These Provider Services modules componentize and upgrade current provider network management and

contracting capabilities by including required provider enrollment processes. We have used our experience to increase efficiency and accuracy in Provider processing, making it simple for providers to participate in the Medicaid program. New tools automate the verification process—validating appropriate licensure, certification, and other authority—to support participation criteria and requirements.





We built the HPP offering on a foundation of business features that directly address the CMS business-certification checklist. By design, the solution delivers core business functions to users in a way that promotes efficient user interaction. DXC system designers applied the principles of adaptability and flexibility in building the solution, incorporating an ability to configure it to deliver the business functions you need. Our solution is a composite of modern technology designed for efficiency, accuracy, and scalability. We are delivering our Provider Services modules in a Software-as-a-Service (SaaS) model, with the components residing in the Microsoft Azure cloud with select multi-tenanted SaaS elements. This approach embraces the CMS and healthcare industry

direction for reuse of products through SaaS delivery. For instance, our software architecture supports both multi-tenancy and hybrid infrastructure in the cloud to fully realize SaaS.

We designed the Provider Services solution with flexibility in mind, architected and implemented on current technology that supports multiple platforms. This allows us to address and fold in technological change over time. Because our solution uses SaaS/COTS products, continuous improvement and functional growth are built into both the planning and release schedules.

Our Provider Services modules closely align with the MITA 3.0 Framework, as the following graphic shows.

#### Provider Management Suite Alignment with MITA

| Provider Enrollment Module                                                                                                                                                                                                                                                                                                                | Provider Screening Module                                                                                                                                                                                                                                                                                                                                                                                                | Provider Management Module                                                                                                                                                                                                                                                                                                                                                                                                        | Provider Portal                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Features include:</p> <ul style="list-style-type: none"> <li>· A wizard-driven enrollment portal application process</li> <li>· Workflow tool that illustrates end-to-end workflow</li> <li>· Help desk built on the DXC CXaaS platform</li> </ul> |  <p>Module features include:</p> <ul style="list-style-type: none"> <li>· Compliance with Affordable Care Act (ACA) using an DXC-developed workflow</li> <li>· Automated step that invokes the provider screening service on a monthly basis</li> <li>· Applies categorical risk level of "limited," "moderate," or "high"</li> </ul> |  <p>Module features include:</p> <ul style="list-style-type: none"> <li>· Easy navigation that enables users to access what they need, when they need it, through web-based UX</li> <li>· Provider data and updates maintained in real time</li> <li>· Call center built on the DXC CXaaS platform for optimal provider experience</li> </ul> |  <p>A user-friendly, self-service portal that includes:</p> <ul style="list-style-type: none"> <li>· Access to various provider materials such as manuals, webinars, training, and FAQs</li> <li>· Efficient search features and functions</li> <li>· 24x7 availability that accommodates provider schedules</li> </ul> |
| <p><b>Designed for MITA 3.0 Framework to increase the MITA maturity level of our customers—performs enrollment and disenrollment, manages eligibility and data inquiries, and supports provider communications, appeals, and outreach</b></p>                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                              |

DXC's Provider Services segment is designed for full self-service and robust automation through each channel. Our proposed solution assumes that most enrollments will be managed through self-service and automation, thus improving the provider experience and turnaround times for bringing providers onboard to the Medicaid program.





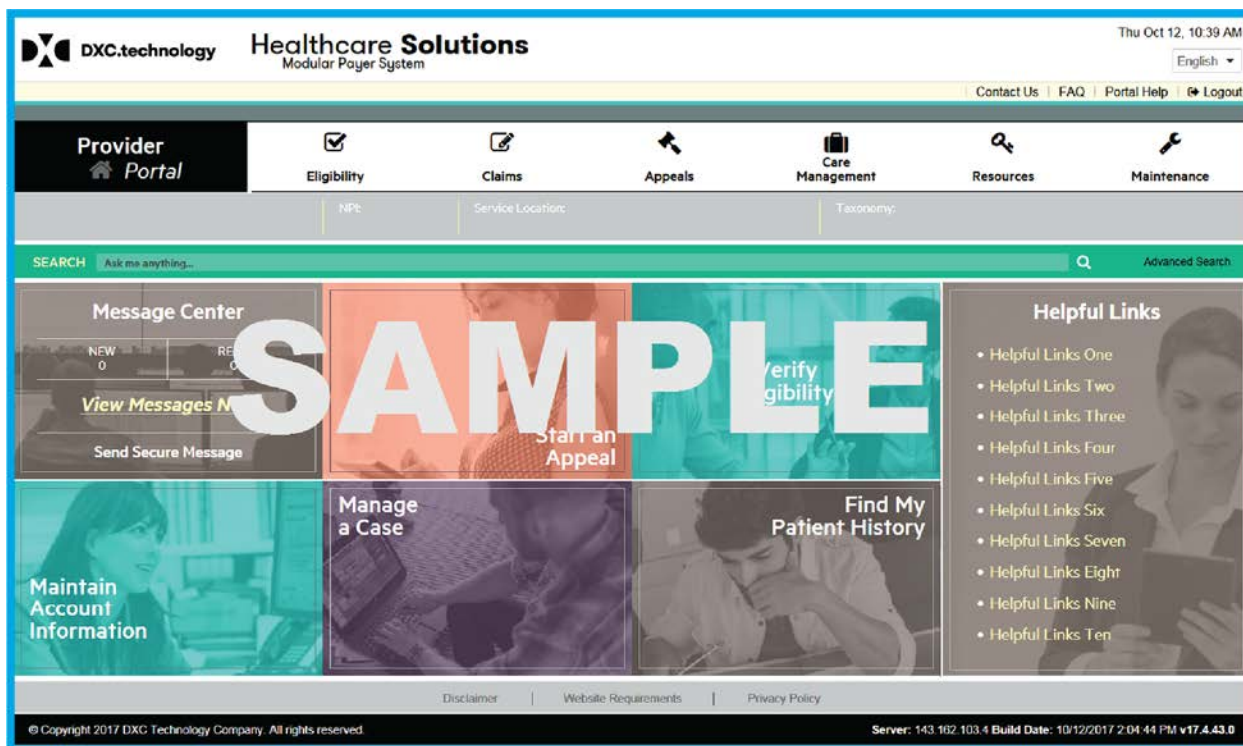
The Department's Provider Management program will flourish under the watch of DXC. We will deliver our experience in running provider management functional areas in other Medicaid programs. We also will deliver top experienced Medicaid staff members from around the country, providing service excellence to the provider community. Montana's providers will have a positive experience interacting with our team and our tools.

The Provider Management module within Provider Services is operated and maintained to support proper administration of healthcare programs. Data in the Provider Master File will include provider taxonomy, provider type, provider specialty, provider demographic information, group affiliations, billing agency, service locations, and provider identifiers. The master file also captures details about the provider that were submitted during the application process including licenses, disclosing entities and tax identification for payment processing. The Provider Management module also includes provider-specific rate information.

The Provider Management module accepts data from the Provider Enrollment process, transactional uploads of data, and direct-data-entry by authorized staff. Through edits in the system, the data is verified and validated to confirm the provider data is complete, correct, and appropriate. Provider Termination can be accomplished through business rules, such as because of inactivity, or through direct-data-entry for cause.

Providers will have a robust Provider Portal to access needed information, submit forms, and perform a variety of functions. Our solution empowers providers through self-service capabilities that enable more efficient access to, and more effective use of, relevant information. The following figure shows a sample of the Provider Portal landing page.

DXC Healthcare Solutions Provider Portal



Our Healthcare Solutions Provider Portal is a secure, regulations-compliant platform, safeguarding Protected Health Information (PHI) and Personally Identifiable Information (PII). The portal solution follows regulations and compliance relating to the following:



- HIPAA
- Health Level Seven (HL7) Continuity of Care Document (CCD)
- National Council for Prescription Drug Programs (NCPDP)
- Web Content Accessibility Guidelines (WCAG)
- ADA Section-508

Our proven portal solution sets the foundation for a self-service model for providers. The 24 x 7 access provides easy-to-use and intuitive design, encouraging users to navigate the site to locate necessary information.

To achieve success in the Provider Services implementation, maintenance, and operations, we will use our project management interactive Tracking Repository and Collaboration Exchange (rTRACE) tool, a tool that has become a favorite of many of our other Medicaid state customers. Acting as our project repository, rTRACE will support team collaboration by making information easily and readily available to project stakeholders. At the same time, it will provide the configuration management required to manage and control changes to sensitive, important documentation.

DXC builds web-based applications using the NIST-800 guidelines as control standards to comply with security, confidentiality, and audit controls. We make sure those applications comply with the most current applicable laws, regulations, and standards, including the following list:

- NIST SP 800
- Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Standards
- CMS MECT security and privacy checklists for certification
- Federal and state mandates (including the State Medicaid Manual)
- Federal and state legislation and the Information Practices Act (Civil Code section 1798, et seq.)
- American Recovery and Reinvestment Act of 2009 (ARRA)
- Privacy Act of 1974
- ISO 17799 Standards
- Affordable Care Act

Our robust set of tools and DXC's professional staff will enable each of the detailed requirements of Section 3.10 to be met or exceeded. The following sections outline, in detail, how the Provider Services modules will assist the Department meeting your goals.

The Provider Services module procurement is a multi-state cooperative procurement initiative through NASPO ValuePoint. NASPO ValuePoint® is a cooperative purchasing program among states. This solicitation is managed by a multi-state Sourcing Team, led by Montana. Other sourcing team states include Oregon, South Dakota, South Carolina and Wyoming. As such, there is functionality within the Provider Services module scope that are not required by every participating state. Therefore, Optional Services have been included to be priced separately which will allow each state to determine if the optional functionality and/or services should be included in their specific scope of work. If the Optional Services cannot be implemented with the Core Services without affecting the Core Services timeline, the State may consider adding an additional implementation phase to the Provider Services schedule. Below is a list of the Optional Services detailed further in Section 3.10. Requirements for the





base Provider Services Module and Optional Services are also included in Attachment F - Provider Services Requirements Matrix.

Additional Provider Services Option A

- Self-Service Member Eligibility and Limit Verification Inquiry
- Self-Service Claim Status Inquiry
- Claims Based Medical History
- Upload Files
- View/Download Files
- Online Provider Appeal Request
- Self-Service Primary Care Case Management (PCCM) Member Display
- Online access to enter claims

Additional Provider Services Option B

- Conduct Provider Site Visits
- Include Reference Documentation
- Provide Technical Help Desk Support
- Provider Services Call Center
- Staffing
- Collect and Enter State Auditor's Office Financial Information
- Provider Services Call Center Management System
- Integrated Voice Response System/Automated Voice Response System

DXC has read and understands the NASPO ValuePoint® is a cooperative purchasing program among states. We hope to participate in the cooperative purchasing program and are submitting bids for the entire program. In addition to Core Services, DXC is bidding on the systems and services for both Option A and Option B.

A successful Provider Services solution will provide a variety of self-service options with a seamless end-user experience for Montana Healthcare Programs providers. If the vendor selected for the Provider Services module does not provide the optional services, these services will be provided by the Customer Care Services vendor.

DXC is providing the variety of self-service options outlined in the core requirements and the Option A requirements. Our provider portal delivers a 21<sup>st</sup> century user experience with the efficient navigation of information, and proven tools to the provider community.

Self-service features include the following:

- **Enrollment:** Provider enrollment through the portal is a simple, secure, and highly efficient process. Portal usage greatly reduces basic clerical errors providers often make when completing paper applications, and sends the data directly into workflow eliminating manual data entry. Portal applications eliminate a main reason for returned provider applications.
- **Claim Submission:** Providers or their staff can create claims through direct data entry and submit them in real time. Direct data entry allows a provider to quickly submit a claim without intermediary or additional software. Each claim type—professional, pharmacy, dental, and institutional—and supporting attachments can be submitted through the portal.



- **Transaction Submission:** In addition to direct data entry, providers or their trading partners can upload batch claims files. Providers may submit 837-compliant transactions through billing vendors or their own approved transactions. Additionally, providers may submit, adjust, and inquire about claims or encounter statuses through the provider's secure portal account.
- **Authorizations:** The same processes for claims entry apply to Prior Authorization (PA) requests as well. The entire process is automated—from requesting a PA, checking status, reviewing history, and communicating with the agency.
- **Demographic Maintenance:** The secure Provider Portal contains a Demographic Maintenance page. This allows providers to view and change their information directly, versus having to contact the fiscal agent. Providers can, for example, change practice data (such as services provided), location, and whether they are accepting new clients. Because this is accessing information stored within the claims processing system, changes a provider makes will take effect in real time.
- **Delegation Management:** Portal users can be granted access to client information. Initially, providers need to apply to create a secure Provider Portal account. When established, the provider creates a portal administrator who is responsible for creating users within the organization. Users may be granted access to portal functions. Access is role-based, meaning that the Provider Portal administrator may limit a user to one portal function, multiple functions, or all functions.
- **Notifications:** The Provider Portal allows a provider to subscribe for email notifications generated from the payer system. This portal feature supports back-end processing to verify the desired notifications are being delivered to the appropriate providers at the accurate email address. The number and type of notification categories available are configurable by the customer.
- **Appeals:** The ability for the provider to initiate a claim appeal through the portal for the purpose of disputing the adjudication of the claim.

Each of these features, and others, is detailed in our responses in the following section — 3.10 Detailed Scope of Work.

## 3.10 DETAILED SCOPE OF WORK

The Department of Public Health and Human Services (DPHHS) defined the scope of work stated in the Requirements Matrix which is included as Attachment F of this RFP. Unless otherwise noted as Option A or Option B requirements, Attachment F requirements are Mandatory requirements and may only be changed through written approval of DPHHS and the Contractor. The requirements in section 3.10, unless otherwise noted, shall apply throughout the life of the Contract. Additionally, the Contractor's scope of work must be performed within the proposed cost for each project phase as defined in Attachment G – Provider Pricing, Schedule B - DDI Payment Milestones.

DXC has read and will comply with the scope of work directions for this procurement, as stated above in the introduction to 3.10. DXC is responding to Core requirements as well as Option A and Option B. We understand that Attachment F requirements are mandatory and can be changed only through written approval of DPHSS. The costing in Attachment G is based on our



careful study of the Contractor's scope of work; our work will be performed within the costs identified in Attachment G.

To demonstrate our understanding of and compliance with the scope of work requirements in Section 3.10 and Attachment F, we have responded to each Attachment F requirement, in the corresponding subsections where they apply.

### **3.10.1 Technical and Information Architecture Requirements**

The Systems Integration Services Contractor, will define the common data model, establish the MPATH Integration Platform, including use of the ESB, and provide an inventory of Application Programming Interfaces (APIs) as well as performing other systems integration efforts. Module Contractor(s) must work with the Systems Integration Services Contractor to integrate with the MPATH Integration Platform. The "to-be" technical architecture and supporting technology requirements for the MPATH modules and components are defined in Attachment F, Requirements Matrix.

The Department can rely on DXC to work with the Systems Integration Services Contractor in a collaborative and cooperative manner, for the success of the MPATH program. Our Provider Services technical and information architecture will provide ease of interoperability with the other modules. Our solution is a custom built product for universal integration into payer systems.

Our response to the 10 subsections of 3.10.1 describe the essential technical elements of our Provider Module solution for Montana and the states participating in the NASPO ValuePoint cooperative purchasing program.

#### **3.10.1.1 Compliance**

This section addresses compliance with state and federal statutes, policy, mandates as well as industry standards required for the Contractor's Scope of work. Offerors must describe how their solutions and operational approach meet each of the Compliance requirements detailed in Attachment F, Requirements Matrix.

In return for CMS Federal Financial Participation, states must seek solutions that comply with industry standards and enhance interoperability and accessibility for healthcare processing. Our solutions have evolved and continue to transform in response to the changing standards landscape.

The following graphic shows how our solutions comply with state and federal mandates.



|                                                                                   |                                     |                                                                                                                                            |                                                                                                                                               |
|-----------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Modularity</b>                   | Provider Management Suite with Defined APIs and service event integration                                                                  |  <b>Coordinated plug-and-play business features</b>         |
|  | <b>MITA Business Processes</b>      | Aligned to MITA Provider Management business processes                                                                                     |  <b>Increased process maturity</b>                          |
|  | <b>Industry Standards</b>           | Based on standards, including ACA 1104 and 508 compliance                                                                                  |  <b>Driving reuse and efficiency</b>                        |
|  | <b>Workflow Orchestration</b>       | Process maturity through workflow orchestration                                                                                            |  <b>Improved standardization and automation</b>             |
|  | <b>Business Rules Engine</b>        | Automation and adaptability through Business Rules Engine engagement                                                                       |  <b>Increased automation and agility</b>                    |
|  | <b>Software as a Service</b>        | SaaS Model meeting RFP standards and CMS preferences                                                                                       |  <b>Efficient business function deployment</b>              |
|  | <b>CMS Conditions and Standards</b> | Loosely coupled, reusable components, configurable, supported by COTS products, interoperable with the MES for successful business results |  <b>Architectural alignment to CMS framework principles</b> |

The solution-ready architecture of DXC solutions embeds security into each level of the enterprise architecture.

## Attachment F Requirements for Compliance

In the following narratives, we provide a response to each of the Attachment F requirements for Compliance. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|            |       |                                                                                                                                                                                                                                                            |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP01 | The Contractor shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Contractor. The Contractor shall provide the transferred records and data in a format agreed upon by the State. |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will, upon request by the State or at the end of the contract, transfer or destroy documentation in our custody. We will provide the transferred records and data in a format agreed upon by the State. Whether turning over the system and operations to the Department or another contractor, DXC's innovative chain-of-custody process enables us to track the information that has left our physical site and keep a record of the reconciliation of the information after it reaches its final destination.

The following figure is an example of the Chain of Custody template, which DXC will use to verify that we deliver each turnover asset.



## Example of Chain of Custody Template

| MMIS Data Transfer - Chain of Custody Log                                                                                         |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               | Control Number:               | Page# of                |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|
| All users of this form must have read and signed the - Acknowledgement and Receipt of all Security Policies and Responsibilities. |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               | CoC Begin Date:               | CoC Lifecycle End Date: |
| SECTION 1 - DT Information                                                                                                        | AI#<br>WBS#                                                                                                                                                                                                                                                                                    | Description of Data/Information Transferred | Encryption Type<br>(e.g., Key, WinZip 256 AES*) | Media Type<br>(e.g., Hard Drive, DVD, 3490 Tapes, Paper), Assets, or Electronic File Transfer                                                                                                                                                                                                                                                                                                                                                                          | PHI<br>Y/N | SSN<br>Y/N                                                                                                                                                                                                                    | TOC & Inventory Report<br>Y/N |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             | WinZip                                          | CD                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | N          | N                                                                                                                                                                                                                             | Y                             |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
| SECTION 2 - Chain of Custody - Use additional CC Logs if necessary                                                                | Organization<br>(e.g., H.S.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         | HP                                          | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered-Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking#   |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       | DMS                                         | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         | DMS                                         | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
| SECTION 3 - A. Reconciliation/ B. Disposition                                                                                     | A. Data Reconciliation                                                                                                                                                                                                                                                                         |                                             |                                                 | B. Disposition of Original Media                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   | <input type="checkbox"/> The receiver of the data reconciled to originator's total number of records/files/folders when loading data to MF/NMF systems.<br><input type="checkbox"/> LiveLink data - Reconciliation not required if downloaded from AR-MMIS.<br><input type="checkbox"/> Other: |                                             |                                                 | <input type="checkbox"/> Tapes/CD/DVD securely stored in xxx Library<br><input type="checkbox"/> Tapes/CD/DVD securely stored in xxx DC<br><input type="checkbox"/> Tapes/CD/DVD Destroyed<br><input type="checkbox"/> Encrypted Hard Drive erased to DoD standards<br><input type="checkbox"/> Encrypted DMS-issued Thumb Drive reformatted<br><input type="checkbox"/> Media sent to Shred vendor for secure destruction<br><input type="checkbox"/> Other, explain: |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   | Signature and Printed Name                                                                                                                                                                                                                                                                     |                                             | Date/Time                                       | Signature and Printed Name                                                                                                                                                                                                                                                                                                                                                                                                                                             |            | Date/Time                                                                                                                                                                                                                     |                               |                         |
|                                                                                                                                   | X                                                                                                                                                                                                                                                                                              |                                             |                                                 | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |                                                                                                                                                                                                                               |                               |                         |

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The Chain of Custody process is particularly important for handling sensitive Protected Health Information (PHI) to verify that we successfully accomplish the transfer of sensitive data and demonstrate responsibility for its security.



For documentation destroyed rather than transferred, before any data or document is destroyed, DXC will seek explicit permission from the Department. DXC will sanitize media containing PHI/PII or other sensitive information before re-use, or will destroy it if no re-use is intended or possible. The types of media are subject to this requirement include computer hard drives, CDs and DVDs, removable diskettes, and tapes. For paper being destroyed, we use secured bins to hold sensitive paper materials on site. Our BAA-certified vendor then removes and destroys the paper materials.

|            |       |                                                                                                                                                                              |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP03 | The Contractor shall notify the State in writing within five (5) business days following initial detection of suspected fraud or abuse and provide supporting documentation. |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will notify the State in writing within five business days following initial detection of suspected fraud or abuse and provide supporting documentation.

Suspected fraud can come from various sources such as the provider call center or through provider relations representatives and may involve situations such as the following:

- Identify theft
- W-2 fraud
- Dissatisfaction with services provided or with the provider
- Transportation vendor issues

In these instances, the DXC staff members work with their leadership team to gather information. That information is passed to the DXC Quality Assurance (QA) team and the DXC privacy and security officer. If after review with leadership and the QA/Security team it appears potential fraud has occurred, DXC staff members will notify the Department of the following information:

- Member involved
- Provider involved
- Entity who committed the potential fraud
- Source of the information

DXC will then work with the Department on follow-up actions.

|            |       |                                                                                                                                                                        |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP04 | The Contractor's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs. |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has full integration of the Medicaid Information Technology Architecture (MITA) initiative with business, architecture, and data required to support the Department's healthcare programs.

Our Provider Services solution embodies the vision of MITA. Our solution is modular, configuration-driven, and has full workflow and rules integration. The Provider Services modules



use service-oriented architecture (SOA) principles from the ground up and comply with the MITA 3.0 framework to meet the CMS mandates and Montana's goals.

The solution we deliver to the Department will support a high level of maturity in the business, information, and technical architecture as follows:

- The business maturity component employs the BPM tool, K2 blackpearl, which provides a basis for business processes that are repeatable and consistent over time. The requirements for provider enrollment and screening will be met using a DXC-developed workflow adaptable to fit the Department's business needs.
- The information architecture alignment will be supported using a business rules engine, InRule Rules Server, and the configurable nature of submission requirements. The rules and submission requirements are human-readable and can be efficiently maintained and exported, if desired. DXC can customize existing business rules in the product to support the Montana Medicaid Program.
- The central technical architectural component will be the SOA model used to integrate system components. The technical architecture promotes secure data exchange with providers and with other Department systems.

|            |       |                                                                                                                                                                                                                                                                          |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP05 | The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The Department may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate). |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC adheres to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. We acknowledge the Department may require a longer retention period on an exception basis to support ongoing business needs, such as TPL recovery and drug rebate.

Based on the Department's specific record retention policies, the DXC document management system will adhere to and support document data retention and deletion. A records life cycle comprises many phases, from creation to final disposition and destruction. DXC has historically been and is currently responsible for Medicaid data and record retention in multiple states, so we understand the business drivers and can be trusted to be the custodian of your records. We protect and secure data during the entire life cycle.

#### Document Life Cycle



The Provider Services Solution will comply with state and federal records management policies and retention schedules. We are well-versed in and comply with federal Medicaid record retention laws found in 42 CFR 431, 45 CFR Part 74 and 2-6-212.





|            |       |                                                                                                                                            |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP06 | The Contractor shall have written policies governing access to, and duplication and dissemination of all individual or entity information. |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|

DXC has written policies governing access to, and duplication and dissemination of individual or entity information. We customize these policies to align with our customer's policies and contract requirements. We advise our employees that they are subject to these confidentiality requirements. They are also required to sign a confidentiality agreement as shown in the following figure.

### DXC Employee Agreement

**DXC.technology**

On \_\_\_\_\_, 20\_\_, I received the DXC.technology Privacy and Security training for healthcare accounts. I understand the importance of maintaining a private and secure work environment and the consequences of any breaches thereof.

I understand by signing this form that I agree to comply with the provisions of the following as amended from time-to-time: Health Insurance Portability and Accountability Act (HIPAA) of 1996 including compliance with its implementing regulations 45 CFR Parts 160 through 164; and 42 CFR 431, Subpart F, the Privacy Act of 1974, P.L. 93-597, all other applicable State and Federal laws relating to the protection of health information including their implementing regulations, if any, and the DXC.technology privacy and security plan applicable to the account(s) I am supporting or the DXC.technology service offerings I am delivering.

In addition, I will keep confidential information concerning members and medical providers, including protected health information (PHI) as defined under HIPAA and/or other applicable laws or the DXC.technology privacy and security plan(s), the business of the MMIS account I am supporting, its financial affairs, its relations with its citizens and its employees, as well as any other information which may be specifically classified as confidential by the account and or DXC.technology. I agree not to use the information that I have access to, including PHI, for any purpose other than to perform the services I have been authorized to perform in the manner that I have been instructed to perform such services. I will report any violation that I am aware of concerning the unauthorized use or breach of the above immediately to a DXC.technology manager.

I understand that violation of any of this agreement may result in my immediate removal from the DXC.technology workplace.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_ / / \_\_\_\_\_

**The employee understands they are agreeing to comply with federal law.**

**Consequences for non-compliance are severe.**

DXC provides our employees with a copy of our written policies before access to confidential data is permitted. Employees are required to complete New Hire HIPAA training at the time of employment and HIPAA Awareness training annually.

|            |       |                                                                                                                                                                                                                        |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance | CMP07 | The Contractor shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and ensure user interface standards account for the various forms of colorblindness. |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|





The DXC Provider Services components comply with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and standards related to various forms of colorblindness. Our solutions also meets Web Content Accessibility Guidelines (WCAG) 2.0. The following table shows how our web-based solutions, including the Provider Portal, meet the standards from the ADA and WCAG.

| Guidelines                                                                                                                                                                    | DXC Solution                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, Braille, speech, symbols or simpler language. | We have hover-text for each item on the page and alt-text icons for additional instructions. The ability to increase or decrease text size can be made available.                                                                                                                                                                                                                                              |
| Provide alternatives for time-based media.                                                                                                                                    | Our time-based function is related to inactivity timeout for security reasons. During the Section 508 compliancy initiative, we added an interim step to prompt users that their session will time out because of inactivity. The amount of time before auto-log off is customer-configurable. Also, within the prompt, users can request additional time for their sessions, essentially resetting the timer. |
| Create content that can be presented in different ways (for example simpler layout) without losing information or structure.                                                  | The portal has a simple structure. The pages are consistent in their design and layout.                                                                                                                                                                                                                                                                                                                        |
| Make it easier for users to see and hear content including separating foreground from background.                                                                             | Our feature with a foreground and background scenario is pop-up messages in response to user actions. These display in the foreground and a screen reader would automatically pick them up.                                                                                                                                                                                                                    |
| Make all functionality available from a keyboard.                                                                                                                             | The user can navigate to pages, panels, or fields using the TAB key to go forward and Shift-TAB to go backward.                                                                                                                                                                                                                                                                                                |
| Do not design content in a way that is known to cause seizures.                                                                                                               | As part of Section 508 compliancy, we confirm we have no flashing or flickering items on the screen.                                                                                                                                                                                                                                                                                                           |
| Provide ways to help users navigate, find content, and determine where they are.                                                                                              | The portal uses breadcrumb, tabular menu, and help tools.                                                                                                                                                                                                                                                                                                                                                      |
| Make text content readable and understandable.                                                                                                                                | Text in the portal is configurable. Default text is geared toward a sixth-grade reading level.                                                                                                                                                                                                                                                                                                                 |
| Make Web pages appear and operate in predictable ways.                                                                                                                        | The portal has a consistent look and feel throughout.                                                                                                                                                                                                                                                                                                                                                          |



| Guidelines                                                                                    | DXC Solution                                                                                                                                                                                                                                                                                    |
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| Help users avoid and correct mistakes.                                                        | The portal has predictive search lists where the user can start typing the first few characters and a related list will display an option allowing them to choose from drop-down lists, calendar icons where the user can select a date, and error messages when items are entered incorrectly. |
| Maximize compatibility with current and future user agents, including assistive technologies. | The pages are tested using a screen reader during the Section 508 compliancy testing.                                                                                                                                                                                                           |

DXC performs 508 compliancy testing on each product we deliver to our customers.

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| Compliance | CMP08 | The Contractor and its services, work products and final deliverables provided by the Contractor applicable to the services described in the scope of work shall be knowledgeable of and in compliance with pertinent State and Federal Statutes, CIO Promulgated Rules, State IT policies, rules, and standards for required system hardware, software and development tools and processes, and operational procedures when completed and accepted by the Department. The Contractor shall also be aware of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work. |
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DXC services, work products, and final deliverables will be in compliance with pertinent State and Federal Statutes, CIO Promulgated Rules, State IT policies, rules, and standards for required system hardware, software, and development tools and processes, and operational procedures when completed and accepted by the Department. DXC will also be aware of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work.

The DXC Healthcare Solution Framework (HSF) team is an internal team of industry professionals focused on our Medicaid Enterprise Systems (MES) solutions. They embody the CMS Conditions and Standards mandate of promoting the shared use of enterprise-wide technology-based solutions and increasing the use of SaaS/COTS products.

A main focus of HSF is to keep current on the legislative changes that are coming to Medicaid so that our products are aligned with those changes. The team analyzes and documents the requirements and effects of an initiative and evaluates the potential for shareable development effort, thus sharing artifacts in implementation of similar mandates. It is likely that each customer will implement a federal mandate differently or have a different business use, such as the ability to use ICD-10 codes and how they are used in policy. A solution flight plan is developed and shareable deliverables produced when feasible, reducing effect on operational accounts and helping customers maximize their program dollars.



Our HSF team members represent DXC in external industry organizations including National Medicaid Enterprise Hub (NMEH), the Council for Affordable Quality Healthcare (CAQH®), Committee on Operating Rules for Information Exchange (CORE®), and Workgroup for Electronic Data Interchange (WEDI) X12. The HSF team members play a key role in tracking industry regulatory changes, communicating and educating accounts and delivery organizations about required changes, and also validating quality of key project deliverables.

Our teams have actively worked on initiatives responding to regulatory guidance issued by CMS. Initiatives include the following:

- SSNRI
- Managed Care
- IRS 1095B HealthCare Coverage
- ACA Section 1104 Operating Rules Phase IV
- ACA Section 6028 Provider Enrollment and Screening
- CMS Transformed Medicaid Statistical Information System (T-MSIS)

Our HSF team continues to evolve and is proactively researching more than 450 ACA mandates for potential investment initiatives in the Medicaid healthcare space. The benefits the Department will see from this team include the following:

- Reduce solution variability
- Increase the probability of success
- Reduce overall delivery costs
- Improve use of best practices and common tools
- Improve knowledge sharing across accounts
- Improve use of staff
- Improve overall quality

Our solution will meet CMS regulations regarding Provider Eligibility and Enrollment. We will make sure the Provider Services Solution is compliant with regulations supporting the management of Medicaid and managed care programs and meets regulation implementation effective date requirements.

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| Compliance | CMP09 | The Contractor shall adhere to recognized best practices during the execution of the scope of work including the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series related to cyber security. |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will adhere to recognized best practices during the execution of the scope of work. This includes the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series related to cyber security. Our policies and practices reflect healthcare best practices and privacy excellence. In fact, Gartner, an information and technology research and advisory firm serving customers such as government agencies, has rated DXC [then HPE] a Leader in application security and network access control and a Visionary in data security. These are the highest-level ratings they provide.

We design our privacy policies and data-protection practices to comply with the law and earn trust and confidence. These practices apply to DXC and our subcontractors, suppliers, and trading partners. Our privacy policies and practices reflect and reinforce our company values of



trust, integrity, and quality. Internal and external audits confirm our compliance with federal laws and regulations, as well as State and Federal regulations, DXC policies, and best practices.

When creating our account security plans for each project, DXC typically incorporates the NIST Special Publication (SP) 800-18 Guide for Developing Security Plans for Federal Information Systems and SP 800-53, Security and Privacy Controls for Federal Information Systems and Organizations. Our security and privacy programs conform to industry standards and principles contained in the most current versions of the following rules, regulations, guidelines and directives.

## Compliance Standards

- NIST Publications
- FIPS Publications
- State Administrative Manual (SAM) and Health Administration Manual (HAM)
- Federal and State mandates (including the State Medicaid Manual)
- Federal and State legislation (including HIPAA and the Information Practices Act (Civil Code section 1798, et seq.)
- OMB Circular A-130
- FISMA Compliance
- Applicable ISO Standards
- Sarbanes-Oxley Act

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| Compliance | CMP10 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. |
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DXC will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version. We will support the Department to maintain compliance with MITA, to align to and advance in MITA maturity for business, architecture and data. Due to work as MMIS vendor to 22 states, we are well aware of MITA 3.0, Level 3 as the to-be state for provider management business area and the supporting business capabilities and processes.

## Currently Meeting MITA Standards

The DXC Provider Services solution uses an automated workflow engine with K2 software that drives process consistency, raising the MITA maturity of the business processes. The components we deliver to the Department will support a high level of maturity in the business, information, and technical architecture as follows:

- The business maturity component employs the BPM tool, K2 blackpearl, which provides a basis for business processes that are repeatable and consistent over time. The requirements for provider enrollment and screening from the Affordable Care Act (ACA) will be met using a DXC-developed workflow adaptable to fit Department business needs.
- The information architecture alignment will be supported using a business rules engine, InRule Rules Server, and the configurable nature of submission requirements. The rules and



submission requirements are human-readable and can be efficiently maintained and exported, if desired. DXC can customize existing business rules in the product to support the Montana Medicaid Program.

- The central technical architectural component will be the SOA model used to integrate system components. The technical architecture promotes secure data exchange with providers and with other Department systems.

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| Compliance | CMP11 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Industry Standards Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall ensure alignment with, and incorporation of, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act. |
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DXC will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-Industry Standards Condition or the latest MITA version. We will support the Department to maintain compliance with industry standards. The components we deliver to the Department will be in alignment with, and incorporate, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act.

### ***Currently Meeting MITA Standards***

The DXC Provider Services solutions use industry-standard techniques such as using web services for submitting and retrieving provider accreditation requests from federal and state databases. We will deploy the solution applications and services on flexible infrastructure where we can provision resources in real time to meet spikes in user demand. We will use standard HIPAA transactions such as X12, HL7, and CAQH-CORE standards whenever applicable for data exchanges.

Our modules and applications will comply with the following mandated standards and protocols:

- Accessibility standards established under Section 508 of the Rehabilitation Act or standards that provide greater accessibility for individuals with disabilities, and compliance with federal civil rights laws
- Standards adopted by the Secretary under Section 1104 of the ACA
- Standards and protocols adopted by the Secretary under Section 1561 of the ACA

Our Provider Services components comply with ACA provider screening and enrollment requirements. The enrollment system will use the National Provider Identifier (NPI) and taxonomy for identifying providers. DXC will follow ACA Section 1104 Operating Rules for collecting Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) information during enrollment. We will use industry-standard protocols for secured communication between the application and the provider.



DXC recognizes that the Industry Standards Condition applies to business, information, and technical architecture and will deliver a system with a high level of maturity in each area. The business architecture will be defined by the ACA and Department policy. The workflow and business rules are easily adapted to implement policies specific to the Montana Medicaid Program. The information architecture relies on industry data standards and EFT and ERA data collection as defined by the ACA CORE operating rules. The technical architecture promotes secure data exchange with providers and other Department systems. Our architecture uses a SOA model to provide for flexibility and growth.

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| Compliance | CMP12 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Leverage Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states. |
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The DXC team will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-Leverage Condition or the latest MITA version. We will support the Department to maintain compliance with leverage mandates. We promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.

### ***Currently Meeting MITA Standards***

The DXC solution for provider enrollment and screening is fully aligned with the Leverage Condition. We based our tool selection on the CMS-defined business requirements that apply to Medicaid programs throughout the country. While sharing a common solution, DXC also provides the flexibility to accommodate Department-specific rules and policies through a rules engine and workflows. The Department will have the benefit of a solution defined for national standards that includes methods to handle Department policy in a configurable manner.

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| Compliance | CMP13 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions -Business Results Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor shall support effective communications with providers and the public. |
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The DXC team will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-Business Results Condition or the latest MITA version. We will support the Department to achieve business results. As an experienced Medicaid Management Information System (MMIS) vendor, DXC understands the MITA Business Results Condition mandate for effective communications with providers and the public. Our solution will consistently meet or exceed operational performance standards during the life of the contract.



## ***Currently Meeting MITA Standards***

The Provider Services components drive the processes to greater maturity with program engagement through the web portal and standardizes the business processes through the workflow and business rules engine. These processes will provide the Department high quality in the enrollment results and faster program engagement for the providers.

For example, by automating the provider enrollment process in Alabama, we reduced returns to providers (RTPs) by 60 percent—from 33 percent to 13 percent. Automation eliminated many common data-entry errors and rework time on the part of providers and enrollment processors.

Maturity of the Business Results Condition tangibly affects the Department, providers, and covered recipients. DXC will deliver a system that will improve the effectiveness and efficiency of processes touched by provider enrollment. The BPM/workflow components of our solution raise the level of maturity of the Business Results Condition. The workflow tools are the basis for delivering a repeatable process for enrollments so that the same high level of quality applies each time a provider submits an application. Workflow includes tools to highlight conditions that require special attention, provide alerts and notification when appropriate, and track enrollments through the system so that timeliness can be measured and improved.

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| Compliance | CMP15 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions-Interoperability Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall ensure seamless coordination and integration with components, other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources. |
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The DXC team will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-Interoperability Condition or the latest MITA version. We will support the Department to achieve interoperable components in the MES. We provide seamless coordination and integration with components, other systems and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources.

## ***Currently Meeting MITA Standards***

The provider enrollment and screening application is built on SOA services as the basis for interoperability. DXC recognizes that interoperability applies to business, information, and technical frameworks. The K2 BPM tools enable a business process built as a standard for meeting the ACA requirements to be customized by the Department while retaining the components that have been configured to comply with federal guidelines. Business integration includes a rules engine and interfaces with external screening sources.



DXC will provide file-based interfaces as required by the Department to interface to the MES so that information is effectively shared between the modular components. The ability to easily exchange data with other systems supports use of a consistent set of data throughout the systems.

SaaS/COTS tools—including the business rules engine (InRule) and the BPM software (K2 blackpearl)—exchange data using a SOA platform and standards-compliant transactions exposed through web services. This framework supports extensibility of interfaces to other tools and systems.

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| Compliance | CMP16 | The Contractor shall be knowledgeable of and support the Department to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Modularity Standard or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Contractor's solution shall use a modular, flexible approach to systems development, including the use of open interfaces and exposed Application Programming Interfaces (API); the separation of standardized business rule definitions from core programming; and the availability of standardized business rule definitions in both human and machine-readable formats. |
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The DXC team will make itself knowledgeable of the Department's "to be" vision of MITA 3.0 Standards and Conditions-Modularity Standard or the latest MITA version. We will support the Department to achieve modularity in the MES. Our solutions use a modular, flexible approach to systems development, including the following:

- The use of open interfaces and exposed Application Programming Interfaces (API)
- The separation of standardized business rule definitions from core programming
- The availability of standardized business rule definitions in both human and machine-readable formats

### ***Currently Meeting MITA Standards***

DXC is a proponent of modular architecture. We will develop the business processes within the provider services domain as modular, configurable applications. DXC will use the ESB for communication and will work with the systems integrator contractor to achieve secure data exchanges between modular components. Using open standards of web services—including XML, SOAP, HTTP, WSDL, and UDDI—offers the greatest degree of modularity, flexibility, interoperability, and reuse.

As the Provider Services vendor, we will deliver a high-quality user experience and smooth coordination among stakeholders. We also will support the Department's effort to comply with CMS' intent for Medicaid systems to reduce system complexity and use modular architecture, specifically for Provider Services.

The stand-alone Provider Enrollment module will operate independently and can be loosely coupled into a cohesive MES using web services. The module architecture includes an





advanced business rules engine, InRule, supporting the ability for human-readable rules to be configured independent of the application code.

The Provider Services solution from DXC is a modular SaaS system that is designed to work with any payer system. Three aspects of the system architecture contribute to the modularity of the system—loose coupling, modular software, and configurability.

## Loose Coupling

The first modular attribute is that the system builds on a few well-defined integration points with other systems. This loose coupling of the application and its components provides the flexibility to use the system with multiple payer system applications.

## Modular SaaS/COTS Software

The second modular aspect of the system is that it is built with modular SaaS/COTS software. The tools include a business rules engine, a workflow/business process management (BPM) tool, reporting solution, letter generator, and a web-based user interface with forms. These components are integrated using standard web services so that the components are loosely coupled with each other.

## Configurability

The third major modular attribute is that the Provider Services solution is configurable to meet Department needs while minimizing modifications to application programs. Through a user interface, the Department can define and change the forms required for submission with the enrollment request. The business rules are built independently from application code. The configurable foundation for the system supports reuse, a condition CMS associates with the highest MITA maturity levels.

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| Compliance | CMP17 | The Contractor must provide the Department with compliance assurances for the Contractor scope of work. |
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DXC will provide the Department with compliance assurances for our scope of work. These assurances start with this proposal: we made the decision to respond to each individual requirement in Attachment F in order to provide the Department with the assurance that we have carefully read, analyzed, and complied with your requirements. The Cover Letter is further assurance that DXC will provide the resources and skilled team that will successfully complete the scope of work.

The compliance assurances will continue with the final contract, final scope of work, and work plan/schedule.

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| Compliance | CMP18 | The Contractor shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of the date of release for the RFP and with any changes that subsequently occur, unless otherwise noted. |
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DXC solutions and components, as well as staff, are compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of the date of release for the RFP. We stay compliant with HIPAA changes that occur.

We have an account security officer (ASO) assigned to each State Medicaid account, dedicated to privacy and security. The proposed ASO for Montana will oversee and be responsible for developing policies, procedures, and guidelines to protect individuals' privacy rights as specified in the HIPAA privacy regulations. The ASO reports through a separate management chain to validate that security issues are reported above the local account level, allowing complete transparency and giving security and privacy the highest possible priority.

The DXC Security and Privacy organization monitors the security of passwords, physical data, and standards, including secured coding standards. Logon logs, virus detection, and physical security also are under this organization's control. The local ASO is backed by a dedicated U.S. government privacy, security, and compliance officer at the corporate level for proactive planning on healthcare electronic data interchange (EDI), privacy, confidentiality, data compliance, and HIPAA rules as they are being formed at the national level.

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| Compliance | CMP19 | The Contractor shall enter into a Business Associate Agreement (BAA) prior to the initiation of work. The Contractor and the Department acknowledge and agree that the Business Associate Agreement is subject to HIPAA, and the HIPAA implementation regulations thereunder, and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations thereunder. Under the Agreement, both parties are responsible for security and privacy compliance and must take advantage of the appropriate security capabilities and measures and adequate data validation, as well as have appropriate policies and procedures in place to minimize or prevent unlawful access by any person who may have access to the entire database. |
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DXC will enter into a Business Associate Agreement (BAA) prior to the initiation of work for the Department. DXC acknowledges and agrees that the Montana Business Associate Agreement is subject to HIPAA, and the HIPAA implementation regulations thereunder, and the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations. Under the Agreement, we understand the Department and DXC are responsible for security and privacy compliance and must take advantage of the appropriate security capabilities and measures and adequate data validation. We will have appropriate policies and procedures in place to minimize or prevent unlawful access by any person who may have access to the entire database. We currently maintain BAAs with 22 Medicaid states.

In today's environment of increased information privacy and security requirements, organizations working in the healthcare industry must secure their web applications to protect the confidential healthcare information that they store, transmit, and receive. This is not just good business practice; it is federally mandated. Our solutions will safeguard Protected Health Information (PHI) and other sensitive data through best-in-class, integrated security applications combined with extensive standards-based processes. Our Provider Services solution will help



the Department anticipate and correct security problems before they occur, effectively analyze and manage security risks, and identify and respond to threats before they become critical.

DXC is a leader in meeting the demands of HIPAA and HITECH for state Medicaid programs, with an unmatched breadth of technological expertise. Security and privacy is embedded within the four layers of the architecture model—business, data, application, and technology—referenced throughout our proposal.

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| Compliance | CMP20 | The Contractor shall ensure all information not specifically identified as Protected Health Information (PHI) or Personally Identifiable Information (PII) as defined under HIPAA and/or HITECH is treated as privileged communications, held confidential, and must meet the terms and conditions specified in the RFP, BAA and Contract. |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Information not specifically identified as Protected Health Information (PHI) or Personally Identifiable Information (PII) as defined under HIPAA and/or HITECH will be treated as privileged communications and held confidential. DXC will meet the terms and conditions specified in the RFP, the BAA, and the contract. We apply security policies and procedures to information in our control, whether that fall under HIPAA and HITECH or not. We take seriously our mandate from our customers to protect and secure their assets—physical or digital. Our staff follow the “minimum necessary” rule when accessing, using, or disclosing confidential or sensitive information, including PHI/PII or other sensitive information.

We have a thorough understanding of HIPAA and HITECH requirements and far-reaching knowledge of State requirements and practices cultivated through decades of experience serving government clients. Drawing on our healthcare knowledge and expertise, policies and procedures are in place and are in compliance with standards of State and federal laws, requirements, and regulations, as well as other broadly accepted industry guidelines.

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| Compliance | CMP21 | The Contractor shall ensure that except as provided by law, no information in the possession of the Contractor about any individual shall be disclosed without prior written consent. |
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DXC confirms that except as provided by law, no information in our possession about any individual shall be disclosed without prior written consent. We will safeguard information entrusted to us as part of the Provider Services contract.

The DXC Account Security Officer (ASO) for this account will be responsible for the HIPAA required Accounting of Disclosures. The Accounting of Disclosures will include each event for which DXC disclosed PHI. We will not disclose PHI or other information without written consent of the Department or the owner of the information.



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| Compliance | CMP22 | The Contractor shall follow all applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems. |
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DXC will follow applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems. Our policies and practices reflect healthcare best practices and privacy excellence. In fact, Gartner, an information and technology research and advisory firm serving customers such as government agencies, has rated DXC [then HPE] a Leader in application security and network access control and a Visionary in data security. These are the highest-level ratings they provide.

The DXC Security and Privacy organization monitors the security of passwords, physical data, and standards, including secured coding standards. Logon logs, virus detection, and physical security also are under this organization's control. The local ASO is backed by a dedicated U.S. government privacy, security, and compliance officer at the corporate level for proactive planning on healthcare electronic data interchange (EDI), privacy, confidentiality, data compliance, and HIPAA rules as they are being formed at the national level.

Just as with system access, we base access to site facilities on role and function for employees and visitors. Physical safeguards include a badge access system to limit entry to restricted spaces, security cameras, security monitoring, hardened doors, traffic control devices, and procedures to prevent unauthorized access. We designate areas within the facility with access levels. A keycard controls the cardholder's access to areas within the facilities.

Visitors are required to sign a visitor log and present government-issued identification, after which we assign them a temporary keycard, if appropriate. Visitors other than designated contractors, vendors, and State-designated staff members require escort by a permanent badge employee throughout the facility. We deactivate keycards when we terminate employment or the visitor leaves the facility and audit the keycard inventory at the end of each day.

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| Compliance | CMP23 | The Contractor's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements. |
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The DXC data management approach and operational policies meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements. With our Provider Services modules, we propose a solution to meet the progressive business needs of the Medicaid program. We understand the importance of interoperability. Our solutions support interoperability with HIX and HIE, playing an important role in reaching higher levels of Medicaid Information Technology Architecture (MITA) maturity. We remain adaptable to the architectural standards changes that instill privacy and security required by the following:

- Health Insurance Portability and Accountability Act (HIPAA)
- American Recovery and Reinvestment Act (ARRA)
- Health Information Technology for Economic and Clinical Health (HITECH)
- CMS 7 Standards and Conditions (7SCs), including MITA
- Affordable Care Act (ACA)
- Other health mandates



Our Provider Portal solution is HIPAA, HITECH Act, ARRA, and ACA 1104 compliant. This is true whether the electronic health information is at rest, in transit, or in use. We adhere to HIPAA-standard transactions and HIPAA code sets for transaction processing, enforcing HIPAA security and privacy standards across the solution. We incorporate ACA Section 1104 and Section 1561 transaction standards and operating rules. We also support HL7 and Nationwide Health Information Network (NwHIN) standards in the larger healthcare ecosystem.

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| Compliance | CMP24 | The Contractor's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards which can be found in the Procurement Library.<br>The solution shall allow access from standard browsers without requiring specialized plug-ins or applets to function. |
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The DXC Provider Services solutions are compatible with multiple standard browsers in accordance to the State's IT Standards found in the Procurement Library. Our tools allow access from standard browsers without requiring specialized plug-ins or applets to function.

The sites will be accessible using common major web browsers such as, but not limited to, Chrome, Firefox, Internet Explorer, Edge, and Opera, and will be compatible with previous versions. We regression test our portals using Chrome, IE, and Firefox, using the current version and back two versions (-2).

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| Compliance | CMP25 | The Contractor shall retain, all original paper documents for fifteen (15) calendar days from the date the documents are received and have been scanned, indexed, stored in the ECM and meet verification process standards. Original documents may be destroyed once indexed and stored in the ECM and the retention period is met in accordance with State and Federal guidelines. |
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DXC will retain original paper documents for fifteen calendar days from the date the documents are received and have been scanned, indexed, stored in the ECM and meet verification process standards. Original documents will be destroyed once indexed and stored in the ECM and the retention period is met. Hardcopy documents will not be destroyed until a random review of the images has passed our internal Quality Assurance review.

Retention periods will be in accordance with State and Federal guidelines. The Provider Services Solution will comply with state and federal records management policies and retention schedules. We are well-versed in and comply with federal Medicaid record retention laws found in 42 CFR 431, 45 CFR Part 74 and 2-6-212.

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| Compliance | CMP26 | The Contractor shall maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract shall be readily ascertainable from such records. |
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DXC will maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. Charges applicable to the contract will be readily ascertainable from such records.

Documentation about charges included on the DXC invoice will be retained for the entire term of the contract. DXC Technology conforms to the standards and requirements for dates, revenue recognition, and invoice and purchase order requirements as provided in GAAP (Generally Accepted Accounting) and GAAS (Generally Accepted Auditing Standards). DXC will work with the Department to validate that invoicing transactions conform to federal and state regulatory requirements as prescribed.

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| Compliance | CMP27 | The Contractor will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements. |
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When applicable, DXC will make sure the technologies implemented as part of the Provider Services solution are in compliance with End User Licensing Agreements or other licensing arrangements. The Provider Services Solution is delivered by DXC as a right to use Software-as-a-service model based on the final contract terms and conditions.

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| Compliance | CMP29 | The Contractor shall comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols. |
|------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC systems and services for Provider Services comply with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols. The enrollment system uses the National Provider Identifier (NPI) and taxonomy for identifying providers. DXC will follow ACA Section 1104 Operating Rules for collecting Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) information during enrollment. We will use industry-standard protocols for secured communication between the application and the provider.

The following table outlines how our Provider Services solution meet the rules within Section 1104 of the ACA.

| Operating Rule                                              | DXC Implementation of Rule                                                                                                                                                                                                                |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rule 157: Eligibility and Benefits System Availability Rule | While this rule applies to eligibility and benefits inquiry, the provider and provider enrollment systems exceed the requirement. Interfaces to the provider system will support eligibility and benefits inquiry availability standards. |
| Rule 380: EFT Enrollment Data Rule                          | DXC's Provider Enrollment system meets the requirements for collecting provider data for new or changed EFT enrollment.                                                                                                                   |
| Rule 382: ERA Enrollment                                    | DXC's Provider Enrollment system meets the requirements for collecting provider data for new or changed ERA enrollment.                                                                                                                   |
| Provider Identification                                     | DXC's system uses the National Provider Identifier and the Healthcare Provider Taxonomy Code Set. Provider                                                                                                                                |



| Operating Rule                                                                       | DXC Implementation of Rule                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identification of Industry Standards                                                 | enrollment includes validation with National Plan and Provider Enumeration System (NPPES).<br>DXC participates in standards-setting organizations including X12, Workgroup for Electronic Data Interchange (WEDI), and Health-Level 7 (HL7). DXC actively participates in industry groups to identify new and evolving standards from CMS, Office of National Coordinator for Health Information Technology (ONC-HIT), and others. |
| Incorporation of industry standards in requirements, development, and testing phases | DXC implements best practices for systems development including requirements analysis, system testing, and user acceptance testing. The methodology is based on the ISO 9001:2008 quality standard, Capability Maturity Model Integration (CMMI) model, and the ITIL v3 framework.                                                                                                                                                 |

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| Compliance | CMP30 | The Contractor's solution shall ensure that all data necessary for legal requirements is retained. |
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DXC will make sure that data necessary for legal requirements is retained. We understand the criticality of documentation related to matters of litigation. The Department must satisfy legal obligations to retain records and satisfy regulatory requirements to keep certain types of data, sometimes indefinitely.

We have supported numerous customers in retrieving documents for legal discovery motions and evidence in legal proceedings. DXC understands the need to maintain those records after litigation, as instructed by the court or desired by the Department. We will comply with the schedules and time frames the Department outlines. We will document the processes for record retention of litigation materials in the operations procedures plan.

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| Compliance | CMP32 | The Contractor shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements. |
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DXC will provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements. We will use Department-specific disposal and retention schedules to manage file retention and archiving. As the current MMIS vendor for multiple states, we understand this requirement in detail and will perform to Department expectations.

We provide secure disposal and destruction of confidential information—such as, PHI, ePHI, and PII—regardless of format, in accordance with NIST Special Publication 800-88, Department policy, and federal rules and regulations using the most stringent controls. This includes hard copies and electronic media; for example, hard drives, data tapes, and USB drives.

### 3.10.1.2 Security

This section addresses security requirements for the Contractor's solution(s) and operations. Due to the nature of the information managed by the State, any event resulting in a potential



loss of confidentiality, integrity and/or availability of government data is unacceptable. Offerors must describe their approach to security and describe how proposed solution(s) meet each of the Security requirements detailed in Attachment F, Requirements Matrix.

## DXC Response

The Department will rely on the Provider Services vendor to keep the provider master file and other sensitive data secure. A security breach could result in financial, business, and personal damage to the Department or the providers. DXC is aware of the importance of provider data security and aggressively protects it through effective tools and procedures.

Our policies and practices reflect healthcare best practices and privacy excellence. In fact, Gartner, an information and technology research and advisory firm serving customers such as government agencies, has rated DXC a Leader in application security and network access control and a Visionary in data security. These are the highest-level ratings they provide. Our policies and procedures encompass the following:



We assign an account security officer (ASO) to each Medicaid account, dedicated to privacy and security. The proposed ASO for the Department will oversee and be responsible for developing policies, procedures, and guidelines to protect individuals' privacy rights as specified in the HIPAA privacy, MARS-E, NIST, and other state and federal statutes, regulations, and guidelines. The ASO reports through a separate management chain to validate that security issues are reported above the local account level, allowing complete transparency and giving security and privacy the highest possible priority.

The DXC Security and Privacy organization monitors the security of passwords, physical data, and standards, including secured coding standards. Logon logs, virus detection, and physical security also are under this organization's control. The local ASO is backed by a dedicated U.S. government privacy, security, and compliance officer at the corporate level for preemptive planning on healthcare electronic data interchange (EDI), privacy, confidentiality, data compliance, and HIPAA rules as they are being formed at the national level.

We design our privacy policies and data-protection practices to comply with the law and earn trust and confidence. These practices apply to DXC and our subcontractors, suppliers, and





trading partners. Our privacy policies and practices reflect and reinforce our company values of trust, integrity, and quality. Internal and external audits confirm our compliance with federal laws and regulations, as well as Department policies, DXC policies, and best practices.

## Attachment F Requirements for Security

In the following narratives, we provide a response to each of the Attachment F requirements for Security. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| Security | SEC01 | <p>The System shall provide a physical and electronic environment that uses public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users. For example:</p> <ul style="list-style-type: none"><li>a. Require unique sign-on (ID and password)</li><li>b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.</li></ul> |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a physical and electronic environment that uses a solution equivalent to public key infrastructure to verify transactions and the identity of users, and denies access to unauthorized users. The integrity controls for transmitted data are closely tied to the DXC encryption methodology. We use contemporary data exchange protocols, such as SSL and TLS, which depend on X.509 public key certificates and infrastructure.

### Unique Sign-On

Through the Provider Services solution, a user can authenticate for access to multiple applications by entering one user name and password. This process will authenticate access for applications the user has access rights to, and will eliminate the need for further prompts when switching between applications during a session.

Each user has a unique sign-on name and password. Our security processes enforce password policies for length, character requirements, and updates. We require the use of each of the following characteristics: Upper Case, Lower Case, Special Characters, and Numbers.

### Authentication

The solution uses a Single Sign On process with authentication through user ID and password. At the network level, additional authentication is made to verify the communication source is known and authorized.

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| Security | SEC02 | <p>The Contractor shall ensure that any data being transmitted or transported either physically or electronically will be encrypted.</p> |
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DXC will make sure that data being transmitted or transported, either physically or electronically, will be encrypted. Our data protocols include encrypting data in transit and data at rest. Data on any medium that we physically move between sites will meet the DXC information-handling policy and security standards. Data security is a priority with each avenue of data access protected by the proper security mechanism.

Data will be encrypted in data staging areas and in transit throughout the network. Encryption can be applied to storage, network, and applications to secure data in transit and at rest. The storage systems use Microsoft Azure Disk Encryption to secure data at rest, with encryption keys stored in FIPS 140-2 Level 2 validated hardware security modules.

- Servers—DXC will implement full-disk encryption on our storage arrays.
- End-points—DXC will implement full-disk encryption on workstations and laptops.
- Digital media—DXC will extend encryption at rest to removable media and electronic format that stores PHI data if DXC is requested to store data on removable media.

DXC handles information, whether paper or electronic, in accordance with the DXC Information Handling Security Standards. This includes the following areas of information handling:

- Standards for restricting access to output products based on content and classification
- Standards and controls used for transporting or mailing media or printed output
- Internal and external labeling based on content and classification
- External labels and special handling instructions, including inventory identifiers, controlled access, special storage instructions, and release or destruction dates

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| Security | SEC03 | The Contractor shall ensure that any unneeded hardware, software, and licenses have been decommissioned. |
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DXC will make sure that any unneeded hardware, software, and licenses have been decommissioned. Careful planning prevents changes such as software transitions or retirement from disrupting operations. The process of decommissioning hardware, software, and licenses from service can range from a simple shutdown procedure to a complex closedown of numerous interrelated applications.

In some cases, you may no longer need active information processing functions while you may need to retain passive functions—such as the ability to retrieve and view archival records—for an appropriate period of time, based on regulatory requirements and the data-archiving strategy.

Our retirement plans perform several functions:

- Manage compliance risk:
  - Delete according to retention policies
  - Reduce e-discovery costs and support spikes
  - Centralize and document records control
- Reduce operational costs:
  - Reassign applications, database and hardware support
  - Remove functional dependencies
  - Focus full-time equivalents (FTEs) on current investments



- Eliminate maintenance costs:
  - Eliminate hardware licenses
  - Eliminate application licenses
  - Eliminate software utility licenses
- Reuse and recycle capital equipment:
  - Improve infrastructure use
  - Reuse server and storage capacity
  - Recycle old equipment

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| Security | SEC04 | The Contractor shall protect all government data from loss or unauthorized disclosure. |
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DXC will protect government data from loss or unauthorized disclosure. DXC only permits staff to use the information they create, maintain, or collect for the Department for the specific business purpose that the written terms of our agreement define.

DXC staff will follow the Minimum Necessary rule when accessing, using, or disclosing confidential or sensitive information, including PHI/PII or other sensitive information. By both technical controls, such as role-based access, and non-technical controls, such as policies and training, our staff's use and disclosure of confidential information is limited to only what is necessary to perform their jobs.

We prevent unauthorized individuals from accessing Department information or reading, copying, altering, or stealing printed or electronic information through the following mechanisms:

- System access requires a unique user ID and password.
- The files must have appropriate, restrictive access control lists and permissions applied.
- No anonymous user IDs are allowed except on public access systems that do not contain confidential information or PHI.
- Unauthorized individuals may not enter DXC/Department facilities.
- Microsoft Windows-based computer systems must have current anti-virus software installed and functioning.
- Data requests from within the DXC organization must have audit trails showing who accessed, what they accessed, and when, as pertinent to the request.
- Data requests by individuals from outside the DXC organization must follow the procedures established by the Department privacy officer.
- Log files, audit trails, and logs of system access requests will be maintained in compliance with the Department and CMS regulatory requirements.
- Microsoft Azure Disk Encryption secures data at rest in the hosting environment
- Hosting environment encryption keys are stored in FIPS 140-2 Level 2 validated hardware security modules



## Disclosure of Sensitive Data

DXC staff members will not disclose, except as otherwise specifically permitted by the agreement or authorized by the person who is the subject of Department sensitive or confidential information, any Department sensitive or confidential information to anyone other than the Department without prior written authorization from the Department program contract manager, except if state or federal law require disclosure. DXC staff will promptly transmit to the Department program contract manager the requests for disclosure of any sensitive or confidential information, including PHI/PII or other sensitive information not emanating from the person who is the subject of the information.

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| Security | SEC05 | The Contractor's solution shall streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes. |
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DXC will streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes. The Provider Services solution requires registration and identity proofing through digital signatures. The security components of the solution include identity management, role-based access control, encryption, digital signatures, and threat protection. Additionally, the security component configuration supports single log on capabilities and data auditability to enable a recorded history of actions performed.

After providers have completed the applicable enrollment information through the Provider Enrollment Portal, they will digitally sign their provider agreement. DXC will work with the Department to define the appropriate disclaimers and requirements a provider must agree to and digitally acknowledge as part of their signature. The provider's acknowledgment of these disclaimers and requirements will be recorded as part of the provider's enrollment file.

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| Security | SEC06 | The Contractor's solution shall provide tools (e.g., alerts or reports), which identifies usage anomalies or users who may have misused the system. |
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The DXC solution will provide tools, such as alerts or reports, which identify usage anomalies or users who may have misused the system. DXC will share with the Department responsibility to meet federal and Department requirements related to protecting electronic protected health information (ePHI). We will provide compliance tools that will aid in managing users across the various component systems, monitor system activity for unusual behavior, and support individual rights as specified in the HIPAA and Department regulations. These compliance tools will use data analytics functions to alert security management personnel to unusual trends and the violations of defined thresholds. DXC Managed Azure Services uses a suite of applications to monitor and management the whole hosting environment at the account level.

The Azure Cloud servers are protected with anti-malware (including virus protection) services. We deploy, manage, and apply regular updates of commercial anti-malware software and perform the monitoring, detection, and alerts related to virus threats that occur in the cloud environment. Intrusion detection system/intrusion prevention system (IDS/IPS) solutions block aberrant patterns in network actions such as denial-of-service attacks or penetration retries by blocking or dropping undesired traffic.



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| Security | SEC07 | The Contractor's solution shall automatically maintain an audit trail of users, including database administrators, who pass through or view a record, regardless of whether data is changed. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will automatically maintain an audit trail of users, including database administrators, who pass through or view a record, regardless of whether data is changed. DXC includes in its systems design sophisticated audit tools to produce audit trails and audit logs of application and engineering activities on the production Provider Services solution—including inquiry transactions.

Log audit tools are a mandated feature for our healthcare industry solutions. The tools will provide a graphical user interface (GUI) for the front-end presentation layer to view and archive the data. The Department will have access to perform queries and analysis and produce reports on the log selected during audit.

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| Security | SEC08 | The Contractor's solution shall have security audit trail reporting capabilities (e.g. security, level, locale, IP address, user ID, before and after changes). |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has security audit trail reporting capabilities, including security, level, locale, IP address, user ID, before and after changes. The system application configuration supports audit management capabilities to enable recording a history of actions performed. The solution provides a security audit trail for each transaction—identifying who made the change, what change was made, and the date and time of the change. It can also provide a record of the data before the time the change was made.

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| Security | SEC09 | The Contractor's solution shall ensure the audit trail that cannot be modified. |
|----------|-------|---------------------------------------------------------------------------------|

DXC prevents modification of audit trails. The audit trail functions in our Medicaid products have received federal certification by the Centers for Medicare and Medicaid Services (CMS). We have brought this same technology and functionality into our Provider Services solution. The audit trail is a system-generated feature and cannot be changed or edited.

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| Security | SEC10 | The Contractor's solution shall contain information determined by the Department and must meet Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution will contain Department-determined information. The Department can be confident in the solution's ability to provide safe and easy information exchange while minimizing IT complexity and meeting healthcare compliance regulations such as Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards.



DXC workforce members are educated in HITECH requirements and how they are to interact with sensitive information to include PHI within the work space.

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| Security | SEC11 | The Contractor shall perform risk assessments per the Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach NIST SP 800-53 Rev 4. Risk assessments shall be completed on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC performs risk assessments in accordance with the Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach NIST SP 800-53 Rev 4. We will complete risk assessments annually and when additions or changes to functionality affect the security framework or architecture, or when a new vulnerability exists.

DXC's set of control standards comes directly from the industry-leading NIST guidelines. DXC will use the NIST-800 guidelines as control standards to meet or exceed compliance with security, confidentiality, and audit controls, including the risk assessments requirement.

We will use the risk assessments to rate the severity of risks as low, medium, or high. Our assessment findings will have corresponding recommendations for fixes and improvements based on proven practices and industry standards. The Department's role will be results review and recommendation approval.

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| Security | SEC12 | The Contractor's solution shall manage role-based permissions and provide a National Institute of Standards and Technology (NIST) compliant identification, authentication and accounting solution. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution manages role-based permissions and provide a National Institute of Standards and Technology (NIST) compliant identification, authentication, and accounting solution. Access is assigned on an individual basis, based on business justification. The solution allows access only to verified users through a unique sign-on, and authenticates the user's identity before granting access. The role-based security allows the Department to align business requirements with security roles, giving authorized users the minimum necessary access to use or disclose confidential or sensitive information, including PHI/PII) or other sensitive information to perform their jobs.

A user who logs on to the system will be presented with a landing page that has links to their specific applications. From the landing page, the user will launch an application and the user's security credentials will flow to the destination application. The roles assigned to the user limit the user's functional capabilities in the destination application.



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| Security | SEC13 | The Contractor's solution shall have multiple layers of external and internal security that provide administrative, physical, and technical mechanisms to protect sensitive or confidential information used in performing the responsibilities and duties defined for the module scope of work. |
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Security and privacy are embedded within the layers of business, data, application and technology. DXC developed the solution architecture with the guiding principle that security is integrated into the business processes the system supports. We designed identify and access-management into the business flows and applications. The administrative, physical and technical mechanisms on the following list prevent unauthorized individuals from accessing information or reading, copying, altering, or stealing printed or electronic information.

- System access requires a unique user ID and password
- Files must have appropriate, restrictive access control lists and permissions applied
- No anonymous user IDs are allowed except on public access systems that do not contain confidential information or PHI
- Microsoft Windows-based computer systems must have current anti-virus software (McAfee) installed and functioning
- Data requests from within DXC must have audit trails showing who accessed, what they accessed, and when as pertinent to the request
- Data requests by individuals from outside DXC must follow Department-established procedures
- Log files, audit trails, and system access requests will be maintained for an agreed-on period unless further review of a specific log is required, in which case we will maintain the information for a specified period from the date of the additional review

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| Security | SEC14 | The Contractor's solution shall not include any code of unknown origin. |
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DXC's solution does not include code of unknown origin. The code in our Provider Services products has been written and developed by our own product team. We do not use outside code. Security measures protect the solution from access and alteration by unknown entities.

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| Security | SEC15 | The Contractor shall provide an independent third party to perform penetration testing within six (6) months prior to implementation. Penetration testing must also be performed by an independent third party on an annual basis and when additions or changes to functionality impact the security framework, architecture or when a new vulnerability exists. Penetration Test Report results shall be supplied to the Department and any major or critical vulnerabilities mitigated. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will contract with an independent third party to perform the testing within six months prior to implementation as well as annually and when additions or changes to functionality affect the security framework or architecture or when a new vulnerability exists. We will provide penetration test report results to the Department and mitigate the major or critical vulnerabilities. Penetration testing will include elements such as running vulnerability assessment tools, testing surge capacity, and attempting to break out of a shared service container, such as Azure Websites.

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| Security | SEC16 | The Contractor shall provide the primary and disaster recovery facility(s) which will ensure security, performance and disaster recovery requirements outlined in the module scope of work. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the primary and disaster recovery facility which will provide security, performance, and disaster recovery requirements outlined in the module scope of work.

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| Security | SEC17 | The Contractor shall maintain policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within the Contractor's solution. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Our policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within our solution reflect healthcare best practices and privacy excellence. In fact, DXC has received highest ratings in the application security and network access control and the data security areas from Gartner. Gartner is an information and technology research and advisory firm that serves customers such as government agencies. DXC was rated as a Leader in application security and network access control and a Visionary in data security.

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| Security | SEC18 | The Contractor shall maintain adequate technical support/staffing to provide 24x7x365 coverage. |
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DXC will maintain adequate technical support/staffing to provide 24x7x365 coverage through a combination of leveraged data center and account security resources, and the account security officer or that person's back-up is on call 24x7x365.

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| Security | SEC19 | The Contractor's data encryption solution shall meet Federal Information Processing Standard (FIPS) 140-2 and at a minimum use AES 128 encryption. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's data encryption solution meets Federal Information Processing Standard (FIPS) 140-2 and uses AES 128 encryption at minimum. We apply encryption at three levels:

- **Storage**—Mechanism using hardware or software that will encrypt the data stored on the physical media, including production storage systems and backup media





- **Network**—Data traveling across a network or the Internet using an encrypted network session for both hardware and software solutions
- **Application level**—Proprietary encryption capabilities built into the application because it was not known whether the application would be deployed in a secure environment

Encryption can be applied to storage, network, and applications to secure data in transit and at rest. Using approved technologies such as HTTPS, TLS (Transport Layer Security), SFTP, encrypted routers, and encrypted data switches, DXC will encrypt data in data-staging areas and in transit throughout the network.

DXC's proposed environment, Azure Cloud, is FedRamp authorized, and our hosting and application environment are validated against NIST 800-53r4 moderate. Relevant cryptographic components in our hosting and application environment, running Windows Server and RedHat Linux, have been validated to FIPS 140-2.

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| Security | SEC20 | The Contractor shall ensure that all data, regardless of its location, is encrypted at rest. |
|----------|-------|----------------------------------------------------------------------------------------------|

DXC will make sure that data, regardless of its location, is encrypted at rest. Our Provider Services solution encrypts the database and the other sensitive data within our responsibility. From the data-access standpoint, managing data means that sensitive data “at rest” is not stored in human-readable format. The DXC approach uses encrypted storage to enforce this policy. Our solution supports encryption at rest for the relational database items. We will protect individual sensitive data elements within the database when at rest, in motion, and in use.

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| Security | SEC21 | The Contractor's transmission security shall use TLS 1.2, SHA 2 with a minimum of a 2048 bit key. |
|----------|-------|---------------------------------------------------------------------------------------------------|

DXC's transmission security shall use TLS 1.2, SHA 2 with a minimum of a 2048 bit key. DXC recognizes the importance of protecting the data entrusted to us by the Department. One of the many layers of protection involves preventing unwanted users and traffic on the network. This layer of security includes such actions as network and host intrusion detection and intrusion prevention, service and protocol filtering at points such as a firewall, and following standard practices to harden servers.

Transactions that transmit data through the DXC-provided provider portal will be secure. The portal will be accessible through Hypertext Transfer Protocol Security (HTTPS), which adds the security capabilities of the Secure Sockets Layer (SSL) Transport Layer Security (TLS) protocol to standard HTTP communications. HTTPS authenticates the website and associated web server and provides bidirectional encryption of communications between the client and server. These technologies protect against attacks, eavesdropping, or tampering so that transactions are safe and secure.

DXC design practices require encryption for traffic crossing wide-area network (WAN) links and DXC secures each entry point into the network with a FIPS-compliant encryption solution. WAN traffic is routed through intrusion-detection-system (IDS) devices and adaptive security appliance (ASA) or Checkpoint firewalls.

Web or presentation layers will be in their own layer, separated from the application and database layers. This will protect the entire system by verifying that access from the web



environment can only travel a predetermined path, using rules. The application code follows computer emergency response team (CERT) secured coding standards.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC22 | <p>The Contractor will provide a completed Security Audit Report with results to the Department by the 30th (thirtieth) of September each year. The Security Audit Report must include either an electronic data processing (EDP) systems audit using SSAE 16 at a minimum level service organization control (SOC) 2 Type II or a NIST 800-53 rev 4 assessment at a "moderate" system risk control level.</p> <p>The Contractor shall provide a mitigation plan for all reported deficiencies. Major and critical deficiencies must be corrected within forty (40) calendar days of the report submission to the Department.</p> |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a completed Security Audit Report with results to the Department by the 30th of September each year. The Security Audit Report will be an electronic data processing (EDP) systems audit using SSAE 16 service organization control (SOC) 2 Type II. DXC will provide a mitigation plan for deficiencies found during the audit. Major and critical deficiencies will be addressed with a mitigation plan within 40 calendar days of the report submission to the Department.

We conduct an SSAE 16 Type II audit on each of our Medicaid-based accounts employing an independent auditing firm. This audit will measure the effectiveness of our internal controls for operating the provider enrollment and provider management functions. Internal controls to be audited that are related to Provider Services include the following:

- Processing of transactions is properly segregated among personnel
- Account has established and communicated policies to limit the use of Protected Health Information to authorized purposes
- Processing is appropriately scheduled and processing problems are identified and resolved
- Reports are promptly distributed to authorized users
- Data and system files are backed up on a scheduled basis and protected
- Changes to software and applications are authorized, tested, approved, properly implemented and documented
- Logical access to system resources and computer equipment is restricted to properly authorized individuals
- Incoming Provider Enrollment forms are entered completely, accurately, and promptly
- Electronically submitted enrollment forms are uploaded completely and accurately
- Enrollment forms are subject to automated edit and validation checks during processing

The final report will include DXC management's corrective action plans to remediate deficiencies identified, if any.

DXC is prepared for the transformation from the SSAE 16 to the new SSAE 18 standard.



|          |       |                                                                                                                                                                                                     |
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| Security | SEC23 | The Contractor's solution shall provide security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution provides security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases. The DXC solution provides controlled access to administrative tools using role-based access control (RBAC). We limit access to system-level commands to experienced and trusted system operators with authorization to make such changes. Their access is confined to those assets, systems, software, and applications that they support. Only designated security administrators can change security parameters. Additionally, we will manage security changes resulting from required changes because of future requirements using established change control procedures.

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| Security | SEC24 | All Contractor's module components shall adhere to any applicable the Department system security practices, configurations & procedures. |
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The DXC Provider Services solution components will adhere to applicable Department system security practices, configurations, and procedures. We have read the State of Montana's CIO's Security and Privacy Control Requirements document in the Reference Library and find we comply with these requirements without exception. Our policies follow the National Institute of Standards and Technology (NIST) security guidelines and the Federal Information Security Management Act (FISMA) as outlined in the CIO document.

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| Security | SEC25 | The Contractor's solution shall provide the ability to grant authorization through role-based security (create, delete, modify and view) access to user interfaces, reports, data elements/field level, and menu items. |
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DXC's solution provides the ability to grant authorization through role-based security (create, delete, modify, and view) access to user interfaces, reports, data elements/field level, and menu items. We group Department and DXC staff user IDs based on organizations and departments. Many organizations can be defined within the solution.

Each internal user is assigned to one organization and one department. These assigned groups are the basis for the authorization approval workflows that are processed when an authorization request is initiated by a user. Owners of these groups can be given the authority to manage configuration of the group, add users to the group, and terminate users in the group.

For the Provider Portal, role-based security is used for providers to assign delegates to work in the portal on their behalf. For example, they may assign one staff member the role of verifying eligibility. That delegate can review member eligibility only and may not submit claims or view payment information. The provider decides how many delegates to create and what they may view or edit.



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| Security | SEC26 | The Contractor's solution shall allow access and role changes to be made in real-time with appropriate authorizations. |
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The DXC Provider Services solution allows access and role changes to be made in real-time with appropriate authorizations. An administrator may invoke a provisioning role change by removing a specific role from a user, then entitlements that were originally assigned to the user because of the role can be automatically removed. We accomplish centralized role-changes, user authentication, authorization, and de-provisioning of a terminated user with a set of interoperable tools.

We verify that user IDs are removed or disabled as soon as we are aware of the users' discontinued need to access the data, whether the result of a role change, employment termination, or other reason. Through single sign-on, there is only one ID to be disabled to block access to each service, component, or module.

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| Security | SEC27 | The Contractor's solution, in order to protect the database from SQL injection attacks, shall access the database from the application through a standard database abstraction layer. |
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DXC uses our proven Healthcare Enterprise Enabling Delivery and Global Excellence (EDGE) process framework for Systems Development Life Cycle (SDLC). DXC's EDGE SDLC includes process steps for security oversight during system design and development. Additionally, DXC regularly runs code-compliance tools against the code. These tools can detect developer-introduced security problems such as buffer overruns and SQL injection vulnerabilities and report them for resolution before the code leaves the testing phase.

To further protect the database from SQL injection attacks, DXC's solution accesses the database from the application through a standard database abstraction layer.

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| Security | SEC28 | The Contractor's solution shall be easy-to-use and provide a user interface that allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups. |
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The DXC security provisioning is easy-to-use. Our solution provides a user interface that allows authorized users to edit, create, and implement role-based and group-based security at the data element/field level for authorized users based upon individual characteristics or functional security groups.

Exceeding the basic security management requirements, our security solution includes workflow user provisioning to allow efficient access and assignment of roles to users within the solution. User provisioning and management is a critical part of the security process. The process has controls and workflow and enables the detailed user management necessary so the proper controls are in place for system access.



Security requests route through preconfigured workflows of approvers who approve or deny the requests for authorizations. The authorization request process is managed using emails sent to the series of approvers. Additionally, status emails are sent to everyone involved with the request.

Because we work and track the security provisioning electronically through a user interface with familiar user navigation, we can easily report an audit of which users have access to specific applications in the environments.

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| Security | SEC30 | The Contractor must limit access to its off-site facilities; including storage facilities. The Department has the right to perform physical security audits of the Contractor's off-site and on-site facilities at the Department's discretion. |
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DXC will limit access to its off-site facilities; including storage facilities. We understand the Department has the right to perform physical security audits of the Contractor's off-site and on-site facilities at the Department's discretion.

## Account Business Premises

DXC tightly controls facility security and physical access to the building. Security monitoring is provided by physical walk-through checks, along with video monitoring of the facility. Around-the-clock monitored badge access limits entry.

We design the facilities to limit access to authorized personnel only. The facilities are monitored by a cameras at all entrances; visitors are required to sign in. Facility exteriors and the surrounding grounds will be well lit, including the parking areas and walkways.

Our facilities have security controls in place that physically separate various zones and the zones require different types of permissions with varying access card credentials, door codes, or combinations to gain access to more restricted areas. DXC controls access by a key card system. The key card system controls the days and times, as well as the locations, the cardholder can be on the premises, depending on the person's job responsibilities. DXC assigns access levels to designated areas within the facility. This includes areas open to DXC staff or to Department staff members only and restricted areas. Restricted areas would include equipment or telecommunications rooms. The key card system controls whether the cardholder can access any of these areas.

As part of the physical security controls, a DXC staff member monitors the reception area and visitors are required to sign the Visitor Log. The information in the Visitor Log includes the following:

- The visitor's name
- The agency/company the visitor represents
- The purpose of the visit, including name of individual to whom the visit is made
- Date and time of arrival
- Date and time of departure

The Visitor Log contains a Department-approved non-disclosure agreement statement above the signature line.



DXC expects visitors to have identification or credentials as requirements for permission to enter the facilities. After receiving visitor badges, visitors will be escorted to their destination by a DXC staff member.

We welcome the Department to conduct audits of our facility security.

### Data Center Premises

Based on answers to questions, the Department provided two scenarios for the response to the requirement regarding the Department's physical access to the data center. The two options are as follows:

- If the contractor owns the datacenter then they need to provide the location and access at the Department's discretion.
- If the datacenter is a third-party datacenter such as Microsoft or Amazon then providing FedRamp certification and audit information is sufficient.

DXC is using the second option listed, as we are proposing hosting in the Microsoft Azure Government Cloud. Azure Government Cloud is FedRamp and SSAE 16 compliant. We will provide FedRamp certification and audit information, eliminating the need for Department physical access to the data center.

DXC is prepared for the transformation from the SSAE 16 to the SSAE 18 which is now required.

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| Security | SEC31 | The Contractor shall establish security and privacy standards and standard operating procedures. These standards include HIPAA, Federal Information Security Management Act (FISMA), Privacy Act, Federal Tax Information (FTI), and other Federal and State laws, regulations, and policies. The Contractor shall also establish business and technical protocols to ensure that the transmission and storage of information remains secure. |
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DXC has established security and privacy standards and standard operating procedures for our Provider Services business. Our standards are based on the following industry standards:

- HIPAA
- Federal Information Security Management Act (FISMA)
- Privacy Act
- Federal Tax Information (FTI)
- Federal and State laws, regulations, and policies

We also have established business and technical protocols to make sure that the transmission and storage of information remains secure.

As the largest Medicaid IT vendor in the nation, serving 21 states currently, we have well established standards for protecting the sensitive data entrusted to our care. Our standards, processes, and procedures are well documented, frequently audited, and strictly monitored. Our standards are regularly updated due to technology changes, industry standard changes, federal regulation changes, and state policy requirement changes.

Our policies and practices reflect healthcare best practices and privacy excellence. In fact, Gartner, an information and technology research and advisory firm serving customers such as



government agencies, has rated DXC a Leader in application security and network access control and a Visionary in data security. These are the highest-level ratings they provide.

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| Security | SEC38 | The Contractor's solution shall employ malicious code protection mechanisms at IT systems entry and exit points, at workstations, servers, and mobile computing devices on the network to detect and eradicate malicious code. |
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DXC employs malicious code protection mechanisms at IT systems entry and exit points, at workstations, servers, and mobile computing devices on the network to detect and eradicate malicious code. We provide anti-malware services across the platform. The Provider Services solution is protected with anti-malware—including virus protection—services. We deploy, manage, and apply regular updates of commercial anti-malware software and perform the monitoring, detection, and alerts of virus threats that occur.

Our fully managed, scalable solution provides enterprise-class security, centralized management, equipment configuration and management, tools, and processes to meet ever-changing program and security requirements. Our multilayered approach secures highly distributed enterprise networks and minimizes the risk of security breaches through firewall, virtual private network (VPN), intrusion detection systems, intrusion prevention, remote access controls, and proxy control.

Our comprehensive approach to managing network security includes patch management, event correlation, policy management, and security auditing. This approach helps dramatically reduce risk and exposure from internal and external threats such as malicious code, viruses, worms, and distributed denial of service.

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| Security | SEC39 | The Contractor's solution shall use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS). |
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DXC will use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS) where relevant and applicable. These formats are used in TLS/SSL, which is the basis for the secure protocol for browsing the web. When the application needs to communicate with the database or a user who will directly access the database, the user will traverse through the firewall that will enable the TLS 1.2 or greater. We use contemporary data exchange protocols such as SSL and TLS that depend on public and private key pairs. These protocols use key pairs so that each method maintains a secret private key and a public key.

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| Security | SEC41 | The Contractor shall collaborate with the Systems Integration Services Contractor to integrate the Contractor's solution into the State's integration platform for single sign-on and federated identity management. |
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DXC understands the Department's schedule of implementation has the Provider Services solution occurring prior to the Systems Integration Services Contractor (SI). Therefore, we plan to use our own single sign-on (SSO) and identity management tools until such time the SI has the integration platform in place. When the SI and their platform are in place, DXC will collaborate with the SI to integrate our solution into the Department's integration platform for SSO and federated identity management.

Within the DXC Provider Services solution, a user can authenticate for access to multiple applications by entering one user name and password. This process will authenticate access for applications the user has access rights to, and will eliminate the need for further prompts when switching between applications during a session.

DXC uses an SSO engine that will use tokens for authentication, as required in the user accessibility requirements of this RFP. SSO functions simplify the user experience, reducing the need to remember multiple user names and passwords. It also facilitates user access management by administrators, allowing them to manage and remove access privileges more efficiently. SAML has become the definitive standard underlying our SSO solution in enterprise identity management.

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| Security | SEC42 | The Contractor shall have an overall data security process that supports data security auditing. |
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DXC provides an overall data security process that supports data security auditing. Provider Services data is protected by electronic security measures and regulations-compliant business processes. We understand data of this nature and prevent the data from being altered during transmission by enforcing secure delivery and limiting the role-based access to the data.

Data at rest or stored on servers is encrypted. DXC desktops and laptops are data encrypted with endpoint encryption. Additionally, data in motion is encrypted with network appliances and will traverse the wide area network (WAN) inside IPSEC encryption tunnels. Access points to send or retrieve data in the Provider Services modules will be guarded by the use of IPS/IDS devices and firewalls.

Our processes are audited frequently by federal and state entities. Besides federal and state audits, we perform internal auditing of the daily business we accomplish for each customer, auditing for contract compliance and quality of service. These audits facilitate service excellence to our customers by identifying areas for improvement before they become areas for remediation.

The DXC Provider Services solution delivers the functions required to meet Department audit support requirements. The following key features will support these data auditing requirements:

- Experience with SSAE 16 audits in 21 states and commonwealths, and updating to the SSAE 18 which has replaced the 16
- Comprehensive Network Penetration Test Plan to guide vulnerability scans and tests
- Module and interface security measures that meet state and federal requirements
- Audit trails and audit logs of applications and engineering activities—with an online toolset providing queries, reports, and analytics
- Established policies, procedures, and practices to provide a solution to withstand internal and external audits





- Clear access to records and other artifacts for the Department, the U.S. Department of Health and Human Services (HHS) Office of the Inspector General (OIG), the HHS CMS, and federal auditors
- Project documentation repository through SharePoint that provides easy access, version control, and audit trails for system and user documentation
- Comprehensive risk assessment of each Provider Services component
- Proven successful risk management processes and procedures that identify risks, effects, and remediation

For audit findings, we will provide corrective action plans to remedy the current finding and prevent future findings.

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| Security | SEC44 | The Contractor must be compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document that has been included in the Procurement Library. |
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DXC will be compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document that has been included in the Reference Library. We have read the State of Montana's CIO's Security and Privacy Control Requirements document in the reference library and find we comply with these requirements without exception. Our policies follow the National Institute of Standards and Technology (NIST) security guidelines and the Federal Information Security Management Act (FISMA) as outlined in the CIO document.

Personal identifiable information (PII) and private health information (PHI) available to DXC will be kept confidential. Data will be shared according to the following Montana CIO documents:

- Interconnection security agreements
- Business associate agreements
- Computer matching agreements
- Privacy protection agreements

We have read and will comply with the Reporting Requirements and General Security and Confidentiality Requirements. We comply with the section titled NIST Standards and Controls. We comply with HIPAA Confidentiality in each aspect of our solution and services.

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| Security | SEC45 | The Contractor shall monitor system activity and prevent and detect intrusion, hacking, unusual activity, or system compromise. The Contractor shall immediately report any incidents of such, regardless of the outcome to the state, activate a Department approved communication strategy, perform mitigation activities, and provide continuous status updates to the Department until the issues are resolved to the Department's satisfaction. Only authorized contractor personnel may override system security alerts and edits. |
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DXC will monitor system activity and prevent and detect intrusion, hacking, unusual activity, or system compromise. If intrusion or compromise is discovered, we will immediately follow the Department protocol, including the following:



We understand that only authorized DXC personnel may override system security alerts and edits.

To prevent such incidents, outside entities must enter through an area bounded by edge routers and firewalls with intrusion defense or detection devices. Intrusion detection system/intrusion prevention system (IDS/IPS) solutions block aberrant patterns in network actions such as denial-of-service attacks or penetration retries by blocking or dropping undesired traffic. Blocking known problem internet protocol (IP) addresses at the data center level prevents security exploits and denial-of-service attacks. Endpoint threat management software keeps DXC-managed PCs and servers clean from viruses and malware.

DXC's Global Security Group (GSG) is accountable for developing and applying security strategies to minimize risk to DXC and state project-related assets—people, property, business processes, and information. The GSG team works with our business units and global functions to provide security programs that deliver optimum value to DXC and our customers. The account security officer assigned to the Department reports through a separate management chain than the rest of the account staff to verify that security issues are reported above the local account level, allowing complete transparency and giving security and privacy the highest possible priority.

DXC maintains an incident-response plan for privacy-related issues. We will follow our internal processes while also performing the Department processes. Our incident-response plan includes industry-wide best practices, knowledge of and adherence to applicable legal requirements in the event of data loss, and communication plans geared toward limiting risk exposure. The GSG privacy team, along with other key organizations, is charged with handling corporate-level incidents. The team maintains a robust incident-response program that includes handling of sensitive data and data-loss procedures.



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| Security | SEC46 | The Contractor shall provide and operate solutions that terminate access immediately and/or generate alerts for conditions that violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters. |
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DXC will provide and operate solutions that terminate access immediately and/or generate alerts for conditions that violate security rules, unauthorized attempts to access data and system functions, and system activity based on security parameters. The DXC Provider Services solution provides for MECT certification validation item SP3.4, which mimics this requirement.

To comply with this MECT and Department requirement, we provide security incident reporting and mitigation mechanisms as follows:

- Generate warning or report on system activity based on security parameters
- Terminate access and generate report when potential security violation detected
- Preserve and report specified audit data when potential security violation detected

DXC recognizes the importance of protecting the data entrusted to us by the Department. One of the many layers of protection is preventing unwanted users and traffic on the network. This layer of security includes such actions as network and host intrusion detection and intrusion prevention, service and protocol filtering at points such as a firewall, and following DXC standard practices to harden servers. Intrusion detection systems are employed in the network to pursue unauthorized network traffic.



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| Security | SEC47 | <p>The Contractor's solution shall ensure that only authorized users have access to systems and data, by requiring the following:</p> <ul style="list-style-type: none"> <li>- Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials;</li> <li>- Authenticates the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries;</li> <li>- Maintenance of key user information as part of a user profile including user ID, name, employer/state agency, identity verification information, and an indicator of employee versus contractor;</li> <li>- Multi-factor user authentication and the ability to restrict or permit a user's access to system functions, features, and processes based on the user's assigned roles based on business need and user security profile and a unique user ID and password and including a read-only access level;</li> <li>- Column and row-level security access, data classification schemes, and/or the designation of data at multiple levels (e.g., case, individual) as restricted or sensitive (e.g., substance abuse treatment data) with the ability to define and implement exclusion controls on a per-user or user-group basis within a multi-level organizational structure, (e.g., external agencies and Appeals units).</li> <li>- A method for authentication of all internal and external users and systems and the ability to deny access to all invalid users and systems;</li> <li>- Encrypted passwords in storage and in transmission;</li> <li>- The capability to automatically suspend users who have not accessed the systems within a time period specified by the Department;</li> <li>- The termination of authorized sessions after a time period of no activity specified by the Department, with a warning message displayed prior to the session timeout;</li> <li>- Enforce a sufficient level of authentication and identification against fraudulent transmission, imitative communications, and deceptive communications by validating the transmission, message, station or individual; and</li> <li>- A method for designated security administrators to set and modify user security access profiles.</li> </ul> |
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DXC's solution will make certain that only authorized users have access to systems and data, by requiring the activities in this requirement. Using unique identifiers and passwords for each Department and DXC user, DXC prevents unauthorized individuals from accessing information. User passwords expire on a staggered schedule, prompting users to create new passwords at those times. Our Provider Services product contains the following security features:

- Centralized system logging functionality



- Support for any level of multi-factor authentication implemented by the identity management system
- Role based access to restrict user functionality by role
- Ability to assign field level security based on roles
- Always-on write logging and optional read access logging

DXC uses a data-classification schema to classify levels of data sensitivity and flag data items to link them to a classification category. An access privilege scheme for each user limits the user's access to one or more data-classification categories. We use password protection to restrict access to varying hierarchical levels of data and function. Passwords restrict access to data on a need-to-know basis, and global access to functions is available only to specified staff members authorized by Department and DXC managers.

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| Security | SEC48 | The Contractor shall provide to the Department, upon request, a listing of all users having access to the Contractor's module components and/or data with details regarding the access granted to each user. |
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DXC will provide to the Department, upon request, a listing of each user having access to the Provider Services module components and data with details regarding the access granted to each user. The Provider Services solution can produce a listing of users and their security profiles. We can also provide a system logon report by user.

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| Security | SEC49 | The Contractor shall provide and operate solutions for security incident reporting and mitigation mechanisms. The Contractor shall preserve and report specified audit data when security violations are detected and mitigated. |
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DXC will provide and operate solutions for security incident reporting and mitigation mechanisms, and will preserve and report specified audit data when we detect and mitigate security violations. Each employee supporting the solution is trained to assist in preventing, protecting, and reporting security incidents—including hacking and intrusion.

The DXC Global Security Group (GSG) leads in the investigation of the incident to determine whether any unauthorized access occurred. If unauthorized access to customer personal data occurred, the DXC Privacy Office is additionally consulted. Our policy is to report customer data breaches following specific customer contract requirements and applicable security breach laws and regulations. We report breaches in cooperation with our customers and law enforcement officials. DXC has cross-functional, multidisciplinary escalation processes to manage security incidents.

The Account Security Officer notifies and works with the appropriate resources to resolve and mitigate a breach. These may include independent third parties in certain situations. Our post-breach review procedure includes analyzing system and procedure weaknesses to make sure that appropriate remedial and longer-term source elimination efforts are taken.



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| Security | SEC50 | The Contractor shall comply with NIST Special Publication 800-111: Guide to Storage Encryption Technologies for End User Devices where required by CMS to protect confidential information stored on end user devices. |
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DXC will comply with NIST Special Publication 800-111: Guide to Storage Encryption Technologies for End User Devices where required by CMS to protect confidential information stored on end user devices. The NIST-800 guidelines were developed to assist technology-based companies in the healthcare industry to comply with the HIPAA Security Rule. DXC uses the NIST-800 guidelines as control standards to meet or exceed compliance with security, confidentiality, and audit controls. This publication states:

*"This publication describes three types of solutions—full disk encryption, volume and virtual disk encryption, and file/folder encryption—and makes recommendations for implementing and using each type...When selecting a solution type, organizations should consider the range of solutions that meet the organization's security requirements, and not just the solution type that is most commonly used."*

DXC follows the standards in the NIST 800-111 for encryption of data for the three types, through a range of solutions that meet each specific need.

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| Security | SEC51 | The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms. |
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DXC will comply with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms. Audit records of incoming or outgoing data, for example, may contain information such as hash totals, which are totals of hash values—values computed from a base input number using a hashing algorithm, evidencing DXC's compliance with the standard.

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| Security | SEC52 | The Contractor shall comply with NIST Federal Information Processing Standards (FIPS) Publication 186-4: Digital Signature Standard as required by CMS for use of secure algorithms in digital signatures. |
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DXC will comply with NIST Federal Information Processing Standards (FIPS) Publication 186-4: Digital Signature Standard as required by CMS for use of secure algorithms in digital signatures. During Provider Enrollment, we capture a digital signature for each applying entity. The signatures contain public and private keys as outlined in the FIPS publication.

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| Security | SEC53 | The Contractor shall comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS. |
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DXC will comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS. For Provider Services we see no connection to a federal services data hub that would meet this requirement, but are prepared to comply if a future interface is needed.

States connecting to the CMS federal services data hub must comply with the Minimum Acceptable Risk Standards for Exchanges (MARS-E), Version 2.0, in accordance with CMS Information Security and Privacy programs. DXC can help.

We have put together a consulting solution to assist states in achieving and maintaining compliance with the Harmonized Security and Privacy Framework that CMS has been mandated in the MARS-E controls for Exchanges. Our offering around MARS-E compliance includes the following:

- Risk assessment including a complete Security Assessment Report (SAR)
- Gap analysis of the security and privacy controls needed
- Policy and process remediation
- Annual MARS-E package creation and submission
- Achieving and maintaining an Authorization to Connect (ATC) from CMS
- System boundary and data flow analysis and documentation, including system diagrams
- Plan of Action and Milestones (POA&M) remediation and tracking across the security and privacy areas from operations to governance risk and compliance (GRC) to security architecture

We use the analysis to help our customers complete the package submission required for CMS to determine compliance prior to connecting to the federal hub. Package submission includes a needs assessment, risk assessment, gap assessment, and system diagrams, as well as other required MARS-E documentation. DXC stands beside our customers, guiding them through the process until they receive the CMS ATC.

But our work does not stop there. Once a state receives the ATC, they must annually submit attestations to a portion of their security and privacy controls. Through a separate contract with the Department, DXC can assist in the Department's MARS-E program—initially, annually, and at the required three-year attestation. We have in-depth expertise in the MARS-E requirements and program mandates. We are prepared to move states from MARS-E 2.0 compliance to the new 3.0 regulations and beyond as the requirements are updated by CMS.

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| Security | SEC54 | The Contractor shall comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Version 1.1 Specifications as required by CMS to build secure web services to implement message content integrity and confidentiality. |
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DXC will comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Version 1.1 specifications as required by CMS to build secure web services to implement message content integrity and confidentiality. Our solution uses synchronous real-time web services and asynchronous services using queues. DXC can produce and consume SOAP web services.



For system-to-system communication, the Provider Services solution will support SOAP, SOAP-RM, REST services, and WS-\* web service protocols available in the Microsoft .NET Windows Communication Foundation (WCF). Additionally, the ESB supports integration with SOAP-RM and older protocols such as Java Message Service, MQ Series, MSMQ, TCP/IP sockets, several application specific adapters, TIBCO, databases, mainframe host integration, and custom adapters.

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| Security | SEC55 | The Contractor shall respond to all risks identified through the periodic security risk assessments with a CMS Information Security Program Plan of Action and Milestones (POA&M) containing clarifying information, a proposed mitigation strategy if necessary, a timeline for implementation, and shall work with the Department to successfully execute the POA&Ms. |
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The DXC Risk Mitigation Plan defines the methods and techniques DXC will use to identify, document, analyze, accept, avoid, mitigate, transfer, track, and report risks, including those identified through the periodic security risk assessments. We will track remediation of risks in a Plan of Action and Milestones (POA&M), which is part of the Risk Management Plan. The POA&M will contain clarifying information; a proposed mitigation strategy, if necessary; and a timeline for implementation. DXC will work with the Department to successfully execute the POA&M.

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| Security | SEC56 | The Contractor shall ensure all contractor and subcontractor personnel providing services under this contract are familiar with and comply with the Business Associate Agreement and the privacy and security policies included in the RFP. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC personnel providing services under this contract will be familiar with and will comply with the Business Associate Agreement (BAA) and the privacy and security policies included in the RFP. Because of our extensive Medicaid provider and HIPAA experience and our employee training, the Department and your providers can be confident that our safeguards protect provider data and systems. We require our employees who handle PHI to complete the training course "HIPAA Privacy and Security Awareness" when they are hired and each year thereafter. Each employee is also required to take specialized training specific to the account on which they serve. The BAA for Montana will be included in this training for each team member.

|          |       |                                                                                                                                                                                                     |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC57 | The Contractor shall provide logical segregation of the Contractor's solution, components, and network connections with other entities and prevent any unauthorized disclosure of the States' data. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide logical segregation of the Provider Services solution, components, and network connections with other entities and prevent any unauthorized disclosure of the States' data. File-tracking functions in the Provider Services solution also will help maintain the security





of Department documents and data. We will implement functions that protect telecommunications networks and systems from unauthorized access by people, acts, or influences. This includes many sub-functions, such as creating, deleting, and controlling security services and mechanisms; distributing security-relevant information; reporting security-relevant events; controlling the distribution of cryptographic keying material; and authorizing member access, rights, and privileges.

|          |       |                                                                                                                                         |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC58 | The Contractor's solution code shall never run from a system level account with unlimited privileges such as "root" or "administrator". |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution code will not run from a system level account with unlimited privileges such as "root" or "administrator". Each user of the solution, including administrators, have a unique logon with a security profile. Each action taken in the solution can be traced back to a specific user. We do not allow anonymous actions under an administrator or root profile.

|          |       |                                                                                                                                                     |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC59 | The Contractor shall ensure the confidentiality, privacy, and security of all state data passing through the Contractor and subcontractor networks. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make certain we protect the confidentiality, privacy, and security of the Department data passing through the DSC and subcontractor networks. We will implement several design and configuration solutions to secure transfer of data between DXC and the Department, as well as between DXC sites. At a minimum, data on any medium that we physically transfer between physical sites will meet the DXC Guidelines for Labeling DXC Information Assets, which includes a matrix for handling and managing DXC's information assets.

Our solution to electronically transmitted data will incorporate several actions. Data transmissions will take place over secure hypertext transfer protocol (HTTPS) and secure file transfer protocol (SFTP). SFTP requires DXC and the submitter/receiver to use encrypting routers. We will achieve this capability through dedicated circuits or virtual private networks (VPNs). DXC will work with outside entities to achieve secure communications for files and data received and sent as interfaces to the solution.

Additional protection from unintentional disclosure of data to an unauthorized party will include software and systems designed to prevent and report the transmittal of specific data elements that violate policies for that specific data type. We will configure computer operating systems based on policy, to recognize specific types of devices and only perform actions specific to that type of device.

|          |       |                                                                                                                                                                                                                                    |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC60 | The Contractor shall establish and implement emergency access procedures for the Department to obtain secure access to module data during an emergency. Emergency access procedures shall be subject to the Department's approval. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will establish and implement emergency access procedures for the Department to obtain secure access to module data during an emergency. Our emergency access procedures will be submitted for Department approval. Our Business Continuity and Disaster Recovery Plan will contain procedures for emergency mode operations in the event of an emergency. The plan includes procedures for emergency access to electronic information.

|          |       |                                                                                                                                                                                                                       |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC61 | The Contractor's solution must protect data from improper alteration or destruction including authentication mechanisms and to corroborate that the data has not been altered or destroyed in an unauthorized manner. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

To protect data from improper alteration or destruction, including authentication mechanisms, and to corroborate that the data has not been altered or destroyed in an unauthorized manner, DXC takes an integrated approach. We protect people, information, and systems by building security into applications, data points, and networks, and using cyberattack detection and reporting products. We use role-based security to make sure only authorized users can change data. We maintain a log of changes to the system data. Our system environment uses file integrity management controls that alert administrators to unauthorized changes in critical files. Microsoft Azure hosting and DXC's Managed Azure Service provide the full breadth of vulnerability prevention, detection, and advanced cloud defense.

|          |       |                                                                                                                                                                                                                                                                                                        |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC62 | The Contractor's solution shall display a security warning banner prior to allowing entry into the system. The solution shall have security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed introductory screens. |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution will display a security warning banner prior to allowing entry into the system. The solution will have security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed on introductory screens.

Our security warning banners are prominently displayed on screens and reports and are customizable by the Department.

|          |       |                                                                                                                                              |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC63 | The Contractor shall utilize cloud-based technology wherever advantageous to maximize the efficient and effective utilization of technology. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|

DXC supports the Department's preference for cloud-based technology and will use cloud-based technology wherever advantageous to maximize the efficient and effective use of technology. The Provider Services solution components will reside in a private cloud. We offer customers a service-based and cloud-first strategy. Our offering features the ability to identify, evaluate, and incorporate commercially or publicly available off-the-shelf or open-source solutions, and discuss considerations and plans for cloud computing.



|          |       |                                                                                                                                                                                     |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC64 | The Contractor shall ensure user account access is reviewed on a quarterly basis at a minimum. User accounts should be appropriately disabled as roles and responsibilities change. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will review user account access on a quarterly basis at a minimum. User accounts will be appropriately disabled as roles and responsibilities change. The assigned ASO oversees procedures for granting and deleting user access. The ASO will coordinate reviews with management to audit access for each user at least quarterly or when job duties change.

When a user's employment is terminated, we delete access to applications immediately. The ASO will verify that unneeded accounts are disabled immediately following notice that the account is no longer needed.

As roles and responsibilities change, the ASO works with management to determine the user's new security profile and takes the steps to align the new profile with the new duties.

The audit trail function in our security protocols maintains a historical record of user account creation and termination.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC66 | <p>The Contractor's solution shall meet the minimum password requirements below:</p> <ol style="list-style-type: none"> <li>1. Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters</li> <li>2. Minimum password length: 8 characters</li> <li>3. Contain characters from 3 of the following 4 categories <ol style="list-style-type: none"> <li>a. English uppercase characters (A through Z)</li> <li>b. English lowercase characters (a through z)</li> <li>c. Base 10 digits (0 through 9)</li> <li>d. Non-alphabetic characters (for example, !, \$, #, %)</li> </ol>                     (these will not work when logging into ReRite from Toshiba printers ... not on the key pad)                 </li> <li>4. History: Cannot reuse a password for 24 password changes, user cannot reset password again for 24 hours</li> <li>5. Expiration time frame: 60 day</li> <li>6. Lockouts for failed attempts – account locks after 3 failed attempts, will unlock after 15 minutes</li> </ol> |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution meets the minimum password requirements outlined by the Department in this requirement. Password configuration will be compliant with State and federal laws, rules, regulations, and guidelines.

The passwords for the Provider Services solution:

- Will not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Will contain a minimum password length of 8 characters



- Will contain characters from 3 of the following 4 categories: English uppercase characters (A through Z), English lowercase characters (a through z), Base 10 digits (0 through 9), Non-alpha-numeric characters (for example, !, \$, #, %)
- Will not be reused for 24 password changes
- Will not be reset again by users for 24 hours after a reset
- Will contain an expiration time frame of 60 days
- Will lock after 3 failed attempts, will unlock after 15 minutes

At the application level, the ID and password are used to identify the user, authenticate what data the user can access, and whether the user can only view the data or if the user can change or delete the data. The Provider Services solution employs password protection to restrict access to varying hierarchical levels of data and function. Passwords, combined with role-based access, restrict access to data on a need-to-know basis.

We train staff on their role in preserving the security and confidentiality of sensitive information and preventing unauthorized release by practicing proper password use, including creating, changing, and safeguarding passwords.

|          |       |                                                                                                                               |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC67 | The Contractor's solution shall track disclosures of ePHI; provide authorized users access to and reports on the disclosures. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------|

DXC will track disclosures of ePHI. We will provide authorized users access to and reports on the disclosures. Read logging is built into the core of Provider Services product. This means that any read operation in the system can have logging enabled including any operations that return PHI information.

Additionally, DXC provides services that capture authorized requests for copies of medical information. In cases where there is a legitimate need, approved by the Department, we track the release in accordance with Accounting of Disclosures as outlined in HIPAA regulations. We have an established comprehensive process to log, track, and report on PHI and PHI activities including individual requests, and responses. The ASO assigned to the account will manage this process.



|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC68 | <p>The Contractor shall support the State in developing a Privacy Impact Analysis for each module or module component that includes the following information:</p> <ul style="list-style-type: none"> <li>– Use of personally identifiable information (PII) or personal health information (PHI) and a description of the types of data that will be collected</li> <li>– Sources of PII/PHI, populations, and transfer and disclosure mechanisms</li> <li>– Legal environment (legal authorities and state privacy laws)</li> <li>– Details about the entities with which the collected information will be shared</li> <li>– Privacy and security standards for its business partners and other third parties and the agreements that bind these entities</li> <li>– Incident handling procedures</li> <li>– Privacy and/or security awareness programs and materials for its workforce</li> </ul> |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will support the Department in developing a Privacy Impact Analysis for each module or module component. Protection of Medicaid data is important to every state—and to DXC. The impact analysis will identify the data elements of the system that expose providers to potential privacy threats and the system controls in place to mitigate private data disclosure risks.

The Privacy Impact Analysis will contain the following:

- Use of personally identifiable information (PII) or personal health information (PHI) and a description of the types of data that will be collected
- Sources of PII/PHI, populations, and transfer and disclosure mechanisms
- Legal environment (legal authorities and state privacy laws)
- Details about the entities with which the collected information will be shared
- Privacy and security standards for its business partners and other third parties and the agreements that bind these entities
- Incident handling procedures
- Privacy and/or security awareness programs and materials for its workforce

|          |       |                                                                                                                                                                                                                                  |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC70 | <p>The Contractor shall provide the ability to de-identify and/or redact data for entities not authorized to receive PII or PHI and utilize de-identification algorithms to allow for re-identification of data if required.</p> |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the ability to de-identify and/or redact data for entities not authorized to receive PII or PHI. We will utilize de-identification algorithms to allow for re-identification of data, if required, leveraging Microsoft SQL Server Integration Services (SSIS).



Part of Microsoft SQL Server, SSIS is a platform for data integration and workflow applications. It features a tool used for data extraction, transformation, and loading (ETL). A process in the ETL tool can mask and desensitize data when extracting.

|          |       |                                                                                                                                                                                                                           |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC71 | The Contractor shall provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PII/PHI) when extracting data from the production environment for use in non-production environments. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a process for masking, sanitizing, scrambling, or de-sensitizing sensitive data (e.g., PII/PHI) when extracting data from the production environment for use in non-production environments. We will use SSIS to perform data extract, transform, and load (ETL) operations, such as extracting data from the production environment to use in non-production environments. The SSIS Data Flow Transformation component provides data-masking capabilities for sensitive data such as PII and PHI.

|          |       |                                                                                                                                                                                                                                                                       |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC72 | The Contractor shall review and identify monthly, any unneeded hardware, software, and licenses, present recommendations to the State for review and ensure that any unneeded hardware, software, and licenses have been decommissioned upon approval from the State. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will review and identify monthly, any unneeded hardware, software, and licenses. We will present recommendations to the Department for review and confirm that any unneeded hardware, software, and licenses have been decommissioned upon approval from the Department. The review will result in a report that will be housed in DXC rTRACE for ease of access by the Department staff as needed.

Our processes increase cost efficiencies through expedient decommission of the old hardware, software, and licenses.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security | SEC73 | The Contractor will provide the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on date identified by the State. The Contractor shall provide a mitigation plan for all areas of non-compliance. Issues found to be non-compliant shall be corrected within forty (40) calendar days of the report submission to the Department. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on the date identified by the Department. We will provide a mitigation plan for areas of non-compliance, if any. Issues found to be non-compliant will be corrected within 40 calendar days of the report submission to the Department.

The data center operating the Azure Cloud solution for the Provider Services solution produces an SSAE 16 SOC 1 report, plus FedRamp-authorized reports, which provide the equivalent to an SSAE 16 SOC 2 report.



Additionally, DXC typically employs Ernst & Young (E&Y) as the external auditing firm to perform the Statement on Standards for Attestation Engagements No. 16 (SSAE 16), SOC 2 Type 2 audit annually for our Medicaid line of business.

This audit will measure the effectiveness of our internal controls for operating the provider enrollment and provider management functions. Internal controls to be audited that are related to Provider Services include the following:

- Processing of transactions is properly segregated among personnel
- Account has established and communicated policies to limit the use of Protected Health Information to authorized purposes
- Processing is appropriately scheduled and processing problems are identified and resolved
- Reports are promptly distributed to authorized users
- Data and system files are backed up on a scheduled basis and protected
- Changes to software and applications are authorized, tested, approved, properly implemented and documented
- Logical access to system resources and computer equipment is restricted to properly authorized individuals
- Incoming Provider Enrollment forms are entered completely, accurately, and promptly
- Electronically submitted enrollment forms are uploaded completely and accurately
- Enrollment forms are subject to automated edit and validation checks during processing

The final report will include DXC management's corrective action plans to remediate deficiencies identified, if any.

### 3.10.1.3 Hosting and Environments

This section addresses hosting and environment requirements. The Department prefers cloud based hosting for the proposed solution. The Department expects the delivery of the solution/services to be seamless with the hosting solution providing the flexibility to integrate other solutions for security and regulatory purposes in the future, and be cost-effective and scalable. Also, the Contractor is expected to provide a hosting environment for all solution components that has a Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. In addition, the Contractor is required to demonstrate that their hosting solution is Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 compliant.

In their response, the Offeror must describe their approach to solutions and services that meets State and federal regulations, security and performance requirements detailed in Attachment F, Requirements Matrix.

## DXC Response

The DXC Provider Services solution for the Department will be hosted in the Microsoft Azure Government cloud. DXC Managed Services for Microsoft Azure provides design, delivery, and daily operational support of compute, storage and virtual network infrastructure within the Microsoft Azure public cloud. The offering consists of monitoring and managing system



software, infrastructure configurations, and service consumption using proven processes and tools. Both Microsoft Azure and DXC's managed services scale up and down to continually meet Montana's changing business needs, making sure services continually align to business demand.

DXC Managed Services for Microsoft Azure offer the Department the following benefits:

- **Azure expertise**—Our Advisory, Consulting and Transformation service identifies workloads that are best suited to Microsoft Azure and that Azure is properly architected, making sure that the Department derives maximum return on investment from Azure, with minimal risks.
- **End-to-end services**—DXC is the only vendor that delivers the full lifecycle of cloud professional services: advisory, transformation, integration, and management, backed by our strong partnership with Microsoft as their biggest Service Integrator partner.
- **Flexible services**—We offer managed service bundles suited to meet the Department IT objectives. We can scale and align to meet those needs.
- **Reduce cost and risk**—DXC offers seasoned advisors to evaluate the Department's applications for suitability for cloud, and use DXC's tools, processes, and services for risk mitigation, security, and regulatory compliance.

Production and nonproduction environments supporting the solution will operate in the Microsoft Azure cloud with sovereignty. Our experienced support team is trained in Health Insurance Portability and Accountability Act (HIPAA), Information Technology for Economic and Clinical Health (HITECH) Act, and other privacy and security requirements necessary in handling sensitive data.

## Attachment F Requirements for Hosting and Environments

In the following narratives, we provide a response to each of the Attachment F requirements for Hosting and Environments. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                          |       |                                                                                       |
|--------------------------|-------|---------------------------------------------------------------------------------------|
| Hosting and Environments | ENV02 | The Contractor shall provide hosting services that shall meet all state requirements. |
|--------------------------|-------|---------------------------------------------------------------------------------------|

DXC will provide hosting services that meet state requirements. The Azure Cloud Government was designed specifically to meet federal and state government requirements. The solution offers a combination of security, reliability, dependability, and flexibility.

We have read the State of Montana's CIO's Security and Privacy Control Requirements document in the bidders library and find we comply with these requirements without exception. Our policies follow the National Institute of Standards and Technology (NIST) security guidelines and the Federal Information Security Management Act (FISMA) as outlined in the CIO document.

Personal identifiable information (PII) and private health information (PHI) available to DXC will be kept confidential. Data will be shared according to the following Montana CIO documents:

- Interconnection security agreements
- Business associate agreements
- Computer matching agreements
- Privacy protection agreements





We have read and will comply with the Reporting Requirements and General Security and Confidentiality Requirements. We comply with the section titled NIST Standards and Controls. We comply with HIPAA Confidentiality in each aspect of our solution and services.

|                          |       |                                                                                                                                                                                            |
|--------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting and Environments | ENV03 | The Contractor's hosting solution shall provide the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity. |
|--------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC hosting solution provides the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity. Our government and commercial healthcare industry-specific solutions enable our customers to quickly integrate technology, transform operations, and develop new ways of doing business.

Public cloud hosting environments offer significant benefits in adaptability, mobility, agility and flexibility. Clouds can support innovation and growth, and when cloud features are leveraged, reduce costs, or align them with business needs and consumption.

To really benefit from the cloud, IT must transform as well. Applications need to be integrated; in a Medicaid enterprise, this can be complex. DXC understands enterprise complexity and scale, and we can help the Department along this road, to mitigate risks and accelerate benefits from the Azure cloud.

|                          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting and Environments | ENV04 | The Contractor's hosting environment for all module components shall be compliant with SSAE 16 Type 2 and have Federal Risk and Authorization Management Program (FedRAMP) certification. The Contractor's hosting environment for all module components shall be compliant with Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2 and has Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance, or has a documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation. |
|--------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC hosting environment for the Provider Services module components, Azure Cloud, is compliant with SSAE 16 SOC 1 Type 2, SOC 2 Type 2, and has Federal Risk and Authorization Management Program (FedRAMP) certification. Azure also meets NIST 800-53 rev 4 at a "moderate" system risk assessment.

The Microsoft Azure cloud environment meets Federal Information Security Management Act of 2002 (FISMA) and National Institute of Standards and Technology (NIST) Moderate requirements. In addition, the Joint Authorization Board of the Federal Risk and Authorization Management (FedRAMP) authorized the environment as meeting FedRAMP Moderate standards and granted provisional Authority to Operate. FedRAMP Moderate is a U.S. Government-wide program that provides a streamlined approach to accelerating security assessments, authorizations, and adoption of cloud solutions—translating directly into time, resource, and cost savings.



DXC is also committed to high physical and personnel security standards as demonstrated with our consistent track record of achieving and successfully maintaining SSAE 16 audit compliance.

|                          |       |                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting and Environments | ENV05 | The Contractor's solution shall be available and accessible twenty-four (24) hours a day, seven (7) days a week, with the exception of planned downtime due to system upgrades or routine maintenance. All planned downtime and maintenance outages shall be coordinated and approved by the Department at least five (5) business days in advance. |
|--------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution will be available and accessible 24 hours a day, 7 days a week, with the exception of planned downtime due to system upgrades or routine maintenance. Planned downtime and maintenance outages will be coordinated and approved by the Department at least five business days in advance.

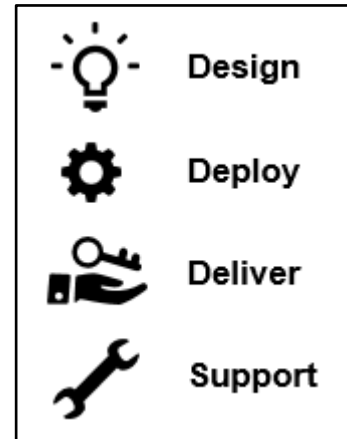
DXC takes system outages seriously and will use prearranged downtime to perform required infrastructure maintenance. We will monitor our system performance to confirm that our Provider Services components are meeting the performance requirements. We design, deploy, deliver, and support the components with availability in mind.

By using Azure cloud there is no downtime for the infrastructure environment. For the Provider Services applications we will coordinate activities with the Department, seeking approval for the downtime five days in advance.

DXC will meet the availability related Service Level Agreements (SLAs) as outlined in the RFP, as follows:

#### Availability SLAs

|       | Department Requirement                                                                                                                                                                                                                                                                                  | DXC Meets |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| SLA18 | Contractor's Solution must have Availability 99.9% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). | ✓         |
| SLA34 | Contractor must, in the event of an unscheduled Module Downtime, restore Availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled Downtime.                                                                    | ✓         |



|                          |       |                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting and Environments | ENV06 | The Contractor shall provide the ability to run multiple sessions /environments/applications/areas/views simultaneously. This includes providing sufficient environments and configurations (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, disaster recovery). |
|--------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the ability to run multiple sessions, environments, applications, areas, and views simultaneously. This includes providing sufficient environments and configurations necessary to perform contractually required functions.

With the DXC solution, multiple environments will be provided, including testing, training, production operations, modeling, and disaster recovery. We will architect the Department's Azure environment to support critical workloads, meet stringent security, and provide service continuity needed. With Azure's scalability, we can scale both up and down environments as needed.

|                          |       |                                                                                                                                                                                     |
|--------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hosting and Environments | ENV07 | The Contractor shall identify the physical location(s) where the Contractor's solution is installed and operating. The Department must have transparent access to this location(s). |
|--------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Based on answers to questions, The Department provided two scenarios for the response to this requirement. The two options are as follows:

- If the contractor owns the datacenter then they need to provide the location and transparent access at the Department's discretion.
- If the datacenter is a third-party datacenter like Microsoft or Amazon then providing FedRAMP certification and audit information is sufficient.

DXC is using the second option listed, as we are proposing hosting in the Microsoft Azure Cloud. Azure, our third-party data center, is FedRAMP and SSAE 16 compliant. We will provide the certification and audit information as agreed to with the Department upon contract award.

While we are proposing Microsoft Azure, our systems can run in any environments that meet security and system specifications to meet Montana requirements, including hosting in the State data center.



### 3.10.1.4 Integration

This section addresses integration requirements for the Contractor's solution(s) and operations. The ESB is the communication broker and web services orchestrator for MPATH Integration Platform which is administered by the MPATH Systems Integration Services Contractor. The Provider Services component(s) must ensure all service endpoints/APIs are clearly defined, exposed to the ESB and be able to receive and submit messages through the ESB to facilitate standardized data exchanges throughout the MPATH Integration Platform. The offeror must describe their approach to meet each of the integration requirements detailed in Attachment F, Requirements Matrix.

#### DXC Response

The Department will benefit from DXC's three decades of experience providing systems integration and integration services for Medicaid environments. DXC is highly qualified to successfully conduct secure exchange of data with other systems and applications in a modular, multi-supplier Medicaid system environment that includes data exchanges through an ESB administered by a systems integration services contractor. We will meet service-level agreements (SLAs) through synchronous real-time web services and asynchronous services using queues. We understand how to consume Simple Object Access Protocol (SOAP) and Representational State Transfer (RESTful) web services.

The Provider Services solution from DXC will provide secured communication and transaction exchanges through the ESB. Through the ESB we will share the data within the Provider Data Store with the other vendors and the enterprise data warehouse (EDW) efficiently and accurately.

The DXC Provider Services solution we propose is built on an ESB foundation. We anticipate that the ESB will provide the ability to exchange data with external entities.

We designed our solution to function with an ESB that connects, mediates, and manages interactions among heterogeneous services, legacy applications, and multiple ESB instances across an enterprise-wide service network. We expect that ESB services will encompass messaging and processing components, and that the messaging component will be made up of process-specific .xsd schemas and related maps and provide high-throughput message mapping using xslt translation with a toolset designed to accommodate rapid change.

#### Attachment F Requirements for Integration

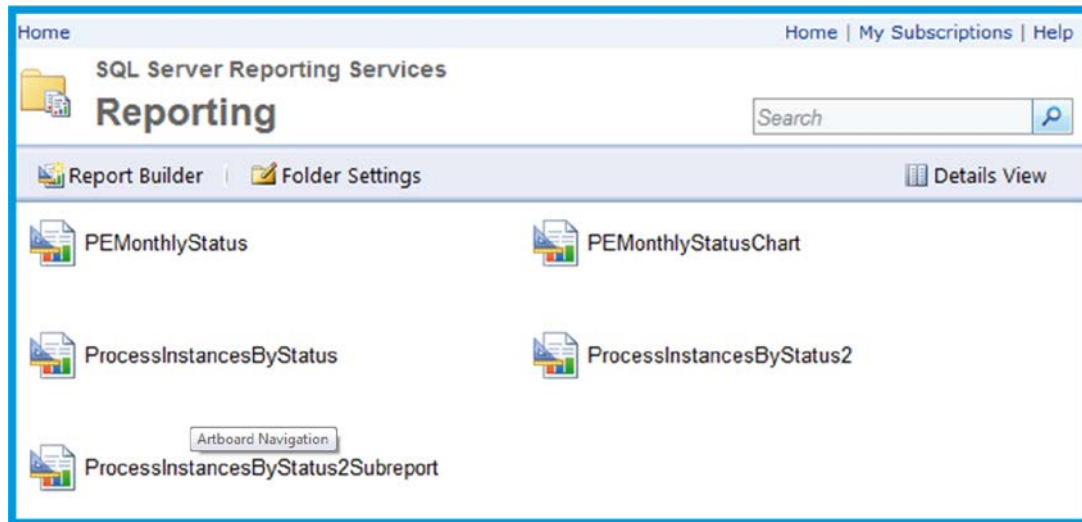
In the following narratives, we provide a response to each of the Attachment F requirements for Integration. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|             |       |                                                                                                                                                                                                                                     |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT02 | The Contractor's solution shall support retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by the Agency. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



The Provider Services solution from DXC supports retrieving and presenting data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by the Department. These geographic indicators are available for ad hoc reporting and some factors are used in the standard Provider reporting. The SQL Server Reporting Services (SSRS) solution makes visible business and operational data through ad hoc reporting of provider management information. SSRS is a server-based report-generating software system from Microsoft that is user-friendly and easy to navigate. The following figure shows some of the types of customized reporting DXC has created for another customer to manage and measure provider enrollment using SSRS.

### Customized Reporting



Indicators such as by state, county, zip code, peer group, or other geographical factors can help the Department manage provider participation.

|             |       |                                                                                                                                          |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT10 | The Contractor shall develop operational procedures in coordination with other enterprise module vendors to restore system availability. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop operational procedures in coordination with other enterprise module vendors to restore system availability. Within the modular Medicaid enterprise, diverse applications share virtualized resource pools so our operating environment automates high-availability policies to meet key performance indicators. Within Provider Services, our resilient, converged infrastructure provides the right level of availability for each business application.

The services DXC provides to the Department will embody collaboration and cooperation with the other enterprise module vendors. We see many opportunities for, and welcome, close collaboration among the vendors.

Collaboration will be essential to successful modular, multi-supplier Medicaid enterprise operations. DXC is committed to coordinate professionally and efficiently with the other contractors to manage, support, and resolve issues.



|             |       |                                                                                               |
|-------------|-------|-----------------------------------------------------------------------------------------------|
| Integration | INT15 | The Contractor's solution shall use XML standard messaging format to ensure interoperability. |
|-------------|-------|-----------------------------------------------------------------------------------------------|

The DXC Provider Services solution will use XML standard messaging format to facilitate interoperability. The service oriented architecture (SOA) of our solution provides effective messaging capabilities. DXC uses a SOA-based messaging framework to exchange messages with the ESB which will manage the messages, requests, and responses. In addition to XML, DXC supports the newer JSON standard.

|             |       |                                                                                                                     |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------|
| Integration | INT22 | All service endpoints/APIs shall be exposed to the ESB and are able to receive and submit messages through the ESB. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------|

We will expose the DXC Provider Services solution APIs to the ESB and will be able to receive and publish messages through the ESB. BizTalk includes various adapters for communication protocols so industry-standard communication methods can be used to securely exchange messages.

Using a single language and protocol, DXC IT professionals describe and orchestrate the messages and web services needed for interaction with the modules we provide. The ESB we offer provides standard messaging formats and common services for exchanging information. Business functional areas collaborate through standard messaging enabled through APIs and web services.

Preconfigured data maps and a data transformation engine provide support for EDI, X12, and HL7 schemas. IT professionals monitor application health, availability, usage, performance, and alert notification reporting.

|             |       |                                                                                          |
|-------------|-------|------------------------------------------------------------------------------------------|
| Integration | INT35 | The Contractor shall provide an architecture that has clearly defined service endpoints. |
|-------------|-------|------------------------------------------------------------------------------------------|

DXC will provide an architecture that has clearly defined service endpoints. We provide standard web services. DXC has a complete list of APIs for events that we publish or expect to subscribe to, with full message format documentation.

|             |       |                                                                                                                                                                                                                            |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT40 | The Contractor shall provide technical, functional and performance documentation required by the IV&V Contractor for the solution in order to support IV&V reporting needs identified in the most current version of MECT. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide technical, functional and performance documentation required by the Independent Verification and Validation (IV&V) vendor. The Provider Services solution documentation we provide will support the IV&V reporting needs identified in the most current version of MECT. In completing several MMIS implementations over the past decade, DXC has gained solid experience working with IV&V vendors that support and assist in providing project



oversight. We understand the significance of their role to achieving project progress monitoring and reporting.

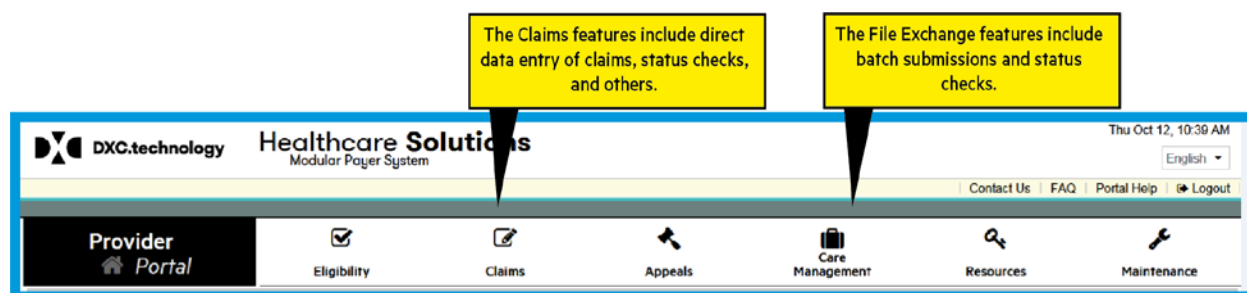
DXC will work with the IV&V on the Medicaid Enterprise Certification Toolkit (MECT) input needed for the CMS and State Progress Reports. As of the writing of this proposal, we are developing our protocols and documentation for MECT 2.2. As of implementation of the Montana Provider Services, CMS could be on version 2.3 or higher. DXC will be prepared for the current version.

|             |       |                                                                                                                                                                        |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT52 | The Contractor shall collaborate with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collaborate with State enterprise contractors and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions. Information that is needed to support electronic standard healthcare transactions can easily be exchanged through our Provider Portal that we deliver with our Provider Services solution.

The following figure depicts the user-friendly tool bar for providers to choose Claims or File Exchange for real-time or batch HIPAA-mandated and other standard compliant transactions.

#### DXC Provider Portal



State-mandated transactions and other transactions required to operate the Provider Services solution will flow through the portal accurately and promptly and be distributed to other enterprise vendors as needed.

|             |       |                                                                                                     |
|-------------|-------|-----------------------------------------------------------------------------------------------------|
| Integration | INT54 | The Contractor's solution shall require (when appropriate), capture, and maintain the 10-digit NPI. |
|-------------|-------|-----------------------------------------------------------------------------------------------------|

The DXC solution will require (when appropriate), capture, and maintain the 10-digit NPI. When establishing provider types and specialties in the Provider Services modules, DXC can identify which types and specialties must have an NPI and which are not eligible for an NPI. During provider enrollment, our solution assigns each provider a unique internal base provider number. This base provider number can be used for multiple programs and is tied to data elements unique to the base record, such as the provider name. The solution maps, stores, and maintains the provider's internal number along with the NPI or other IDs associated with the provider.

Atypical providers will be assigned a unique internal base provider number even without an NPI. This allows for more accurate initial provider enrollment processing.



|             |       |                                                                                                                         |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------|
| Integration | INT55 | The Contractor's solution, shall accept the NPI in all applicable standard electronic transactions mandated under HIPAA |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution accepts the NPI in applicable standard electronic transactions mandated under HIPAA. The Provider Services solution accepts the NPI number in the standard electronic transactions in accordance with the HIPPA mandate when applicable.

|             |       |                                                                                                                                                                                                                                                                                                              |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT59 | The Contractor shall ensure all hardware, software, and communication components installed for use by State staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and Internet Explorer; and current technologies for data interchange. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Hardware, software, and communication components of the DXC Provider Services solution installed for use by State staff will be compatible with the following:

- The current supported versions of the Microsoft Operating System
- Microsoft Office Suite and Internet Explorer
- Current technologies for data interchange

The proposed solution contains carefully planned compatibility to industry-leading operating systems and technologies. Each release is coordinated to be compatible with current and recent historical versions of these platforms.

The DXC websites will be accessible using industry standard web browsers such as, but not limited to, Chrome, Firefox, Internet Explorer, Edge, and Opera, and will be compatible with previous versions approved by the Department. We regression test our portals using Chrome, IE, and Firefox, using the current version and back two versions (-2).

|             |       |                                                                                                                                                                                                                                                                                                                                                                     |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT60 | Unless otherwise mutually agreed to in writing, the Contractor must maintain any and all hardware and software products required to support the Contractor's solution at their most current major version (patches, fixes, upgrades, and releases for all software, firmware and operating systems) or no more than one version back from the most current version. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will maintain hardware and software products required to support the Provider Services solution at their most current major version—patches, fixes, upgrades, and releases for all software, firmware and operating systems—or no more than one version back from the most current version.

|             |       |                                                                                                                                 |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT61 | The Contractor's solution shall allow internal and external stakeholders to upload and view electronically submitted documents. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------|





The DXC Provider Services solution will allow internal and external stakeholders to upload and view electronically submitted documents. Providers can upload documents through the portal as part of the application and revalidation process. Electronic documents are systematically attached to their corresponding application. The following figure shows the Provider Enrollment module screen providers use to upload attachments.

### Supporting Document Attachments

In the enrollment application, the provider can upload required attachments.

Cancel

Attachments

Attachment Details

Create New

| Transmission Method                   | Attachment Type                                                               | File Name              |
|---------------------------------------|-------------------------------------------------------------------------------|------------------------|
| Available on Request at provider Site | Claims Certification?Statement?for Signature? On File?Form                    | TestFile.pdf           |
| By Mail                               | CLIA? certificate ?required                                                   | ABC.txt                |
| Electronic Only                       | Clinical Laboratory Improvement Amendments? (CLIA)?certificate,?if applicable | Invetstment.doc        |
| Email                                 | Delegated Administrator? Addendum/Maintenance Form (as applicable)            | ProviderManagement.pdf |

Users can quickly see which supporting documents are linked to an application.

Staff can upload documents through the workflow tool. Staff members can quickly and easily access images of supporting documentation from within the application itself as opposed to accessing a separate repository of documentation images.

|             |       |                                                                                                                                    |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT62 | The Contractor's solution shall ensure information and event notification standards include aggregated and integrated information. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution uses information and event notification industry standards. Information and event notification standards are also defined for allowing information to be aggregated and integrated together. Our solution to this requirement is aligned to MITA Logging criteria TA.LG.2. The DXC solution will define information sharing and event notification standards to allow aggregated and integrated information in concert with its logging function of the user's activity history and other management functions, including log-on approvals/disapprovals and log search and playback.



|             |       |                                                                                                                                       |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT63 | The Contractor's solution shall have business process orchestration in an event-driven environment that maximizes process automation. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for Provider Services has business process orchestration in an event-driven environment that maximizes process automation. Through an event-driven architecture (EDA), DXC gives its information systems the ability to sense and respond to events rapidly, either through an automated process or human interaction

|             |       |                                                                                                   |
|-------------|-------|---------------------------------------------------------------------------------------------------|
| Integration | INT65 | The system shall provide the ability to share and federate data with other data sharing partners. |
|-------------|-------|---------------------------------------------------------------------------------------------------|

DXC will provide the ability to share and federate data with data sharing partners. Our data management strategy forms the foundation for the design activities of the implementation of our Provider Services modules. We will work collaboratively with the other data sharing partners to standardize the data, promote interoperability, and provide data governance and guidance through a common set of processes, tools, and practices.

Benefits of the DXC solution include the following:

- Reduced custom solutions
- Greater interoperability and data sharing
- Common set of processes, tools, and solutions

As part of the data management and data sharing strategy, DXC keeps abreast of standards such as the following:

- National Correct Coding Initiative
- National Medicaid Electronic Data Interchange (EDI)
- HIPAA Operating Standards Work Group
- National Medicaid EHI Healthcare (NMEH) Work Groups

We have been proactively evolving the business functions by incorporating MITA and the Standards and Conditions guidelines for data federations and sharing. DXC is committed to supporting the MITA Maturity Model, which provides direction related to ARRA, HITECH, and the ACA. The NMEH work group concluded in its *Value of MITA* report that Medicaid programs are in an unprecedented season of change. Medicaid Information Technology Architecture (MITA) and service-oriented architecture (SOA) are revolutionary approaches to system design that enable this change and support Medicaid agencies in their ongoing mission to provide better healthcare delivery while reducing the overall cost of healthcare management. This can only be achieved with accurate and timely data sharing. DXC is committed to collaboration with data sharing entities in the best interest of the program benefactors.

|             |       |                                                                                                                                                                                                          |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT66 | The Contractor's solution shall provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions and NCPDP D.0 transactions relative to the Contractor's scope of work. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



The DXC solution will provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions, and NCPDP D.0 transactions relative to the Provider Services scope of work. We will use standard HIPAA transactions such as X12, NCPDP D.0, HL7, and CAQH-CORE standards whenever applicable for data exchanges. Our interfaces take advantage of NIEM standards where applicable.

DXC provides EDI support for sixteen other Medicaid customers. We bring EDI enrollment, certification, and testing processes experience that will help interface partners benefit from the DXC EDI Software as a Service (SaaS) solution. The solution includes the EDI Cloud OXi system to enforce compliance to standards, but also includes many self-service features such as online enrollment.

DXC participates in standards-setting organizations including X12, Workgroup for Electronic Data Interchange (WEDI), and Health-Level 7 (HL7). DXC actively participates in industry groups to identify new and evolving standards from CMS, Office of National Coordinator for Health Information Technology (ONC-HIT), and others. We look forward to working with the Department and the SI vendor to make more use of NIEM models, especially as NIEM targets more models for JSON representation.

|             |       |                                                                                                                                                                                                                                  |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT68 | The Contractor shall collaborate with the Systems Integrator to automatically report system availability to the SI availability solution. The frequency of each module component verification will be defined by the Department. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collaborate with the Systems Integrator (SI) to automatically report system availability to the SI availability solution. We acknowledge that the frequency of each module component verification will be defined by the Department. Monitoring system availability and performance is a crucial task during operations. DXC will minimize unscheduled downtime related system failure by verifying that we meet defined system availability and response-time service levels, and by verifying that the system functions without interruption from unscheduled downtimes.

|             |       |                                                                                                                                                                                                                                                              |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT70 | The Contractor shall identify and describe the licenses necessary for the scope of work to support the infrastructure that will provide sufficient bandwidth and redundancy to ensure accessibility, reliability/fault tolerance and acceptable performance. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will identify and describe the licenses necessary for the Provider Services scope of work to support the infrastructure that will provide sufficient bandwidth and redundancy to facilitate accessibility, reliability/fault tolerance, and acceptable performance.

DXC initial sizing of network capability is based on similarly sized environments and knowledge of existing traffic. DXC uses advanced network monitoring tools to constantly gauge usage, and make recommendations for adjustment as required.

Dedicated connections to the DXC Healthcare Network Cloud (HNC), and multiple vendor network capabilities available, provide redundant and diverse routing to major carriers in support of specific customer requirements. DXC's infrastructure for the primary and backup connectivity is fully redundant, with automatic failover to support the reliability of this critical network.



|             |       |                                                                                                                                                                                                                                  |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT73 | The Contractor shall be responsible for understanding the business processes to automate and orchestrate appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the SI. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be responsible for understanding the business processes to automate and orchestrate appropriate workflows, business rules, data flow, and metadata within the solution. We will work collaboratively with the SI.

As the MMIS vendor and/or fiscal agent for 21 states, DXC has an in-depth understanding of the business processes, workflows, rules, and data flow needed. The Department's Provider Management program will flourish under the watch of DXC. We will deliver our experience in running provider management functional areas in other Medicaid programs. We also will deliver top Medicaid staff members from around the country, providing service excellence to the provider community. The Medicaid providers will have a positive experience interacting with our team and our tools.

DXC has current, relevant experience with the MITA 3.0 Provider Management business processes. We successfully serve more provider programs than any other vendor in the industry today. The following figure notes the states and commonwealths where we perform the business processes for the MITA Provider Management functional area.

#### States Served by DXC Provider Management Services

|                                                                                    |                                      |                                                                |
|------------------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------|
|  | Manage Provider Information          | AL, AR, CO, CT, DE, FL, GA, IN, KS, KY, NV, RI, VT, WI         |
|                                                                                    | Terminate Provider                   | AL, AR, CO, CT, DE, FL, GA, IN, KS, NV, RI, VT                 |
|                                                                                    | Manage Provider Communication        | AL, AR, CO, CT, DE, FL, GA, IN, KS, KY, NV, OK, PA, RI, VT, WI |
|                                                                                    | Manage Provider Grievance and Appeal | CO, DE, GA, IN, KS, KY, NV, RI, VT, WI                         |
|                                                                                    | Perform Provider Outreach            | AL, AR, CO, CT, DE, FL, GA, IN, KS, KY, NV, OK, PA, RI, VT, WI |

DXC also has extensive experience with SI collaboration. We have been the systems integrator for our MMIS contracts, connecting business partners and other state vendors to the systems as needed for successful operations. We have as much experience working with systems integrators as we do being the systems integrator. We will work with the Department's SI to establish, manage, and monitor the integration points with the legacy system and other module vendor solutions.

|             |       |                                                                                                                                                                                                                                |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT74 | The Contractor's solution shall have the ability to identify errors in transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



The DXC Provider Services solution has the ability to identify errors in transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data.

The File Transfer System (FTS) component of our ESB monitors, tracks, logs, and moves files throughout the solution. The FTS portal interface provides full audit tracking of files and notifies users of errors that occur during file transfers. The FTS Search screen lets the user find a file quickly and easily, determining at a glance the status, processing phase, and file details—a complete picture of the transaction as it progresses through the Medicaid enterprise.

Having the ability to research the status of inputs and outputs is a significant improvement and advantage of the DXC offering. Research was previously limited to technical resources going into computer job logs and seeing what completed and what had errors. Now staff can quickly get the status updates without technical intervention, as illustrated in the following figure.

### FTS File Search Features

Use an asterisk (\*) to perform wild card searches

**File Name**  **File ID**

**File Status Qualifier** Equal To

**File Size (KB)**  to

**Start Date\*** 4/4/2012  00:00 **End Date\*** 4/4/2012  23:59

**Direction** INBOUND

**Transport Type** NOT SELECTED

☐ Batch File ☐ Interactive

**Search** **Clear**

**Records Found 44**

| File ID   | Status                | Direction | Transport | File Name                   | File Size (KB) | File Date |
|-----------|-----------------------|-----------|-----------|-----------------------------|----------------|-----------|
| 306517557 | PROCESSED_BY_POSTPROC | INBOUND   | SFTP      | 992187700_20120404171555... | 2978           | 4/4/2016  |
| 306517556 | COMPLETED             | INBOUND   | SFTP      | 992187700_20120404170022... | 790            | 4/4/2016  |
| 306517555 | COMPLETED             | INBOUND   | SFTP      | 992187700_20120404164646... | 19             | 4/4/2016  |
| 306517554 | COMPLETED             | INBOUND   | SFTP      | 992187700_20120404173139... | 9              | 4/4/2016  |
| 306517551 | COMPLETED             | INBOUND   | WEB       | ANSIFLD5010.01.01.30015...  | 234            | 4/4/2016  |
| 306517552 | COMPLETED             | INBOUND   | SFTP      | 57844880_20120404173023...  | 46054          | 4/4/2016  |
| 306517045 | COMPLETED             | INBOUND   | SFTP      | 002036600_651320400_2012... | 12310          | 4/4/2016  |
| 306517044 | COMPLETED             | INBOUND   | SFTP      | 002036600_651051500_2012... | 2423           | 4/4/2016  |
| 306517043 | COMPLETED             | INBOUND   | SFTP      | 002036600_650933900_2012... | 10702          | 4/4/2016  |
| 306517042 | COMPLETED             | INBOUND   | WEB       | mdflh.clm                   | 4111           | 4/4/2016  |
| 306516038 | FAILED                | INBOUND   | WEB       | Batch 3 -Corrected .txt     | 33995          | 4/4/2016  |
| 306516038 | COMPLETED             | INBOUND   | WEB       | 021938000.xml               | 99111          | 4/4/2016  |

For the Provider Portal, we maintain system integrity while allowing flexibility between programs and provider types. Rule configurations will support Provider Services within the diverse and complex programs in the MPATH environment. As rules are applied to incoming data, edits will reject or cleanse the data.

Our Provider Services solution uses configurable business rules to reject or flag suspicious data based on preconfigured rules. HIPAA-compliant transactions that do not meet standards are returned to the submitter with a 997/999 Functional Acknowledgment response. As the submitter receive the rejection notices, they may repair and resubmit the data.

|             |       |                                                                                                |
|-------------|-------|------------------------------------------------------------------------------------------------|
| Integration | INT78 | The Contractor shall provide an environment where components can be added or replaced quickly. |
|-------------|-------|------------------------------------------------------------------------------------------------|



The DXC proposed systems infrastructure architecture includes the Health Network Cloud (HNC), the Microsoft Azure Government Cloud and the DXC OXi EDI cloud systems and solutions. With the exception of network nodes and modems which are in environments that support rapid component replacement, a distinct advantage of cloud environments is the virtual elimination of the need to replace infrastructure components. The ability to add compute power, storage, bandwidth, servers, and other components are inherently built into the architecture of cloud environments.

|             |       |                                                                                                                                                                 |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT79 | The Contractor's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution will allow internal and external users to enter data using electronic forms and receive documents electronically from other systems. The Provider Portal provides the capability for users to submit enrollment applications, claims, and prior authorization requests through direct data entry. The Provider Enrollment portal also allows direct data entry for the application process.

Providers can also upload documents electronically, including enrollment validation items or medical necessity for claims. The Provider Portal is proven to save time and effort for providers and their staff. As a time-saving measure, the portal can:

- Pre-populate online forms with billing provider information based on user log on
- Provide a predictive search feature on many fields as characters keyed by the user narrow the list of choices
- Apply rules to validate information in fields before submission and notify the submitter when validation requirements are not met

This interactive tool enables instant claim status notification, allowing for faster processing of necessary modifications and resubmission for denied claims.

If the Department has other forms that require direct data entry on the web, we will add the forms through the formal change order process.

|             |       |                                                                                                     |
|-------------|-------|-----------------------------------------------------------------------------------------------------|
| Integration | INT80 | The Contractor's solution will interface with the State's designated financial processing solution. |
|-------------|-------|-----------------------------------------------------------------------------------------------------|

DXC will interface with the Department's designated financial processing solution. Our solution interfaces with the Medicaid enterprise systems and programs using SOA services. DXC will provide file-based interfaces as required by the Department so that information is effectively shared between the modular components. The ability to easily exchange data with other systems supports use of a consistent set of data throughout the systems.

|             |       |                                                                                                                                        |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT81 | The Contractor's solution shall have the capability to receive and display data, messages, and alerts from other systems in real-time. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------|



The DXC Provider Services solution has the capability to receive and display data, messages, and alerts from other systems in real-time. The Portal user interface uses real-time web service messaging for communications. It displays data, messages, and alerts from our internal applications in real-time. Through the formal change order process, the solution can be configured to do the same from external systems through customized pages.

|             |       |                                                                                                                                                                                                            |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT85 | The Contractor's solution shall web service, specifications, and adapters: (e.g, ODBC, Web Service (WSDL, WS-*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, MSMQ,). |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution supports the following web service, specifications, and adapters: ODBC, Web Service (WSDL, WS-\*, SOAP, REST, UDDI, ODATA), JSON-WDP, MS SQL, SQL Server, Oracle, FTPS, SFTP, HTTPS, and MSMQ. Our components are integrated using standard web services so that the components are loosely coupled with each other. Using open standards of web services—including XML, SOAP, HTTP, WSDL, and UDDI—offers the greatest degree of modularity, flexibility, interoperability, and reuse.

For system-to-system communication, the Provider Services ESB will support SOAP, SOAP-RM, REST services, and WS-\* web service protocols available in the Microsoft .NET Windows Communication Foundation (WCF). Additionally, the ESB supports integration with SOAP-RM and older protocols such as Java Message Service, MQ Series, MSMQ, TCP/IP sockets, several application specific adapters, TIBCO, databases, mainframe host integration, and custom adapters. The solution will support file drops from local or remote paths and can query for files using Secure FTP. We also support files formatted in complicated standard or custom EDI formats. Our solution also can support for HL7, RosettaNet, SWIFT, and various HIPAA formats.

|             |       |                                                                                                                                                                                                                                                                                                               |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT86 | The Contractor's solution must be capable of receiving, translating, and processing data to and from the variety of protocols (e.g., FTP, FTPs, SFTP, HTTP, HTTPS, JMS, JDBC, ODBC, NET, AS2, AS3, POP3, SMTP, SSH, TCP, CICS). The Contractor shall include in their response a list of protocols supported. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution is capable of receiving, translating, and processing data to and from the variety of protocols. DXC's OXi integration capability is built using a leading industry offering. Communications for File Transfer needs include:

- FTP, FTPs, SFTP
- HTTP, HTTPS
- Java Messaging Service (JMS)
- ODETTE
- SOAP
- SSH/SCP
- SSH/SFTP
- MQ
- Connect:Direct
- AS2
- WebDav
- TCP/IP Socket communication



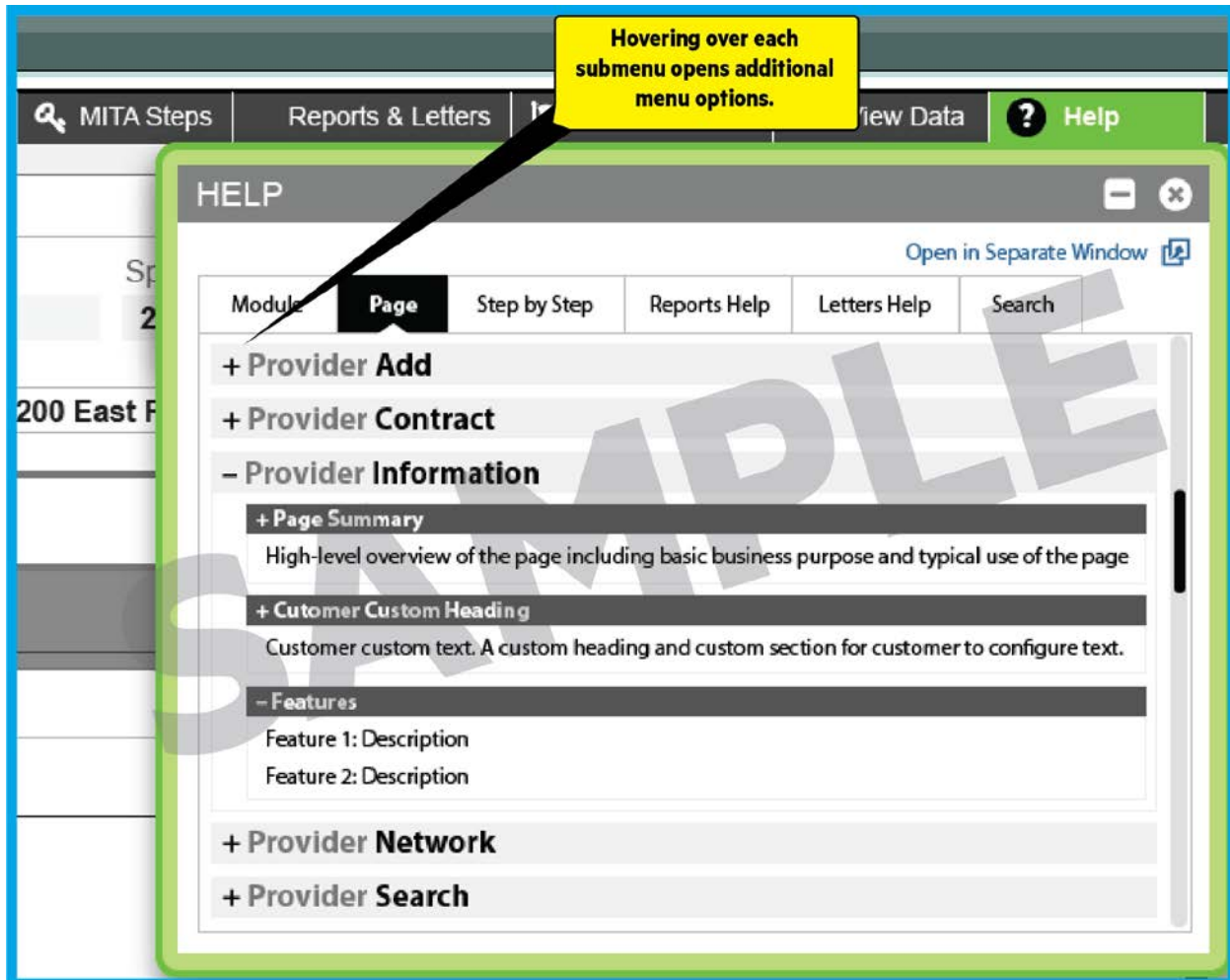


|             |       |                                                                                                                                                                                                                                   |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT87 | The Contractor's solution shall provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g., provider enrollment and maintenance activities). |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services modules provide context sensitive help—for example, situational clarification and support associated with process specific steps—to support user activities such as provider enrollment and maintenance activities. Our context sensitive help goes beyond any other help available through the inclusion of business defined MITA Business Process Steps – directly maintained and available through the Help feature. This approach applies MITA concepts where they matter most, at the individual user level. Through standardization of process step documentation, training is easier and overall business quality is improved.

Online help provides a tree structure to support online search capability with context sensitive help screens. The following figure is an example showing the format we use to build our online help.

### Sample Online Help





Process step documentation and help information updates are performed on-line in real time. This capability is available to the whole operational business team. Now it much easier to update the documentation as business processes change while you climb the MITA maturity ladder.

Each type of help launches an independent help window. Three levels of help – Page Help, Tab Help, and Field Level Help – means that each user gets the help needed. Each of the three levels of help are interrelated and users can navigate through the help tree for a high level overview or a detailed description. The help documentation is only entered once but is available in each view.

Detailed online help provides the following added value:

- New staff members can use the system faster.
- Experienced users can instantly access reminders of infrequently performed processes.
- Power users need not click past levels of inappropriate help.
- Trainers or trainees can use the tree navigation and image enlargement features.
- Business Analysts use the tree to view or edit help and MITA process information.

Help is much more than a mouse-over description of a field. It indicates the definition of every field on the screen, their related data type and format, and any screen edits and validations that are performed.

|             |       |                                                                                                                             |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------|
| Integration | INT88 | The Contractor shall implement a solution where module components are loosely coupled and can be added or replaced quickly. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution module components are loosely coupled and can be added or replaced quickly. The first modular attribute is that the system builds on a few well-defined integration points with other systems. This loose coupling of the application and its components provides the flexibility to use the system with multiple payer system applications. Our components are integrated using standard web services so that the components are loosely coupled with each other.

We offer a flexible, scalable, and configurable solution that maximizes loosely coupled technology and is built on a foundation of proven practices. Our modules can operate independently and can be loosely coupled into a cohesive system using web services.

|             |       |                                                                                                                                                                                       |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT93 | The Contractor shall provide electronic notification including detailed release notes for Major and Minor version, patches, updates and fixes deployed to the production environment. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide electronic notification including detailed release notes for major and minor version, patches, updates, and fixes deployed to the production environment. In the new product paradigm we deliver with the Provider Services solution, we add a release component to change management. The Department will be notified regarding upcoming releases and what they contain.



The value of new releases is allowing the Department to see release notes and version changes before delivery so decisions can be made about which changes to accept and reject. The release will be configured according to whether the State wants the new functional capability.

|             |       |                                                                                                                                                    |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Integration | INT94 | The Contractor shall work collaboratively with module vendors to reconcile ODS data elements with the all data elements for each module component. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will work collaboratively with module vendors to reconcile Operational Data Store (ODS) data elements with the data elements for each module component. A successful modular MPATH will only be successful with full collaboration between the component vendors. Collaboration on data elements is critical. We will work with the SI and other vendors to provide the data elements in our modules to be stored in the ODS.

### 3.10.1.5 Data Management

Data management within the Offeror's proposed solution and operational data management policies must at a minimum meet HIPAA, HITECH, ARRA and other federal and state privacy and security requirements as they exist on the release date of this RFP and be configurable to assist in meeting future requirements. The Offeror must describe their approach to meeting each of the Data Management and Data Services requirements detailed in Attachment F, Requirements Matrix.

## DXC Response

The DXC solution and operational data management policies meet HIPAA, HITECH, ARRA and other federal and state privacy and security requirements. DXC provides efficient and secure infrastructure for the data management of the Provider Services solution. We have established industry best practices, and a data management solution based on the lessons learned from several Medicaid solution implementations. Our focus on data includes data in motion — received or transmitted — and data at rest or in storage. Reliability and performance are the foundational concerns of our SOA infrastructure built to deliver high-availability, fault-tolerant, and highly secured data services.

We support numerous communication protocols, file types, and integration capabilities. The Provider Services solution can quickly integrate, manage, and automate dynamic business processes by exchanging business data and documents among applications, within or across organizational boundaries.

The Provider Services electronic data is protected by electronic security measures and HIPAA-compliant business processes. We understand data of this nature and prevent the data from being altered during transmission by enforcing secure delivery and limiting role-based access to the data. Data at rest or stored on servers is encrypted. Desktops and laptops are data encrypted. Access points to send or retrieve data will be guarded by the use of IPS/IDS devices and firewalls.

DXC applies strict principals to data information definition and management. Database administrators (DBAs) manage the information model following documented procedures. These procedures guide the end-to-end process including data element naming conventions, association to the appropriate logical and physical data models, valid values, or validation algorithms. This approach reduces data redundancy and allows better change management



across time. Our data management process also establishes and manages the metadata related to the data including objectives, sources, types, references, and relationship to standards.

## Attachment F Requirements for Data Management

In the following narratives, we provide a response to each of the Attachment F requirements for Data Management. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

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|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM04 | The Contractor's solution shall maintain record/audit trail of errors during update processes, accounting for originating source and user. |
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The DXC Provider Services solution maintains an audit trail of errors during update processes, accounting for originating source and user. Our modules provide transaction audit trails and logs for each module activity, access, and output. The audit trail records the date of the change, the source of the change through user ID, and what information changed, as well as the rejections and errors that occurred during the update process.

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| Data Management | DM09 | The Contractor's solution shall provide audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction, capture at a minimum date/timestamp, data source, worker id, action taken and log any errors encountered for reporting. |
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DXC tools provide audit trails to allow information on transactions to be traced from receipt of the transaction through the completion of the transaction. We capture, at a minimum, date/timestamp, data source, worker id, action taken and log any errors encountered for reporting. Audit trails are created in the workflow tool and the Provider Data Store within the Provider Services solution to log online and batch transactions.

Audit trails provide quality monitoring of data updates in online, user-friendly images. An audit table entry is made as elements of provider information are modified by online windows and by updates from interfaces with other systems. The audit trail includes transaction user ID, date and time. Audit trails can be searched by flexible criteria.

As address changes are made over time, we will capture an audit trail of changes and updates made, retaining an historical view of the data. The audit trail of revisions shows the historical information before the change, when the change was made, and the clerk ID, which could be a staff person ID or the ID of a provider making a change using the portal.

This same concept is applied to license information. As license changes are made, the audit trails capture the historical information to keep a complete and accurate record of provider data.



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| Data Management | DM10 | The Contractor shall ensure that all narrative descriptions of codes and abbreviations are available for reporting. |
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In the Provider Services solution from DXC, narrative descriptions of codes and abbreviations are available for reporting. In our modules, it is standard practice to include both the code value and associated description. We will support storing the code and narrative description. Reports can be designed in the data warehouse to display one or both of these fields, as the codes and narrative descriptions will be sent from the Provider source system.

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| Data Management | DM108 | The Contractor's solution shall provide a configurable workflow process for resolving near matches for providers that can link, void or end date extraneous records (i.e., duplicate provider records). |
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DXC will provide a configurable workflow process for resolving near matches for providers that can link, void, or end date extraneous records. Duplicate records are easily identified and reported through SQL Server Reporting Services. We will configure the routine batch report included in the product that runs on a predefined schedule, such as weekly or when new records are received. This report will list possible duplicate and exact duplicate providers within the Department's Medicaid program.

Note: It is possible to legitimately have same NPI/Taxonomy/ZC for multiple service locations. Therefore this report will be informational only to identify/flag the provider and not trigger a workflow event.

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| Data Management | DM11 | The Contractor shall develop and maintain an electronic data dictionary using industry best practices to be approved by the Department. At a minimum, the data dictionary shall contain for each field: field name in human readable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions. |
|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop and maintain an electronic data dictionary using industry best practices approved by the Department. At a minimum, the data dictionary will contain the following for each field:

- Field name in human readable format
- Field description
- Database field name
- Database table
- Field type and length
- Valid values and their corresponding descriptions

DXC maintains the modules object model, accessible to the staff members who will detail the relationship between business objects and the database data model. This centralized repository includes the content of the data definitions for the modules.



Our online help provides the data dictionary. This functionality is provided through the Help feature in the Provider Services modules. Users select the Help feature from the menu bar, and then select Data Element Dictionary from the available options.

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| Data Management | DM115 | The Contractor's solution shall collect, store, and maintain the data necessary for T-MSIS reporting as required by CMS. |
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The DXC Provider Services solution collects, stores, and maintains the data necessary for Federal Transformed Medicaid Statistical Information System (T-MSIS) reporting. Our centralized Health Solutions Framework team has already done the analysis, design, and development work for a shared T-MSIS process that our many Medicaid accounts benefit from. We will deliver this process to the Department as it meets the most current federal definition of what needs to happen. Whether sending the data to the Enterprise Data Warehouse vendor to run and submit the T-MSIS reports or we do the reporting ourselves, DXC will have the Provider data available as required by CMS.

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| Data Management | DM116 | The Contractor's solution shall capture and maintain the provider related data items needed to support Payment Error Measurement (PERM) processing. |
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The Provider Services solution will capture and maintain the provider related data items needed to support Payment Error Measurement (PERM) processing. As a long-term vendor of Medicaid fiscal agent services, DXC understands the requirement for periodic federal and state audit reviews, including PERM. The Provider Master File captures each data element required for PERM audits.

Since passage of the Improper Payments Information Act (IPIA) of 2002, we have worked with our customers to help them meet program auditing requirements. Our current experience with PERM in our MMIS states includes selection of samples, production of hard-copy documents, and gathering required data. Our Systems and Operations teams assist our customers in responding to CMS to help make the PERM reviews go as smoothly as possible. We will bring our knowledge and know-how to Montana to support and assist the Department.

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| Data Management | DM117 | The Contractor's solution shall retain in the module, after implementation, seven (7) years of electronically imaged documents and data. After seven (7) years, the data will be purged (deleted) from that module. All active records (active providers, active members, active cases, etc.) and 100% of all history for any entity or case that has been active within the last seven years will be retained. Any entity and/or case that has been continuously inactive for the last seven years will not be retained, will be purged, and will no longer be accessible by users in that module. |
|-----------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's experience with current Medicaid records and data retention requirements, combined with the retention tools and processes we successfully use every day for 21 states provides the



right combination for the Department to achieve its records and retention goals. After implementation, DXC will retain seven years of electronically imaged documents and data in the Provider Services modules. After seven years, the data will be purged from the modules.

Active records and 100% of all history for any provider that has been active within the last seven years will be retained. Any provider that has been continuously inactive for the last seven years will not be retained, will be purged, and will no longer be accessible by users in the Provider Services modules.

DXC uses a proven set of tools for managing records and data including coordinating online availability and archive. DXC uses a tiered storage strategy that begins with primary storage in the production tier on an enterprise-class Storage Area Network. As documents age, we can periodically archive them on a schedule that adheres to Records Retention and Destruction Guidelines.

Purging data or records is never automated at DXC. We can store data and records indefinitely; however, data and records will be transferred from production to archival storage to manage performance and costs. Before any data or record set is destroyed, DXC will seek explicit permission from the Department.

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| Data Management | DM13 | The Contractor shall be able to demonstrate the ability to support requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. The Contractor shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules. |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC can demonstrate our ability to support requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. We will adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules. DXC's experience with 21 state data retention requirements, combined with the retention tools and processes we successfully use every day provides the right combination for the Department to achieve its records and retention goals.

Processing data is archived and retained for every work instance and maintain based on the data retention requirements. This archived record supports research or dispute resolution if the need arises.

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| Data Management | DM14 | The Contractor's solution shall maintain an audit trail of all changes to data, including changes that were made in error and subsequently backed out of or suspended. |
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DXC will maintain an audit trail of changes to data. We will provide an audit trail for changes that were made in error and subsequently backed out or suspended as well. Our modules provide transaction audit trails and logs for each module activity, access, and output. The audit trail records the date of the change, the source of the change through user ID, and what information changed, as well as the rejections and errors that occurred during the update process.



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| Data Management | DM15 | For audit and reporting purposes, the system shall provide and maintain the following data for all reference codes:<br>a. Effective date<br>b. End date<br>c. Date when last changed<br>d. Who made last change<br>e. Short description<br>f. Long description |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For audit and reporting purposes, the DXC Provider Services solution will provide and maintain the following data for reference codes:

- Effective date
- End date
- Date changed
- User ID of updater
- Short description
- Long description

As healthcare changes more rapidly than ever, it is essential that the Department have the technical and operational support necessary to take a code set from receipt to program inclusion. Because the system will process transactions according to the date of submission, it is important to have the appropriate code sets for that date from its table of information. Therefore, information is not purged but is controlled through effective and end dates.

We provide an audit trail for the code set updates so the Department can monitor the changes being made and confirm compliance with the most recent code sets.

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| Data Management | DM17 | The Contractor's solution shall provide the ability to store and apply updates to all applicable codes upon new release at an interval appropriate for the data or when requested by the Department. |
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The DXC solution will provide the ability to store and apply updates to applicable codes upon new release at an interval appropriate for the data or when requested by the Department. We know how critical provider data is to claims processing and other business processes. DXC considers updates to codes a regular part of the process for updating new or changed Provider Type or Provider Specialty and other codes.

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| Data Management | DM18 | The Contractor's solution shall perform batch control including logging and reporting. |
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The DXC Provider Services solution will perform batch control including logging and reporting. The Provider Services solution will exchange data using secure file transfer protocol with other systems through an integration service. After a data exchange window has been decided, the actual exchange can be fully automated using configurable tools for batch control and File Transfer System (FTS) through our ESB. We will work collaboratively and coordinate with other MPATH vendors to provide batch control, balancing, and scheduling data load cycles.



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| Data Management | DM19 | The Contractor's solution shall archive all versions of reference information and update transactions. |
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DXC will archive each version of reference information and update transactions. DXC archives data in a variety of ways and it is formatted to match the original documentation to preserve data integrity. Back-up tapes are used to archive data and retain it in a retrievable manner. Most Provider reference data is not archived, but is controlled in the system through effective and end dates, maintaining historical information in the Provider Master File.

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| Data Management | DM20 | The Contractor's solution shall have the ability to void or reverse recent changes by rolling back to prior configurations. |
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The Provider Services solution from DXC has the ability to void or reverse recent changes by rolling back to prior configurations. As configuration changes are made, the original data is maintained with end dates, allowing a roll back if needed. Updates are end-dated, not deleted, preserving the data integrity while archiving historical information.

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| Data Management | DM21 | The Contractor's data management strategy shall include the following concepts: Data Integrity (data cannot be modified undetectably), Data Availability (access is not inappropriately blocked or denied), Data Authenticity (validation of transactions), Data Security (encryption and Department approved security protocols and processes), Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction). |
|-----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC data management strategy includes the following concepts:

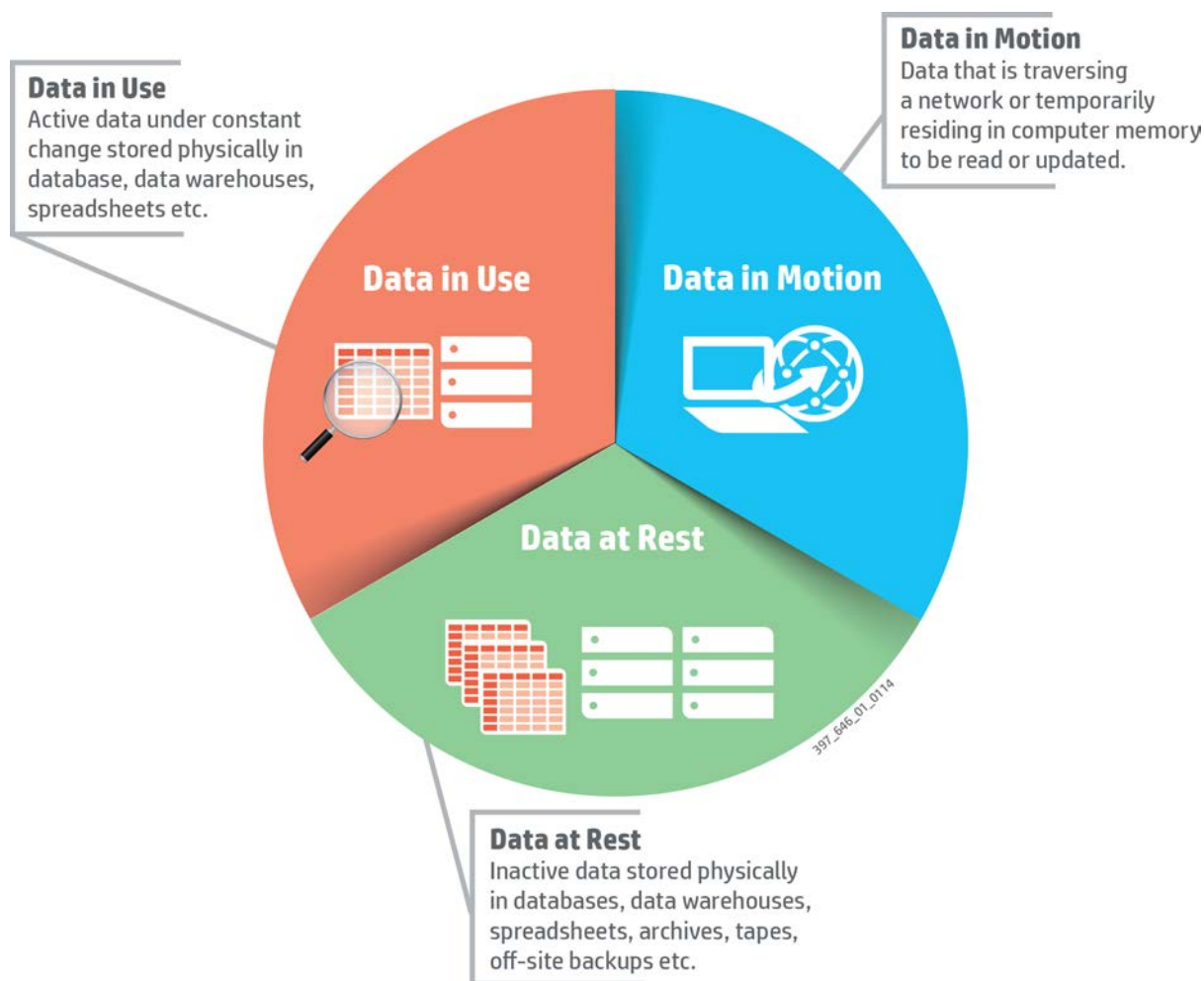
- Data Integrity — we bar data from being modified undetectably. Data integrity will be enforced through policies, procedures, and security measures. Data from external data sources will be processed from the data Staging Area using extract, transform, and load (ETL) tools and processes. As directed by best practices, data from external data sources loaded into the Provider modules is not directly updatable. Only query access to data originating from external data sources is permitted. Direct update actions will be tracked by capturing user ID and date and time stamps. The ability to perform direct updates is controlled by regular database access procedures.
- Data Availability — we make sure access is not inappropriately blocked or denied, however data is made available only to authorized users. Role-based security will make assigning user access easier because access can be granted to a group of users, and access problems can be resolved for a group rather than by individual user.
- Data Authenticity — we validate transactions. Data authenticity is provided through several components. Our enterprise services bus validates whether an external data file is allowed in the Provider Services modules. If a file of unknown origin is received, it is rejected. We identify and track data issues related to valid values, missing data, and invalid data.





- **Data Security** — we apply encryption and Department-approved security protocols and processes. Data encryption protects the integrity and vulnerability of data-in-motion across the network. Dedicated devices that control both ends of the data transmission, such as routers, can use asymmetric or symmetric data encryption. With symmetric data encryption, both devices use the same key to encrypt and decrypt the data. This also protects integrity as the encrypted data cannot be modified without destroying the complete contents of the data. Our storage systems use an encryption feature to set up the data encryption license keys to encrypt and decrypt data allowing for 256-bit encryption for data-at-rest.

The proposed system complies with HIPAA privacy safe-harbor recommendations in disseminating the data and the FIPS/NIST standards for authentication, role-based access control, and encryption of data in motion to users. The following figure shows the different ways encryption can be applied to data.



Our electronically transmitted data solution promotes the security and confidentiality of sensitive and confidential data.

- **Non-repudiation of Data** — our processes make sure parties to a transaction cannot deny their participation in the transaction. Our tracking provides traceability and accounting of the data and makes it possible to prove the following:
  - The data loaded has been processed only through approved data management processes



- The loaded data is what was received

This provides for the nonrepudiation of transactional data received into the Provider Services modules. Through these methods and procedures, the DXC solution protects the data.

Our data management strategy forms the foundation for the configuration and operation activities of the project. Our strategy will help standardize the Provider Services solution, promote interoperability and data exchange, and provide guidance through a common set of processes, tools, and practices.

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| Data Management | DM22 | The Contractor's solution shall provide entity search capability including the ability to search by entity type, entity name, entity address elements, entity phone number(s), unique identifier for entity type, any alternate identifiers including EIN, SSN, TIN and other demographic elements. |
|-----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC provides entity search capability. This includes the ability to search by the following criteria:

- Entity type
- Entity name
- Entity address elements
- Entity phone number
- Unique identifier for entity type
- Alternate identifiers including EIN, SSN, TIN and other demographic elements

Search Provider is a MITA business process within the Manage Provider Information area. Our Provider Management module provides a flexible search engine that allows users to search by both partial and exact terms, in addition to Soundex features allowing phonetic searches. Soundex is a phonetic algorithm for indexing names by sound, as pronounced in English.

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| Data Management | DM23 | The Contractor shall provide real-time access to transactional data for all module components |
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The DXC solution provides real-time access to transactional data for each module component. Authorized users will have real-time access to the Provider Master File within the Provider Management module through our user interface. As a user makes a change to provider data, such as an address change or contract status change, the change is immediately viewable to other users.

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| Data Management | DM24 | The Contractor shall ensure complete transparency of all data fields in reports generated by the system including: providing the Department with SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations. |
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DXC will provide transparency of data fields in reports generated by the system. This will include providing the Department with SQL, pseudo code, narrative description, analytic protocols, and assumptions to document the logic and formulas used in calculations.

We will provide documentation of report derived data fields, SQL, pseudo code, narrative description or other required definitions. Initial documentation for derived data elements, calculations, and reports will be developed in the Business Function Review sessions. Our data governance and change control process will make sure initial documentation is maintained, updated, and archived appropriately.

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| Data Management | DM25 | The Contractor shall create and maintain a suite of State/Contractor-defined on-line reports to allow users to choose from pre-built defined parameters (such as provider number, procedure code, date of service, etc.) to generate customized reports for monitoring the daily operations of the system and Fiscal Agent Operations. |
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DXC will create and maintain a suite of State/DXC-defined on-line reports to allow users to choose from pre-built defined parameters to generate customized reports for monitoring the daily operations of the system and Provider Services Operations. Parameters will include provider number, EIN, SSN, TIN and other provider-related elements. We will support the Department-specific reporting requirements for effective and efficient program management and promote effective customer service and better clinical management and health services to beneficiaries.

DXC provides and maintains reports and queries which allow users to choose from predefined parameters, singularly, or in combination, to generate user customized reports.

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| Data Management | DM26 | The Contractor shall certify that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States. Additionally, this data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Any data that will be accessed by resources that are not physically located in the United States will be masked or scrambled (which would make it impossible to establish a connection between claims data and a specific member or provider associated with the claim) thereby removing the HIPAA and PHI connection between interested parties and the claim data. |
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DXC will certify that unmasked or unscrambled Department data will reside in data centers located in the continental United States. We can certify the following:

- Department data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training.



- Data that will be accessed by resources that are not physically located in the United States will be masked or scrambled — which would make it impossible to establish a connection between claims data and a specific member or provider associated with the claim) thereby removing the HIPAA and PHI connection between interested parties and the claim data.

The Department data will be stored in the Microsoft Azure cloud which is housed in the United States. This data center will provide state-of-the-art protection and security for the Department's unmasked data. Each DXC employee must complete HIPAA Awareness training upon hire and annually thereafter. This training covers PHI protection, among other privacy and confidentiality topics.

At times, our US-based teams are supplemented by off shore resources when allowed by contract. When off-shore resources are utilized, we do not allow those resources to access to PHI or other unmasked data.

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| Data Management | DM31 | The Contractor's solution shall be configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation and standardization rules. |
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The DXC Provider Services solution is configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation and standardization rules. We use Address Doctor within the modules for address normalization to make sure addresses conform to USPS standards before being accepted into the provider module.

Through Address Doctor our solution provides address cleansing before accepting a provider's enrollment. As a provider enters an address in the web application, the provider is notified if it does not conform to USPS standards and the provider is unable to move forward. We have success with Address Doctor guiding the provider through the address process, and the help desk will stand ready to assist providers in entering a clean address, if needed. Address Doctor performs live editing to make sure the ZIP belongs in the given state, the ZIP is for the given city, and the street number given exists in the USPS databases.

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| Data Management | DM37 | The Contractor's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's enterprise. |
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The Provider Services solution we provide will facilitate real-time data processing. This includes data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the Department's enterprise.

DXC's Audit, Balance, and Control (ABC) framework drives best practices to promote the reliability of the Data Integration (DI) architecture and the DI applications constructed on it. The ABC framework provides the following functions:

- Audits allow good data into the system
- Balancing compares information processing results with reference values



- Controls provide the ability to capture notifications, report on the application, and restart where possible

ABC is essential for proper production environments. It requires not only proper architecture and implementation, but also procedures for the production environment. Business requirements also may impact the application of ABC processes to a particular DI process.

We view quality assurance as a multi-tier effort, including operational clarity, operational oversight, internal consistency, alignment with business intent, bounds-checking and data-cleansing activities, and acceptance.

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| Data Management | DM38 | The Contractor's solution shall optimize and consolidate data management storage. |
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The DXC solution optimizes and consolidates data management storage to the extent there is no impact on system performance and throughput. As storage technology capacities have exponentially grown while costs have subsequently fallen, the need to consume compute resources with compression technologies and optimization techniques has been reduced. While not unlimited, data storage in a cloud environment is no longer as restricting and limiting as the traditional dedicated data center.

DXCs cloud computing environment delivers on demand storage expansion to facilitate no capacity performance impacts on the DXC system.

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| Data Management | DM39 | The Contractor's solution shall maintain all data sets defined by the HIPAA Implementation Guides to support storage of all transactions required under HIPAA Administrative Simplification Rule (e.g., Gender, Reason Code) for seven (7) years. |
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DXC will maintain data sets defined by the HIPAA Implementation Guides to support storage of transactions required under HIPAA Administrative Simplification Rule for seven years. Data sets pertinent to administration of the Provider Services program are maintained at rest in the module's database.

"At-rest" data in the module includes a specific subset of MMIS provider data, a data structure representation of the transaction exchanges, and the data related to submission of enrollment and eligibility transactions. Additional at-rest data takes the form of configuration settings, audit and system logs, and reference tables. This data and more are kept for the required seven years at a minimum.

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| Data Management | DM40 | The Contractor's solution shall maintain a normalized RDBMS with referential integrity and is optimized to meet performance requirements. |
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The DXC Provider Services solution maintains a normalized RDBMS with referential integrity that is optimized to meet performance requirements. Our development environment uses



model-driven development using the data model as a primary artifact for building information edits and relationships.

Model-driven development allows us to build referential integrity throughout the solution suite. Subject areas of the data model tie to business components (modules) in the technical architecture—as the Technical Architecture's MITA 3.0 sub-topic of Applications Architecture details. Business components support the transactional business functions and processes. We share the following best practices in data management:

- Applying normalization techniques
- Enforcing data attribute naming standards across the complete model
- Sharing attribute names that are consistent with business vocabulary
- Using data models to represent how entities interact with each other in business context
- Enforcing data stewardship through a data modeling and management team

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| Data Management | DM41 | The Contractor's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS). |
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The Provider Services solution from DXC provides a method to access, query, and report against archived data external to the Operational Data Store (ODS).

Archival data for the DXC provider solution will be accessible in a similar manner to production data. Given the relatively low data storage requirements associated with provider management data as compared to other Medicaid data storage requirements like claims/encounter data, combined with the relative low cost and high capacity of cloud data storage, archived data will no longer have the restricted access models experienced with legacy systems and traditional data center infrastructure.

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| Data Management | DM43 | The Contractor shall demonstrate through data analysis that the implementation outcomes have been validated and are accurate. |
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DXC will demonstrate through data analysis that the implementation outcomes have been validated and are accurate. To promote higher-quality implementation outcomes, DXC leaders adhere to project management disciplines, project governance, and integration and apply industry best practices and processes while taking advantage of lessons learned from similar implementations. Our approach to implementation provides the Department with timely, comprehensive project management communication, including analysis and reporting.

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| Data Management | DM45 | The Contractor's solution shall maintain a history of provider information (i.e., full audit history or equivalent capabilities). All transactions, including the execution of database scripts, need to be recorded in the full audit history. |
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DXC will maintain a history of provider information, including an audit history. Current and historical provider data is maintained. Each time an entry in a Provider Master File table is changed, added, or deleted, an entry is automatically logged in an audit history file table. Transactions, including the execution of database scripts, will be recorded in the audit history.

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| Data Management | DM46 | The Contractor shall develop and maintain a process to archive and access archived data (including legacy MMIS component data). |
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DXC has developed, and will maintain for the Department, a process to archive and access archived data. Our archiving process will include legacy MMIS component data after conversion. We provide two types of archived data:

- Passive archive—will have active transaction and maintenance functions retired but will retain capabilities to retrieve historical data
- Active archive—will retain some maintenance functions for historical data and retrieval

During implementation, we archive the actual converted data and verify the archival to make the data available in the form of structured records. Provider data is archived in accordance with state and federal record retention requirements.

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| Data Management | DM47 | The Contractor shall participate in ongoing data governance meetings as required by the Department. |
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DXC will participate in ongoing data governance meetings as required by the Department. We understand the Department's goal for data governance is to support the quality, availability, integrity, security, and usability of system data. Data governance and stewardship are key to project success.

Governance provides the foundation for defining and modifying data-exchange standards across time. DXC takes advantage of our mature data governance structure, efficient and mature data exchanges, and tools and processes. The vast amounts of data that healthcare programs collect and manage contain valuable knowledge. Our accumulated experience of more than 2,000 business intelligence projects has led to a data governance framework built on best practices. This framework includes guidelines to define interactions for project stakeholders, manage decision-making approval processes, communications, and the expectations of system users.

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| Data Management | DM51 | The Contractor's solution shall provide the ability to modify transactions in real-time. |
|-----------------|------|------------------------------------------------------------------------------------------|

DXC's Provider Services solution will provide the ability to modify transactions in real-time. When taking data into the system, an authorized user can edit or create a rule to override a data element. While we understand there is a rare instance where this is necessary, DXC highly recommends limiting this functionality as it is in direct opposition with data integrity and data quality mandates. Receiving systems should not manipulate the data sent, as this causes loss



of the audit trail. Once manipulated, the receiver can no longer accurately say the sender had poor data quality because the data has already been fixed to look right.

|                 |      |                                                                                                                                                                                                |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM52 | The Contractor's solution must have the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product or service integration. |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product, or service integration. Our solution supports the addition of new data elements and quickly allows access to these new data elements. The addition of data elements will be supported through the change control process.

|                 |      |                                                                                                                                                |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM53 | The Contractor's solution shall provide an address type, effective dates, and the ability to select the type of address for provider mailings. |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC provides an address type, effective dates, and the ability to select the type of address for provider mailings. The solution contains six address lines per provider:

- Mandatory address information required:
  - Service Location
  - Mail To
  - Pay To
- Optional address information:
  - Informational Mail To
  - Remit To
  - Doing Business As address

We use Address Doctor within our provider enrollment portal for automatic address normalization to make sure addresses conform to U.S. Postal Service (USPS) standards before being accepted into the provider module.

|                 |      |                                                                                                                                                                                                                                                                               |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM54 | While the Department prefers real-time/event driven process, the Contractor shall provide a tool to easily administer and execute scheduled events (e.g. reports, file transfers, processes, notifications) to be performed on a regular basis (e.g. daily, weekly, monthly). |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC agrees that prefers real-time/event driven processes are the preferred method of operation. For those times that scheduling makes more sense than real-time processing, our Provider Services solution does provide the ability to easily administer and execute scheduled events to be performed on a regular basis. Scheduling can be applied to reports, file transfers,





processes, and notifications, and can be performed daily, weekly, or monthly, depending on the process type and user need.

We will set up routine batch jobs that run on a predefined schedule. DXC schedules reports daily, monthly, or quarterly as part of regular maintenance. We define reports for routing, delivery, formatting, and action instruction. Rules include storage and retrieval instruction for easy, secure access by appropriate staff members or stakeholders.

|                 |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM55 | The Contractor shall provide a conceptual data model (CDM) that identifies the data elements required for an end-to-end business process execution including the identification of data standards that will reduce future rework to achieve successful data sharing across the enterprise and for intrastate/interstate exchanges. The CDM is required to be used as a reference to provide high-level overview of the data and relationships used by the enterprise and to provide a tool for ensuring the completeness of the business model. |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a conceptual data model (CDM) that identifies the data elements required for an end-to-end business process execution. This includes the identification of data standards that will reduce future rework to achieve successful data sharing across the enterprise and for intrastate/interstate exchanges. The CDM will be used as a reference to provide high-level overview of the data and relationships used by the enterprise and to provide a tool for facilitating the completeness of the business model.

At the heart of our Provider Services solution is a healthcare-specific data model targeted to meet the business information requirements for the Medicaid enterprise. The data model within our innovative modules is purposefully built through collaboration with our commercial and Medicaid industry experts. Developers take advantage of multiple sources to obtain attribute definitions—such as X12, HIPAA, and HL7—and focus on defining a flexible data model that reflects the “needs of the industry,” thereby providing data attributes for both industry markets. DXC maintains a conceptual data model that captures the high-level data objects and their interactions for each MITA business process area.

|                 |      |                                                                                                                                                                                                  |
|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM57 | The Contractor shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability. |
|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC standardizes the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability. In the new modular environment, data exchange is far more complex and requires proven technology. A consistent structure of data throughout the systems increases the ability to easily exchange data with other systems. We will provide secure data exchange between the application modules using canonical data format, standards, and protocols.

From the consumer's perspective, what matters is the interoperation of applications—the software packages that actually perform functions directly useful to users. From that point of



view, an application supports open interoperation if the definition of the application and each of the layers below it are open down to an acceptable spanning layer.

DXC realizes that open interfaces and exposed application programming interfaces (APIs) are necessary to exchange data with stakeholders, including data hubs. The degree to which interfaces are open is usually dictated by the need to control how they may be used. Successful interoperation will be based on the common use of protocols and standards, so the necessary standards will need to be available openly for use as a basis for implementation.

|                 |      |                                                                                                                                                        |
|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM58 | The Contractor's solution shall maintain online access to at least four (4) years of selected management reports and five (5) years of annual reports. |
|-----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will maintain online access to at least four years of selected management reports and five years of annual reports. Our Enterprise Content Management solution (ECM) solution, IBM OnDemand, will manage the retention of reports. Based on the Department's specific record retention policies, the OnDemand document management system will adhere to and support document data retention and deletion based on these policies.

A records life cycle comprises many phases, from creation to final disposition and destruction. DXC is responsible for Medicaid data and record retention in 20 states, so we understand your business drivers and can be trusted to be the custodian of your records. We protect and secure data during the entire life cycle.

|                 |      |                                                                                                                                                                      |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM60 | The Contractor shall be responsible for data management including ensuring the architecture addresses data semantics, data harmonization, and shared-data ownership. |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be responsible for data management including confirming the architecture addresses data semantics, data harmonization, and shared-data ownership. MITA mandates that each state is "responsible for knowing and understanding its environment—data, applications and infrastructure—in order to map its data to information-sharing requirements." This includes the conceptual and logical mechanisms used for data sharing. The data management architecture of the DXC Provider Services solution addresses the data semantics, data harmonization strategies, shared-data ownership, security and privacy implications of shared data, and the quality of shared data, in line with the MITA vision.

Our OXi Service Delivery Components receive, translate, process and track transactions and batch files. This important component of our solution orchestrates the activities enabling flexible and secure data exchanges. Our solution provides role-based security to the shared data services through the security software. Encryption is provided for data at rest and secure FTP is used for data in transition.

|                 |      |                                                                                                                               |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM62 | The Contractor's solution will ensure current and historical provider IDs are linked back to one universal/common identifier. |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------|



In the DXC Provider Services solution current and historical provider IDs are linked back to one universal/common identifier in the Provider Master File. Each applicant in the Provider Enrollment system will be assigned a unique base ID. The system allows the base ID to be linked to multiple IDs during the lifetime of the provider's inclusion in the program. The unique ID also allows the system to support a universal identifier for providers across the modules, and to cross-reference that identifier with prior established identifiers.

|                 |      |                                                                                                                                             |
|-----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM63 | The Contractor's solution shall assign standardized unique internal identifiers for entities and prevent the creation of duplicate records. |
|-----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution assigns standardized unique internal identifiers for entities and prevents the creation of duplicate records. We use the module's relational database design to assign each enrolled provider a unique internal base provider number. This base provider number can be used for multiple programs and is tied to data elements unique to the base record, such as the provider name. Additionally, the Provider Services module can map, store, and maintain the provider's internal number along with the NPI or other IDs associated with the provider.

When establishing provider types and specialties, DXC can identify which types and specialties must have an NPI and which are not eligible for an NPI. Atypical providers will be assigned a unique internal base provider number even without an NPI. This allows for more accurate initial provider enrollment processing.

Duplicate records are easily identified and reported through SQL Server Reporting Services. We will set up a routine batch report that runs on a predefined schedule, such as weekly or when new records are received. This report will list possible duplicate and exact duplicate providers within the Department's Medicaid program.

Note: It is possible to legitimately have same NPI/Taxonomy/ZC for multiple service locations. Therefore this report will be informational only to identify/flag the provider and not trigger a workflow event.

|                 |      |                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM64 | <p>The Contractor shall be responsible for backup and retention of data to include:</p> <ol style="list-style-type: none"><li>1. Daily incremental backups with retention of sixty-one (61) days.</li><li>2. Weekly incremental backups with retention of twelve (12) weeks.</li><li>3. Monthly full backups with retention of eighteen (18) months.</li><li>4. Annual full backups with retention of seven (7) years.</li></ol> |
|-----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be responsible for backup and retention of data to include:

- Daily incremental backups with retention of 61 days
- Weekly incremental backups with retention of 12 weeks
- Monthly full backups with retention of 18 months



- Annual full backups with retention of 7 years

Our business processes, methodology, and procedures for backup and retention will provide the Department with the confidence that data is secure and that plans are in place for responding to emergencies that affect the availability of data. We perform daily or checkpoint backups and include data changes that occurred that day. We also perform a full backup weekly. Backup tapes receive equal protection using off-site storage. We encrypt stored data on-site and off-site and apply appropriate rotation and retention periods.

|                 |      |                                                                                                                                                      |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM69 | The Contractor's solution shall maintain online access to all reference tables with an option to search and display by reference data type and code. |
|-----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will maintain online access to reference tables with an option to search and display by reference data type and code. The reference tables in the Provider Services modules are accessed through our web-based user interface, providing ease of accessibility and navigation.

Proper management of the program requires tight security for those granted the authority to make changes to reference files controlling the processing of the system. Our modules use role-based security to control access to the reference tables. Only with Department approval is a user granted the appropriate access based on the role to view and update reference files. Online access will validate users for view or update capability. Transaction type and update details are available online or for report download.

|                 |      |                                                                                                     |
|-----------------|------|-----------------------------------------------------------------------------------------------------|
| Data Management | DM70 | The Contractor's solution shall maintain user controlled parameters for all standards and messages. |
|-----------------|------|-----------------------------------------------------------------------------------------------------|

The DXC solution maintains user controlled parameters for standards and messages. The user interface panels of the Provider Services solution allows for each message criterion to be dispositioned as activated or deactivated according to specific controlled parameters for the standards and messages.

|                 |      |                                                                                 |
|-----------------|------|---------------------------------------------------------------------------------|
| Data Management | DM71 | The Contractor's solution shall verify that all dates are valid and reasonable. |
|-----------------|------|---------------------------------------------------------------------------------|

DXC will verify that dates are valid and reasonable. The Provider Services solution performs edit rules on each set of data it receives for required presence, format, consistency, reasonability, and allowable values. These edits perform quality control checks in date fields for date validity. Dates are edited so that they are valid dates and do not represent future dates when future actions would be inconsistent with the data type, such as a licensing date or education date.



|                 |      |                                                                                                                                                                                                                                                                               |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM72 | The Contractor's solution shall provide proper data validation rules (e.g., all fields defined as alphabetic contain only alphabetic data, fields defined as numeric contain only numeric data, items with definitive upper and/or lower bounds are within the proper range). |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Our modules provide proper data validation rules including the following:

- Fields defined as alphabetic contain only alphabetic data
- Fields defined as numeric contain only numeric data
- Items with definitive upper and/or lower bounds are within the proper range

Edits perform quality control checks in data fields for alphanumeric values, high/low range checks, and data validity. On the Provider Enrollment Portal basic editing occurs on the data the provider enters verifying that the correct number of digits is entered and alpha-numeric requirements are met.

|                 |      |                                                                                                                         |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM73 | The Contractor's solution shall capture and maintain the data items needed for State or Federal reporting requirements. |
|-----------------|------|-------------------------------------------------------------------------------------------------------------------------|

DXC's solutions capture and maintain the data items needed for State or Federal reporting requirements. The DXC Provider Services modules meet the Federal reporting requirements and performance standards defined by CMS and the CMS certification checklists. We maintain the data sets required for Transformed Medicaid Statistical Information System (TMSIS) reporting. The state and federal needs for reporting are met in our solution.

|                 |      |                                                                 |
|-----------------|------|-----------------------------------------------------------------|
| Data Management | DM74 | The Contractor's solution shall validate calculated data items. |
|-----------------|------|-----------------------------------------------------------------|

The Provider Services solution from DXC validates calculated data items. We validate derived data fields during product testing, implementation testing, and User Acceptance Testing of the solution. Initial documentation for derived data elements calculations will be developed in the Business Function Review sessions.

|                 |      |                                                                                                                                                                                         |
|-----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM75 | The Contractor's solution shall validate, and/or verify that all data items that contain self-checking digits (e.g., National Provider Identifier) passes a specified check-digit test. |
|-----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will validate and verify that data items that contain self-checking digits pass a specified check-digit test. An example of this requirement specific to Provider Services is the NPI.

For NPI editing, the validation check is performed at a document level and is configurable by Provider or Trading Partner, transaction set (inbound and outbound), loop, and segment. Each check can be given one of the following designations:



- Pass or no error encountered
- Accept or ignore the code set edit failure
- Warning and code value is accepted with a warning status or reject or fail

Additionally, the NPI edit levels are as follows:

**0**—NPPES Database Lookup

**1**—Check Digit, Length, and Numeric Editing (If check digit passes, informational NPPES lookup)

**2**—Check Digit, Length, and Numeric Editing

**3**—Length and Numeric Editing

**4**—Numeric Edit Only (Card issuer=80840 (if present); first NPI digit = 1, 2, 3, or 4; NPI digits are numeric)

**5**—Length Edit Only (Validate NPI is 10 (NPI only) or 15 (card issuer + NPI) digits)

**6**—Product or Line of Service Editing specific to the Department

|                 |      |                                                                                                                                         |
|-----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Data Management | DM79 | The Contractor's solution shall support the Extract, Transform and Load (ETL) processes from real-time web services or batch processes. |
|-----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will support the Extract, Transform and Load (ETL) processes from real-time web services or batch processes. Our toolset provides functions to extract data from multiple data sources, along with transforming varied data formats and data structures into targeted data formats and data structures.

### 3.10.1.6 Interfaces

This section addresses interface requirements for the Contractor's solution(s) and operations. The Contractor's Application Program Interfaces (APIs) and components must comply with industry standards (e.g., National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST) and HIPAA compliance standards). In the response, the Offeror must describe current methods of electronic data exchange, detail the industry standard formats currently used and describe any proprietary formats used. The Offer must also describe their approach to meet each of the interface requirements detailed in Attachment F, Requirements Matrix.

## DXC Response

The Provider Services enterprise service bus (ESB) will enable efficient and secure interfaces between the legacy MMIS and other MPATH components for the exchange of information. The ESB design connects, mediates, and manages interactions among heterogeneous services, legacy applications, and multiple ESB instances across an enterprise-wide service network.

DXC will provide secured communication and transaction exchanges through our ESB. The ESB will handle simple and complex message processing. Through our ESB, powered by Microsoft BizTalk, we will share the data within the Provider Data Store with the other MPATH



vendors and enterprise data warehouse (EDW) efficiently and accurately through the Systems Integrator-operated (SI-operated) ESB. Prior to the implementation of the SI, DXC will work with the legacy system to interface as needed.

The DXC Provider Services solution uses standards-based events and messages to communicate between all modules using an ESB foundation. This robust ESB will provide the ability to exchange data with external entities using standard message formats and APIs—including Licensing Boards, Health Information Exchange (HIE), and other MPATH vendors.

The BizTalk services provide message translation between our standard API and external systems that cannot directly publish or consume our APIs. The messaging component, which comprises process-specific .xsd schemas and related maps, provides high throughput message mapping using xslt translation with a toolset designed for accommodating rapid change. The processing component, which uses ESB workflow orchestrations, adds message tracking. Additional benefits of BizTalk include the following:

- **Scalability**—Additional computers can be added to the BizTalk group and configured with the appropriate host instances.
- **Load balancing**—Instances of the process are automatically balanced across the servers with a related host instance.
- **High reliability**—BizTalk provides active/active clustering. If one BizTalk computer has a failure, processes continue being executed by other host instances.

The DXC Provider Services solution will exchange files using secure file transfer protocol with other systems through an integration service. After a data exchange window has been decided, the actual exchange can be fully automated using configurable tools for batch control and DXC's File Transfer System (FTS) through our ESB.

The FTS component in our suite monitors, tracks, logs, and moves files throughout the solution. The FTS portal interface provides full audit tracking of files and notifies users of errors that occur during file transfers. Key features of FTS include the following:

- Archives transferred files
- Renames files
- Checks for duplicate files
- Compresses and decompresses files
- Transfers file using file copy (UNC) FTP, FTPS (SSL technology), and SFTP (SSH technology)

Further features and benefits of the DXC file transfer system are outlined in the following table.

| Features                                                                                                                                                                                                                                                                                                | Benefits                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• User configurable criteria to define the processing schedule on incoming and outbound electronic files</li><li>• User configurable criteria to define the delivery location or locations for a file</li><li>• User configurable notification criteria</li></ul> | <ul style="list-style-type: none"><li>• Controlled, targeted processing of electronic files</li><li>• Ability to notify select users of the outcome of processed electronic files</li></ul> |

Through the FTS from DXC, users have support to monitor the processing of transaction files. The FTS Search screen lets the user find a file quickly and easily, determining at a glance the status, processing phase, and file details—a complete picture of the transaction as it progresses through the MPATH. Having the ability to research the status of inputs and outputs is a



significant improvement and advantage of the DXC offering. Research was previously limited to technical resources going into computer job logs and seeing what completed and what had errors. Now staff can quickly get the status updates without technical intervention, as illustrated in the following figure.

### FTS File Search Features

Use an asterisk (\*) to perform wild card searches

File Name  File ID

File Status Qualifier: Equal To  File Status: COMPLETED, D, SED

File Size (KB)  to

Start Date\*: 4/4/2012 00:00 End Date\*: 4/4/2012 23:59

Direction: INBOUND  Batch File ☒ Interactive ☐

Transport Type: NOT SELECTED

Records Found 44

The dashboard-style presentation quickly draws attention to files that failed.

The ability to quickly search for a file when doing research simplifies searching for information.

Multiple transport methods are tracked through one interface, consolidating where support teams look for answers.

| File ID   | Status                | Direction | Transport | File Size | File Name                   | File Date |
|-----------|-----------------------|-----------|-----------|-----------|-----------------------------|-----------|
| 306517557 | PROCESSED_BY_POSTPROC | INBOUND   | SFTP      | 2978      | 992187700_20120404171555... | 4/4/2016  |
| 306517556 | COMPLETED             | INBOUND   | SFTP      | 790       | 992187700_20120404170022... | 4/4/2016  |
| 306517555 | COMPLETED             | INBOUND   | SFTP      | 19        | 992187700_20120404164646... | 4/4/2016  |
| 306517554 | COMPLETED             | INBOUND   | SFTP      | 9         | 9784486_20120404173139...   | 4/4/2016  |
| 306517551 | COMPLETED             | INBOUND   | WEB       | 1234      | ANSIFL_05010.01.01.30015... | 4/4/2016  |
| 306517552 | COMPLETED             | INBOUND   | SFTP      | 46054     | 5784480_20120404173023...   | 4/4/2016  |
| 306517045 | COMPLETED             | INBOUND   | SFTP      | 12310     | 002036600_651320400_2012... | 4/4/2016  |
| 306517044 | COMPLETED             | INBOUND   | SFTP      | 2423      | 002036600_651051500_2012... | 4/4/2016  |
| 306517043 | COMPLETED             | INBOUND   | SFTP      | 10702     | 002036600_650933900_2012... | 4/4/2016  |
| 306517042 | COMPLETED             | INBOUND   | WEB       | 4111      | mdflh.clm                   | 4/4/2016  |
| 306516038 | FAILED                | INBOUND   | WEB       | 33995     | Batch 3 -Corrected .txt     | 4/4/2016  |
| 306516038 | COMPLETED             | INBOUND   | WEB       | 99111     | 021938000.xml               | 4/4/2016  |

## Attachment F Requirements for Interfaces

In the following narratives, we provide a response to each of the Attachment F requirements for Interfaces. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|            |       |                                                                                                                                                                                                                                                                                                                                                              |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR01 | The Contractor's solution must ensure that all data exchanges including inbound and outbound interfaces shall comply with industry standards (e.g., National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards, Health level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR)). |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|





*DXC's healthcare experience includes establishing a health exchange to link emergency departments to a state government's public health and human services agency, sharing syndromic surveillance data and mapping that data, incorporating the National Information Exchange Model (NIEM) and HL7 standard, to facilitate the data exchange.*

The data exchanges through the DXC ESB will comply with industry standards, whether inbound or outbound interfaces. Standards met by our solution include National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards, Health level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR).

The DXC Provider Services solution provides published services that implement relevant standards such as CAQH-CORE, HL7, and HIPAA standards for data interoperability where applicable standards exist. DXC interfaces take

advantage of NIEM and FHIR standards where applicable. We look forward to working with the Department and the SI vendor to make more use of NIEM and FHIR models, especially as NIEM targets more models for JSON representation.

Our network monitoring and NIST-based security standards control authorization and authentication within a high-availability processing hub to control data sharing.

|            |       |                                                                                                                                                                                                                                                                            |
|------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR02 | The Contractor shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of Department policy, and federal and State rules and regulations. |
|------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will support the exchange of data between the Provider Services solution and the systems with which it interfaces—including external entities—to facilitate business functions that meet the requirements of Department policy, and federal and State rules and regulations.

In a new modular environment, data exchange is far more complex and requires proven technology. We understand that the SI vendor will provide secure data exchange between the application modules using Department-approved format, standards, and protocols. Our Provider Services solution exposes standard APIs to communicate with the larger MPATH ecosystem components to exchange data and messages.

Our solution will provide secured communication and transaction exchanges through our ESB. The ESB will handle simple and complex message processing. In some cases, messages are simply transported to a single service. At other times, the transaction must be guided through many services, dynamically determining the path based on the data submitted and the business rules associated with that data.

DXC's solution provides open interfaces to designated federal repositories or data hubs. For example, the Provider Services module will interface with CMS to capture Clinical Laboratory Improvement Amendments (CLIAs) certification information and the specific procedures each laboratory is authorized to cover. Providers will supply their CLIA information at the time of enrollment. This information is validated against the master CLIA table before being added to the provider's file. CLIA data will be used in claims adjudication.

Through the user interface, users can associate a Drug Enforcement Administration (DEA) number to a specific provider. A quarterly interface with the DEA will update the numbers in our Provider Master File.



Throughout each of these communications, internal and external, we follow industry standards, best practices, and state and federal regulations.

|            |       |                                                                                                                                                                    |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR04 | The system shall send and receive real-time discrete transactions between modules and the State's integration platform to reduce the need for bulk data transfers. |
|------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will send and receive real-time discrete transactions between modules and the Department's integration platform to reduce the need for bulk data transfers. We expose all Provider Service integration points as API events for publishing or subscribing. For system-to-system communication, the Provider Services ESB will support SOAP, SOAP-RM, REST services, and WS-\* web service protocols available in the Microsoft .NET Windows Communication Foundation (WCF).

*The DXC solution for the Department will facilitate secure exchange of data with the other applications in the MPATH. Exchanges will occur through synchronous real time web services and asynchronous services using queues through an integration service.*

The ESB supports integration with SOAP-RM and older protocols such as Java Message Service, MQ Series, MSMQ, TCP/IP sockets, several application specific adapters, TIBCO, databases, mainframe host integration, and custom adapters. The solution will support file drops from local or remote paths and can query for files using Secure FTP. We also support files formatted in complicated standard or custom EDI formats. Our solution also can support for HL7, RosettaNet, SWIFT, and various HIPAA formats.

|            |       |                                                                                                                                                                                                                                   |
|------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR05 | The Contractor's solution shall provide the ability to view raw daily interface files for up to sixty (60) calendar days. Archive raw daily interface files after sixty (60) calendar days and maintain for up to six (6) months. |
|------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the ability to view raw daily interface files for up to sixty calendar days. We will archive raw daily interface files after sixty calendar days and maintain them for up to six months. We store content in a "pre-processed" form in the ESB solution. As a file is transferred and processed into the Provider Services solution, the raw data is archived and maintained. The archive is able to be sent as needed as a representation of the submitted data.

|            |       |                                                                                                                                                                                                                                                                         |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR06 | The Contractor's solution shall provide the ability to view raw monthly and quarterly interface files for up to one year (365) calendar days. Archive raw monthly and quarterly interface files for two years (730) calendar days and maintain for up to two (2) years. |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the ability to view raw monthly and quarterly interface files for up to one year. We will archive raw monthly and quarterly interface files for two years and maintain them for up to two years. We store content in a "pre-processed" form in the Provider Services solution. As a file is transferred and processed into the Provider Services solution, the raw data is archived and maintained. The archive is able to be sent as needed as a representation of the submitted data.



|            |       |                                                                                                                                                                                                                        |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR07 | The Contractor shall document all interfaces in an Interface Control Document (ICD) which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. |
|------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will document the Provider Services interfaces in an Interface Control Document (ICD). The ICD will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of each interface. The ICD is an important document, as it provides detailed documentation to promote successful interoperability and exchange of data for the Medicaid environment. This documentation includes information about the message structure and error message configurations. The document also includes the messaging structure and protocols that govern the interchange between systems.

|            |       |                                                                                                              |
|------------|-------|--------------------------------------------------------------------------------------------------------------|
| Interfaces | INR08 | The Contractor's solution shall include a process and toolset to maintain interfaces, code, and data models. |
|------------|-------|--------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution includes a process and toolset to maintain interfaces, code, and data models. We use our project management toolset rTRACE to manage interfaces, code, and data models. DXC's rTRACE will be the content repository designed to manage requirements, technical diagrams, user documentation, and project status reports. rTRACE is an easy to navigate web based tool specifically designed for this purpose.

|            |       |                                                                                                                                                                                                                                                                                                                                                                                     |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR11 | The Contractor shall design, develop and maintain interfaces. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs enterprise. |
|------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will design, develop and maintain interfaces for the Provider Services solution. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using an agreed-upon ICD template. This effort will be performed in collaboration with other stakeholders in the State's healthcare programs enterprise.

As the MMIS vendor in multiple states, DXC has a variety of ICD templates that could be used as the starting point for the Montana ICDs. Our templates vary based on our customer's needs. The following figure shows some examples of our templates.



| Interface Control Document Plan               |                                                                     |
|-----------------------------------------------|---------------------------------------------------------------------|
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| 3                                             | Puerto Rico Interface Overview .....                                |
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|            |       |                                                                                                |
|------------|-------|------------------------------------------------------------------------------------------------|
| Interfaces | INR12 | The Contractor shall ensure proprietary interfaces and protocols between modules are not used. |
|------------|-------|------------------------------------------------------------------------------------------------|

DXC uses no proprietary interfaces or protocols between our modules. Our solutions are based on industry standards. As such, we use industry standard interfaces and protocols such as National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards, Health level 7 (HL7), Fast Healthcare Interoperability Resources (FHIR). The DXC Provider Services solution provides published services that implement relevant standards such as CAQH-CORE, HL7, and HIPAA standards for data interoperability where applicable standards exist.



### 3.10.1.7 Business Rule

This section addresses Business Rule requirements for the Contractor's solution(s) and operations. The Contractor shall describe the proposed solution's capacity to configure, support and maintain business rules (i.e., add, modify, or remove/retire rules) and the type of resource and necessary skill set(s) required for business rule configuration. Describe the change management processes associated with business rule configuration. In addition, the Offeror must describe their approach to meet each of the Business Rules requirements detailed in Attachment F, Requirements Matrix.

#### DXC Response

More than a decade ago, DXC moved to configuration-driven, table-driven, and externalized rules and automated rules engines to improve processing and operations. This advancement allows applications to become far more agile—resulting in faster, safer changes with shorter and more accurate testing cycles. DXC uses parameter-driven, configurable, and flexible rules in our healthcare systems to define and manage business processes successfully. The dynamic changes in healthcare program management demand adaptability and flexibility.

*DXC's experience with business rules engines predates the CMS Conditions and Standards. We have a history of innovation, including how to optimally define, maintain, and apply rules in a reliable, controlled manner.*

The Provider Services solution from DXC has the MITA principles embedded within the application design. This attribute enables the Department to quickly implement system changes in the solution and meet evolving healthcare changes and needs through the life of the contract.

For domain-based business logic DXC has incorporated the product InRule as the rules engine for our provider modules. InRule maintains system integrity while allowing ad hoc configuration changes to support Provider Services within the diverse and complex Medicaid programs in the Medicaid

enterprise environment.

Industry analysts such as Gartner consider InRule to be one of the top rules management tools. This product provides the user with a single GUI for developing rule vocabularies, developing rules and rule sets, creating and evaluating test cases, and promoting rules changes using a version control system. InRule comes complete with the irVerify test tool for testing rule changes.

Our Business Rules solution supports rule configuration by business analysts rather than developers or coders. We have a team of trained analysts to assist the Department with rule additions, changes, and terminations. Analysts use the irAuthor user interface to configure rules.

*Our workflow solution directly increases the maturity of business processes by automating, standardizing, reporting, and supporting them with business rules.*

With the ease of rule configuration delivered by our solution, it is critical to follow governance and change management processes when making rule changes. We have a formal change order process that is strictly followed to make sure rules are reviewed, tested, and approved prior to implementation in the production environment. The ability to add, edit, and terminate rules is strictly controlled through role-based access and security profiles.

Our change order process includes the following steps:

- Rule change needed is submitted



- Change control board reviews change request and approves or rejects
- If approved, the board prioritizes the change request in the queue with other pending changes
- Analyst authorized to make rule changes is assigned
- Changes are made
- Testing is performed
- Changes are migrated to production

Our process allows for an emergency process as well, to not wait for the next meeting of the change control board. This process can be accomplished quickly and efficiently. The change, testing, and production can happen, in some cases, in less than a day.

Besides InRule for general-purpose business rules throughout the Provider Services modules, the K2 Workflow tool contains business rules for process flows and tasks. K2 blackpearl Workflow provides end-to-end workflow orchestration and management. The features of K2 blackpearl are key to raising the Department's MITA maturity level across multiple provider business processes.

A business event—such as receipt of a provider enrollment application—will trigger a call to a web service that will start a new workflow process guided by preconfigured business rules. The engine will generate work items and assign them to appropriate staff members. Rules will trigger notifications and alerts and flag items nearing or passing due dates. Based on predefined rules, the workflow engine will traverse the appropriate set of tasks to complete the process.

Supported by business rules—whether in InRule or K2—each workflow represents a CMS Conditions and Standards Business Result Condition achieved through standardized steps.

## Attachment F Requirements for Business Rules

In the following narratives, we provide a response to each of the Attachment F requirements for Business Rules. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                |      |                                                                                                                                                                   |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR01 | The Contractor shall configure, support and maintain a business rules engine (e.g., add, modify, or remove/retire rules) based on the Service Architecture (SOA). |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|

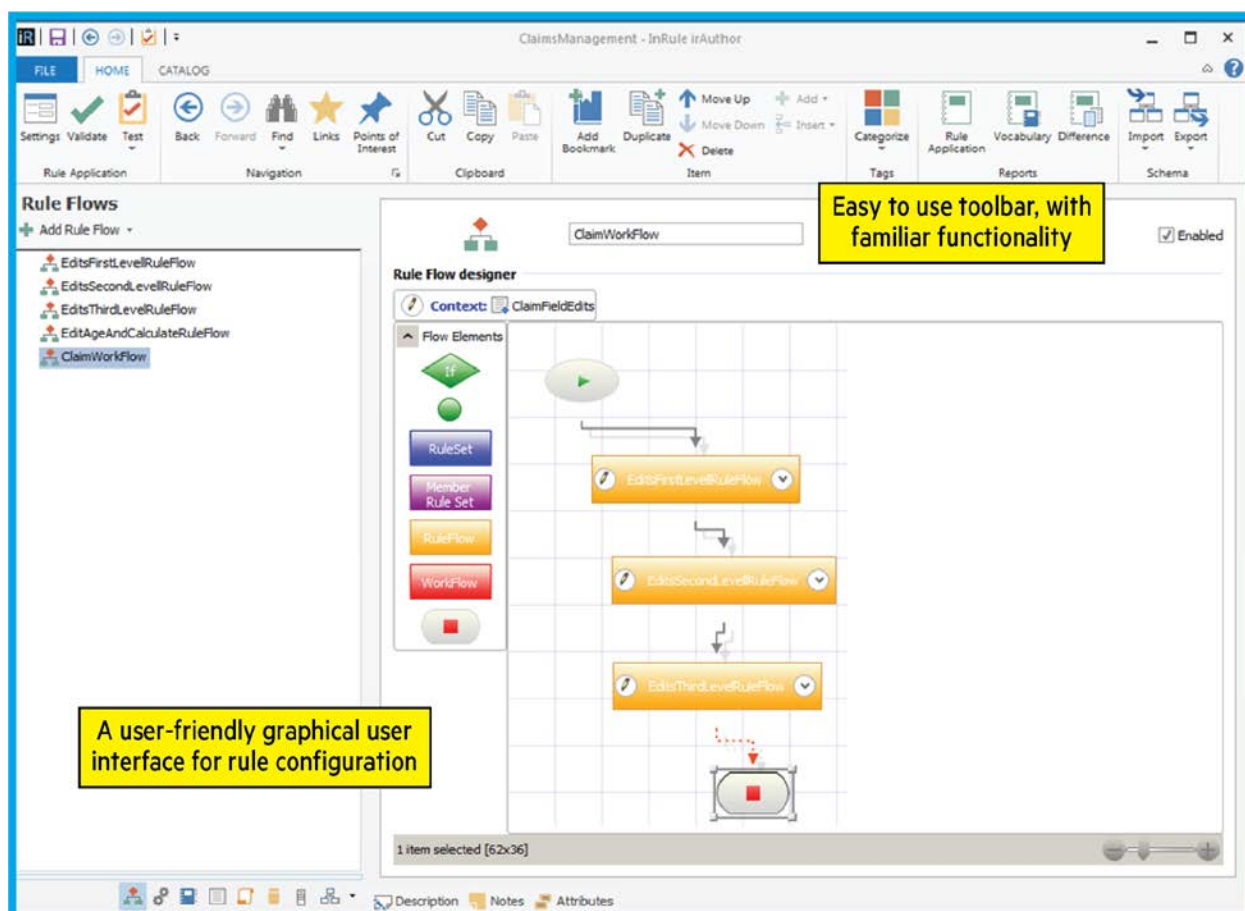
The rules engine solution from DXC can be configured, supported, and maintained based on the Service Oriented Architecture (SOA). The DXC rules engine solution includes a user-friendly, graphical front end to the rules repository. Aligning and advancing MITA maturity by using SOA-compliant technology in the DXC workflow- management solution delivers efficient and predictable business services regardless of the underlying technology. The business rules are called from the Business Application Service (BAS) layer and can access external data sources through SOAP, databases or dot Net assemblies' calls. Our approach for business rules helps the Department realize long-term value that delivers workflow transformation the first day of operations and provides the foundation to support continued process maturity throughout the life of the contract.



|                |      |                                                                                                                                                                                                                                                                                             |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR02 | The Business Rules Engine (BRE) shall allow authorized system users including Department resources, the ability to create, configure and maintain rules for business functions in a user-friendly graphical user interface (GUI) that facilitates rules maintenance without coding changes. |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC allows authorized system users—including Department resources—the ability to create, configure and maintain rules for business functions in a user-friendly graphical user interface (GUI). The rules engine solution includes a user-friendly, graphical front end to the rules repository. The following figure shows an example of the InRule irAuthor where users edit the rules.

### InRule irAuthor Example



Through this plain-English user interface, authorized users from the Department or DXC can apply or disable rules quickly. Business analysts can manage rules without programmer intervention, eliminating the need for access to the source code and object hierarchy.

The Department will submit to DXC the names and roles of those individuals that need to be authorized to create, edit, or end date rules in the solution, if any. DXC will submit the same list for DXC staff that have access to change rules. Those individuals will be trained on the change



order process for rules. The processes must be tightly monitored and managed to make sure rule changes follow a review and approval process to maintain integrity in the process. Rule changes will follow testing protocols to determine the overall impact of the change and reveal any unintended consequences.

|                |      |                                                                                                                                                                                             |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR03 | The Contractor shall provide real time access to a Business Rules Catalog, in an electronic format approved by the Department, that documents all business rule logic used by the solution. |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the Department with a Business Rules Catalog for Provider Services. This catalog will include data elements, definition, data size, meaning, description and use. This provides the Department with real time access to rules in an electronic format and documents the business rule logic used by the solution.

The DXC Provider Services engine is powered by InRule. InRule provides sophisticated, intuitive rule creation and editing that is easy to learn and use. It automatically handles the underlying complexities of constructing business rules, so the Department can focus on the logic of its business decisions. InRule is used to define configurable automated business rules within the Provider Services solution.

InRule will contain the rules catalog in irCatalog. InRule predefines data types that users will commonly employ in rules processing. Users may define custom data types as part of the vocabulary, enabling use of a wide range of data types in interfaces to the Rules Engine.

InRule includes metadata within the data used to apply rules. This includes information such as simple descriptions of data elements used in the rules. Additionally information such as decisions, vocabularies, names for rule groups, and variables is stored with the rules and displayed in the User Interface (UI). The UI provides access to the other code set and reference information, which is helpful when defining and editing rules.

The solution expresses rules in nontechnical terms. A user-defined vocabulary is used as the basis for the rules. Simple comparison operators form the basis of most rules. With only general knowledge of the vocabulary and comparisons, users can understand the rules.

The vocabulary defines the type and format of the data. Formats can include simple text and numeric data or complex data types such as xml. The data can be mapped to database tables for looking up valid values and other information to be used in rule processing.

The rule vocabulary represents the business terms used by the rules and supports user-defined vocabularies that consist of business- and industry-specific terms, their relationships to each other, and the types of data that can be assigned to them. Analysts create any number of reusable vocabularies using the vocabulary editor. Business terms can be based on data models, object models, and XML schemas. Rules are constructed with drag-and-drop ease. Rule statements provide documentation and traceability.

The InRule modeling language is easy to learn and comprehensive in its expressiveness. Business logic can be represented accurately and completely using the declarative rule language.

|                |      |                                                                                       |
|----------------|------|---------------------------------------------------------------------------------------|
| Business Rules | BR04 | The Contractor shall update the Business Rules Catalog with all additions or changes. |
|----------------|------|---------------------------------------------------------------------------------------|





DXC will update the Business Rules Catalog with additions and changes. When the analyst chooses to edit a rule with the edit wizard, an intelligent user interface guides the rule development. Simplifying the rule building and maintenance, the wizard presents only valid values from attributes for a specific rule type. Various pick lists, calendars, or drop-downs verify that only appropriate values are selected. To add an allowable attribute that is not part of the rule, the UI lets the user add that attribute. The rules editor automatically changes to include the validations for that additional attribute because the rule sheet and UI are reading the metadata associated with this rule type. This metadata affects how the claims engine processes the business rules.

Through the rules editor, business analysts define, update, and maintain the rules directly in the system without programmer intervention.

|                |      |                                                                                                                                                                                                                                                                                                                                                                             |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR05 | The Contractor's Business Rules Engine shall be integrated into a testing environment that contains production data to allow users to perform "what if testing" and compare the before and after outcomes. The Contractor will provide Department staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis. |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC rules engine solution is integrated into a testing environment that contains production data. This allows "what if testing" and comparison of the before and after outcomes. DXC will provide Department staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis. The establishment of test environments including System and Integration test, UAT and Simulation allow for impact analysis of any proposed change.

The testing environments that comprise the change management promotion path will be the primary environments for testing application changes and evaluating their impact analysis. The Simulation environment is where impact analysis of rule changes will be tested for potential policy effects on the program, for policy parallel testing. Through that environment, tests could be performed on the member plans, provider contracts, reimbursement rules, and copay rules. This kind of what-if testing directly assists in the evaluation of expenditure targets and provider payment rates.

|                |      |                                                                                                                                           |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR06 | The Contractor's Business Rules Catalog shall include granular check-out and check-in rules and an audit trail of business rules changes. |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services rules engine includes granular check-out and check-in rules. Each check-out and check-in creates an audit trail of business rules changes. The rules engine UI presents a representation of the rules through a highly malleable rule sheet. By default, this rule sheet presentation is read-only upon check out, preventing inadvertent changes. The irCatalog application contains a record of the changes to rules checked in to the InRule Server.



|                |      |                                                                                                                                                 |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR08 | The Business Rules Engine shall allow changes to be made to valid values without impacting production rules engine availability and operations. |
|----------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution allows changes to be made to valid values without impacting production rules engine availability and operations. Users can make changes to valid values within InRule that will immediately take effect without bringing down the rules engine. Users may also define start and end dates for rules to activate the rules on a future date. The Rules Engine monitors changes to published rules and implements them without restarting the module.

|                |      |                                                                                                |
|----------------|------|------------------------------------------------------------------------------------------------|
| Business Rules | BR09 | The Business Rules Engine shall include the ability to debug business rules at rule execution. |
|----------------|------|------------------------------------------------------------------------------------------------|

The DXC Provider Services rules engine includes the ability to debug business rules at rule execution. Performance tuning and debugging capabilities are built into the DXC rules engine solution. The pre-optimization of the rules engine is evidence of our commitment to performance of rules processing. Running the rules application in a debug mode to generate logs provides detailed execution information. This is generally sufficient to identify tuning points and measure the effect of changes.

The irVerify feature of InRule provides a debugging tool for power users and developers to:

- View timing for rule execution with the performance report
- Run detailed rule traces to evaluate execution order and input/output
- Open rule traces to debug production environments.

Rules Engine performance data can be captured in the test or production environments. The debugging and the output logs capture business-rule performance at the level needed. Users often perform analysis by loading extracted data in tools such as Microsoft Excel. The debugging tools available for use in the rules engine include tools to execute the rules one at a time and to execute aspects of the rules a line at a time. Also, processing can be stopped at a predefined rule or line in a rule. Based on the level of debugging defined, the rules-execution logs will have the

detail to walk through groups of rules or individual rules in the log. This is a common and useful method for debugging rules processing.

|                |      |                                                                                                                                 |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR10 | The Contractor shall provide the ability to allow multiple users to work concurrently on different parts of the same rule base. |
|----------------|------|---------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the ability to allow multiple users to work concurrently on different parts of the same rule base. With InRule anyone can work on the current business rule. Only one person may have a rule checked out. Other users can work on a copy of the rule and coordinate with the other user. The user with the rule checked out is responsible to merge the changes of the multiple users. That person then runs tests on the changes to prove they have configured their version correctly and picked up the previous persons changes.



|                |      |                                                                                                                                                                |
|----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR11 | The Business Rules Engine shall have the ability to rollback to prior versions of rules without impacting production rules engine availability and operations. |
|----------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services business rule solution has the ability to rollback to prior versions of rules without impacting production rules engine availability and operations. There are application settings in the DXC Healthcare Payer Platform products that can be set to revert back to execute previous versions when needed.

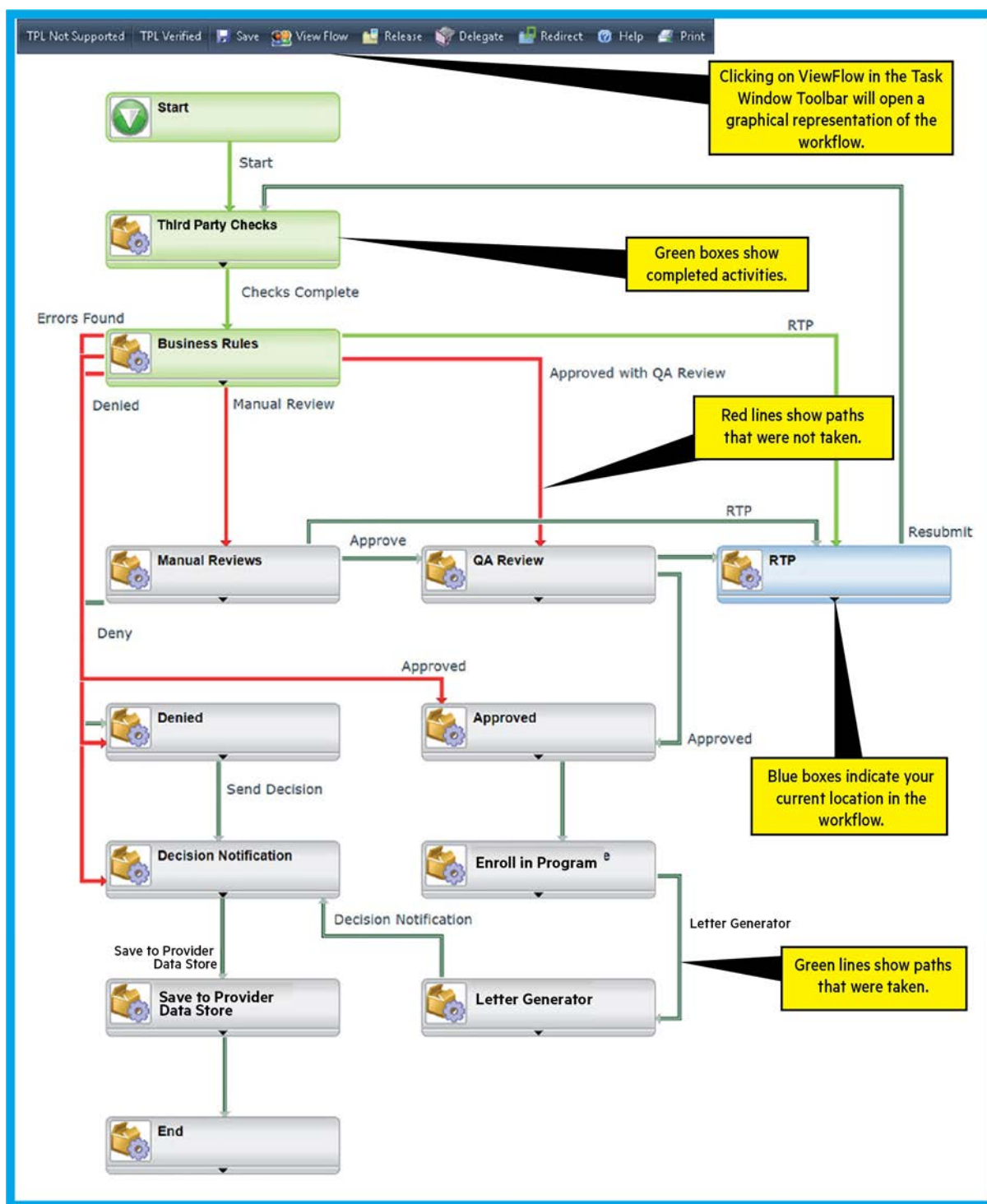
|                |      |                                                                                                                                         |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR12 | The Contractor shall provide and maintain a graphical representation of business rule flow(s) and orchestration for all business rules. |
|----------------|------|-----------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides and maintains a graphical representation of business rule flows and orchestration for the business rules. InRule allows rules to run sequentially and in parallel. A rule flow view is available to define the order of the business-process steps. A sequence diagram also can be produced for rules to show the order in which each rule is applied.

An example of a workflow in the provider management area, using business rules to guide the process, is depicted in the ViewFlow view of the workflow in the following figure.



## Provider Enrollment Workflow



|                |      |                                                                                                                          |
|----------------|------|--------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR13 | The Business Rules Engine shall have mechanisms to identify which rules are executed for each specific business process. |
|----------------|------|--------------------------------------------------------------------------------------------------------------------------|

The Provider Services rules engine has mechanisms to identify which rules are executed for each specific business process. The rules engines track the factors in making a decision. InRule and K2 track which version of a ruleset a transaction executed against. The rules engines are built with the capabilities to process multiple rules for a single transaction while maintaining the transaction history, including prior calls to the rules engine.

|                |      |                                                                                                             |
|----------------|------|-------------------------------------------------------------------------------------------------------------|
| Business Rules | BR14 | The Business Rules Engine shall be able to produce a report on rules passed or failed for all transactions. |
|----------------|------|-------------------------------------------------------------------------------------------------------------|

The DXC solution is able to produce a report on rules passed or failed for all transactions. InRule and K2 track which version of a ruleset a transaction was run against. This data can be captured and reported for a pass/fail analysis. There are two ways to see the steps that the rules engine goes through. The first is the execution history where rules that affect transaction processing are logged and stored.

The second method is to view the logs created during rules processing. Based on the level of debugging defined, the rules-execution logs will have the detail to walk through groups of rules or individual rules in the log. This is a common and useful method for debugging rules processing.

|                |      |                                                                                                                                                                                                        |
|----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR15 | The Business Rules Engine shall send alerts to the appropriate resource for issues identified in the rules engine. The Contractor will take appropriate action to address any alerts or rule failures. |
|----------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution sends alerts to the appropriate resource for issues identified in the rules engine. The Contractor will take appropriate action to address any alerts or rule failures. InRule logs information and errors to a log file and event viewer. Production-event logging is used to configure critical alerts for administrators. This will allow an alert to be issued to the appropriate resource if an issue in the rules engine occurs.

|                |      |                                                                                                                                                                  |
|----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR16 | The Business Rules Engine rules editor shall allow subject matter experts or technical resources to write natural language business rules (i.e. human readable). |
|----------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution rules editor allows subject matter experts or technical resources to write natural language, human readable business rules. InRule provides sophisticated, intuitive rule modeling that is easy to learn and use. It automatically handles the underlying complexities of constructing business rules, so the Department can focus on the logic of its business decisions.

The solution allows the user to capture rule requirements in natural-language statements and organize them into logical groups. These rule statements are used for reference during model



construction. They provide traceability from requirement to implementation to facilitate regulatory audits, documentation generation, and model maintenance. They also are used as outcome messages in the model itself—vital for testing and debugging before deployment and for explaining outcomes of real decisions after deployment.

|                |      |                                                                                                                              |
|----------------|------|------------------------------------------------------------------------------------------------------------------------------|
| Business Rules | BR17 | The Business Rules Engine shall provide the ability to prioritize, sequence, and allow administrators to control processing. |
|----------------|------|------------------------------------------------------------------------------------------------------------------------------|

The DXC solution provides the ability to prioritize, sequence, and allow administrators to control processing. Rules are applied in a hierarchy, determined by Montana State policy and configured by analysts. InRule allows rules to run sequentially and in parallel. A sequence diagram also can be produced for rules to show the order in which each rule is applied.

|                |      |                                                                                                |
|----------------|------|------------------------------------------------------------------------------------------------|
| Business Rules | BR20 | Where applicable, the business rules engine shall use standardized business rules definitions. |
|----------------|------|------------------------------------------------------------------------------------------------|

Where applicable, the DXC business rules engine uses standardized business rules definitions. DXC's experience with business rules engines predates the CMS Conditions and Standards. Our use of standardized business rule definitions and engine will result in reusable, modular rules support across provider-related business areas. For domain-based business logic DXC has incorporated InRule, as the rules engine for our provider module. InRule maintains system integrity while allowing ad hoc configuration changes to support Provider Services within the diverse and complex Medicaid programs.

Industry analysts consider InRule to be one of the top rules management tools. This product provides the user with a single GUI for developing rule vocabularies, developing rules and rule sets, creating and evaluating test cases, and promoting rules change using a version control system.

|                |      |                                                                         |
|----------------|------|-------------------------------------------------------------------------|
| Business Rules | BR21 | The Contractor's business rules shall execute in a runtime environment. |
|----------------|------|-------------------------------------------------------------------------|

The DXC Provider Services solution rules execute in a runtime environment. InRule creates configured rules that are executed by a runtime engine.



### 3.10.1.8 Enterprise Content Management

This section addresses Enterprise Content Management requirements for the Contractor's solution(s) and operations. The MPATH Integration Platform will include a centralized enterprise content management solution. The Contractor's solution will be required to send all documentation to the MPATH Integration Platform for storage in the centralized enterprise content management solution. The Contractor shall describe the proposed solution's capacity to configure, support and maintain an enterprise content management solution and the type of resource and necessary skill set(s) required for enterprise content management and configuration. Describe the change management processes associated with enterprise content management. In addition, the Offeror must describe their approach to meet each of the Enterprise Content Management requirements detailed in Attachment F, Requirements Matrix.

#### DXC Response

DXC's long history of imaging, storing and retrieving, producing, and distributing content is a strong indicator of our ability to continuously meet the Provider Services content management needs. The content managed by Provider Services fall into three general categories: project documents, administrative documents, and document archives. Each category will be managed by the following specific toolsets:

- **Project documentation**—DXC's rTRACE will be the content repository designed to manage documents related to implementing the Provider Services solution. Documents such as requirements, technical diagrams, user documentation, and project status reports are managed through this centralized, browser-based tool.
- **Administrative documentation**—Microsoft SharePoint will be the repository for operations manuals and training materials, as well as contract administration documents. This tool enables us to create and access secure content while automating records management. It provides versioning and streamlines content management. We use SharePoint for "living" documents—types of documents that typically require updating and versioning.
- **Document archives**—Our Enterprise Content Management solution, IBM OnDemand, will manage the retention of records and documents such as imaged documents, reports, letters, and correspondence. OnDemand will be used to store and archive reports, letters, and scanned images related to Provider Services. Each object within the OnDemand repository is assigned a unique identifier.

Our three-prong solution will feed artifacts to the Enterprise Content Management System of the Medicaid enterprise. Through our tools, DXC will provide an Enterprise Content Management system that will house only those documents that are directly related to the Provider Services Solution.

The DXC solution contains the capacity to configure, support, and maintain content. rTRACE, SharePoint, and OnDemand are easy to navigate and allow configuration for user preferences. The staff we provide for Montana will possess the necessary skill set required for enterprise content management and configuration within these tools. Change management processes associated with enterprise content management will follow the formal change management process outlined in our Project Management Plan. Our change order process includes the following steps:



- Rule change needed is submitted
- Change control board reviews change request and approves or rejects
- If approved, the board prioritizes the change request in the queue with other pending changes
- Analyst authorized to make rule changes is assigned
- Changes are made
- Testing is performed
- Changes are migrated to production

Our process allows for an emergency process as well, to not wait for the next meeting of the change control board. This process can be accomplished quickly and efficiently. The change, testing, and production can happen, in some cases, in less than a day.

DXC will convert provider related documentation from the legacy system to our ECM system. We understand we will be expected to send documents and images to the Department's centralized ECM. We further understand that the Provider Services solution will be implemented prior to the full implementation of the centralized ECM.

## Attachment F Requirements for Enterprise Content Management

In the following narratives, we provide a response to each of the Attachment F requirements for Enterprise Content Management. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|     |       |                                                                                                                                                                                                                                                           |
|-----|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM02 | The Contractor's ECM solution must be able to support all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG) and must integrate seamlessly with the most common document viewing and editing tools used by the Department. |
|-----|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC ECM solution supports common document types and integrates efficiently with the most common document viewing and editing tools used by the Department. OnDemand, SharePoint, and rTRACE have the ability to accept and store documents in their native formats, including Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG.

Documents can be viewed directly in OnDemand, SharePoint, and rTRACE, or downloaded and viewed in an assortment of viewing software. When editing is allowed, documents can be edited in these programs or downloaded and edited. Some documents are captured in these programs as static and not available for editing, to maintain the integrity of the document. DXC will collaborate with the Department to identify document types and where they will reside.





|     |       |                                                                                                                                                                                                                                                       |
|-----|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM03 | The Contractor's ECM solution must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile). The ECM must allow users to view all documents and images without the use of plug-ins. |
|-----|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC ECM will allow users to access documents from any platform with core features available across platforms – such as desktop, web, and mobile. The ECM tools we provide allow users to view documents and images without the use of plug-ins. As rapidly changing technology alters the way Medicaid programs interact with providers, we strive to meet expectations and enhance user experiences in an anytime, anywhere world. The new style of information technology changes the way technology is consumed and the value that it can bring.

|     |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM04 | <p>The Contractor's ECM solution must support role-based control and access of documents, as well as including the following:</p> <ul style="list-style-type: none"><li>a. Granular authorizations for access, preview, editing and sharing.</li><li>b. Automatic access expirations for documents deemed sensitive by the Department.</li><li>c. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data.</li></ul> |
|-----|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC ECM solution supports role-based control and access of documents. The ECM prevents unauthorized access to sensitive information through role-based access controls (RBAC). We enforce RBAC, defined by user groups, through network device, operating system, database, and application-specific security mechanisms. These processes also segregate security roles and responsibilities.

The ability to provide secure access and extensive and granular security to the Department's documents will be based on security rules that the Department defines for internal users and systems. Security is managed by integrated single sign-on across the applications to provide, control, and manage role-based access and authentication to the proper applications, panels, and data—including the document management system.

The solution also provides the following features:

- Granular authorizations for access, preview, editing and sharing
- Automatic access expirations for documents deemed sensitive by the Department
- Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data

|     |       |                                                                                                                          |
|-----|-------|--------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM05 | The Contractor's ECM solution must include a flexible search engine, including document and content search capabilities. |
|-----|-------|--------------------------------------------------------------------------------------------------------------------------|



Each tool in our ECM solution includes a flexible search engine. Users have the ability to search for documents or contents as needed. The OnDemand documentation management solution enables users to initiate a search for specific text within documents. Users can quickly and easily retrieve documents through a modern web interface application, using a specific document name or a keyword within documents.

Using the SharePoint online search for documentation that contain certain words or phrases, users can easily access the content they need. The following figure shows the search features within the SharePoint document repository.

### SharePoint Search Capability



The central repository and document management tools feature integrated automated workflows, comprehensive document storage, and the ability to easily access documents from the user's desktop.

|     |       |                                                                                      |
|-----|-------|--------------------------------------------------------------------------------------|
| ECM | ECM06 | The Contractor's ECM solution must allow users to associate metadata with documents. |
|-----|-------|--------------------------------------------------------------------------------------|

The DXC ECM solution allows users to associate metadata with documents. Metadata attributes associated with the objects can be easily searched for rapid retrieval.

|     |       |                                                                                                                    |
|-----|-------|--------------------------------------------------------------------------------------------------------------------|
| ECM | ECM07 | The Contractor's ECM solution must support simple integration with scanning solutions (support for bulk-scanning). |
|-----|-------|--------------------------------------------------------------------------------------------------------------------|



The DXC ECM components support simple integration with scanning solutions including support for bulk-scanning. To provide efficiency in the Provider Services project, DXC will include our proven imaging solution coupled with a storage and retrieval solution that has been successful in our other fiscal agent operations nationwide. Our solution combines high quality scanning, FIS FormWorks data capture software, and IBM OnDemand image storage.

DXC uses the FormWorks product in numerous other Medicaid accounts. IBM OnDemand is another proven product that DXC uses widely within our Medicaid accounts. Its key features enable storage of a vast number of document types and expansive indexing abilities that enable users to easily retrieve documents from their desktop.

|     |       |                                                             |
|-----|-------|-------------------------------------------------------------|
| ECM | ECM08 | The Contractor's ECM solution must support version control. |
|-----|-------|-------------------------------------------------------------|

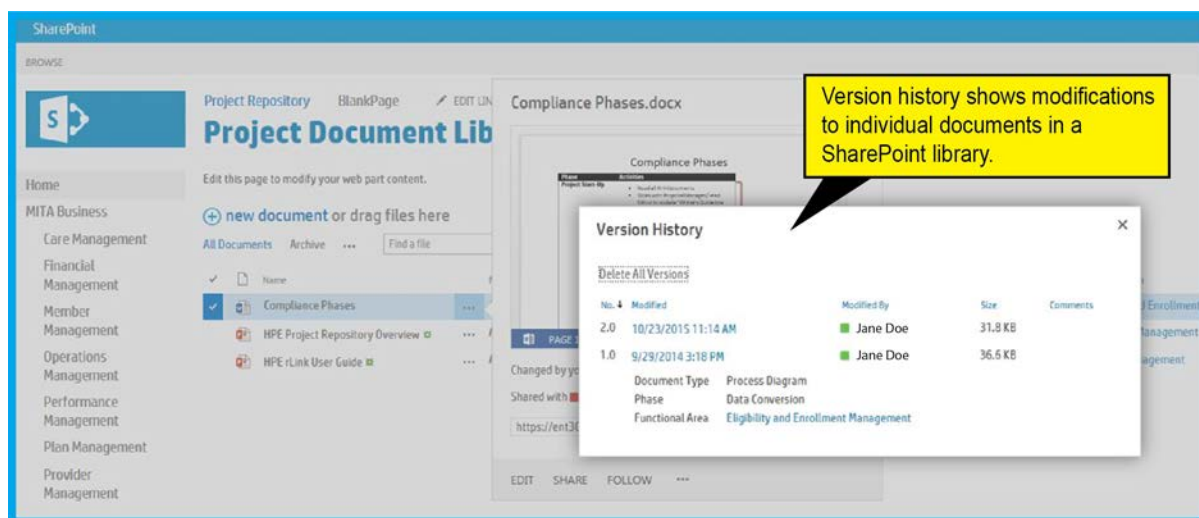
The DXC ECM solution does support version control. The versioning tools within SharePoint offer audit trails of changes, showing the date and person that made the changes. Each version is available for tracking within the library.

SharePoint maintains an audit trail of actions related to ECM content, including:

- Date and time document is entered into the system
- Any actions taken on document or attachment, included date and time
- Record of user responsible for changes
- Record of the user inquiries, even if action not taken by user

As we detail in the following figure, SharePoint provides a Version History showing transactions made on each document in the library.

#### Version History in SharePoint



Through the tools in SharePoint, users will have a clear view of activities and transactions in the Content Management system.

OnDemand and rTRACE also have version control and history that show the transactions and enables users to see previous versions of documents.



|     |       |                                                                                                                 |
|-----|-------|-----------------------------------------------------------------------------------------------------------------|
| ECM | ECM09 | The Contractor's ECM solution must be configurable to comply with the Department's document retention policies. |
|-----|-------|-----------------------------------------------------------------------------------------------------------------|

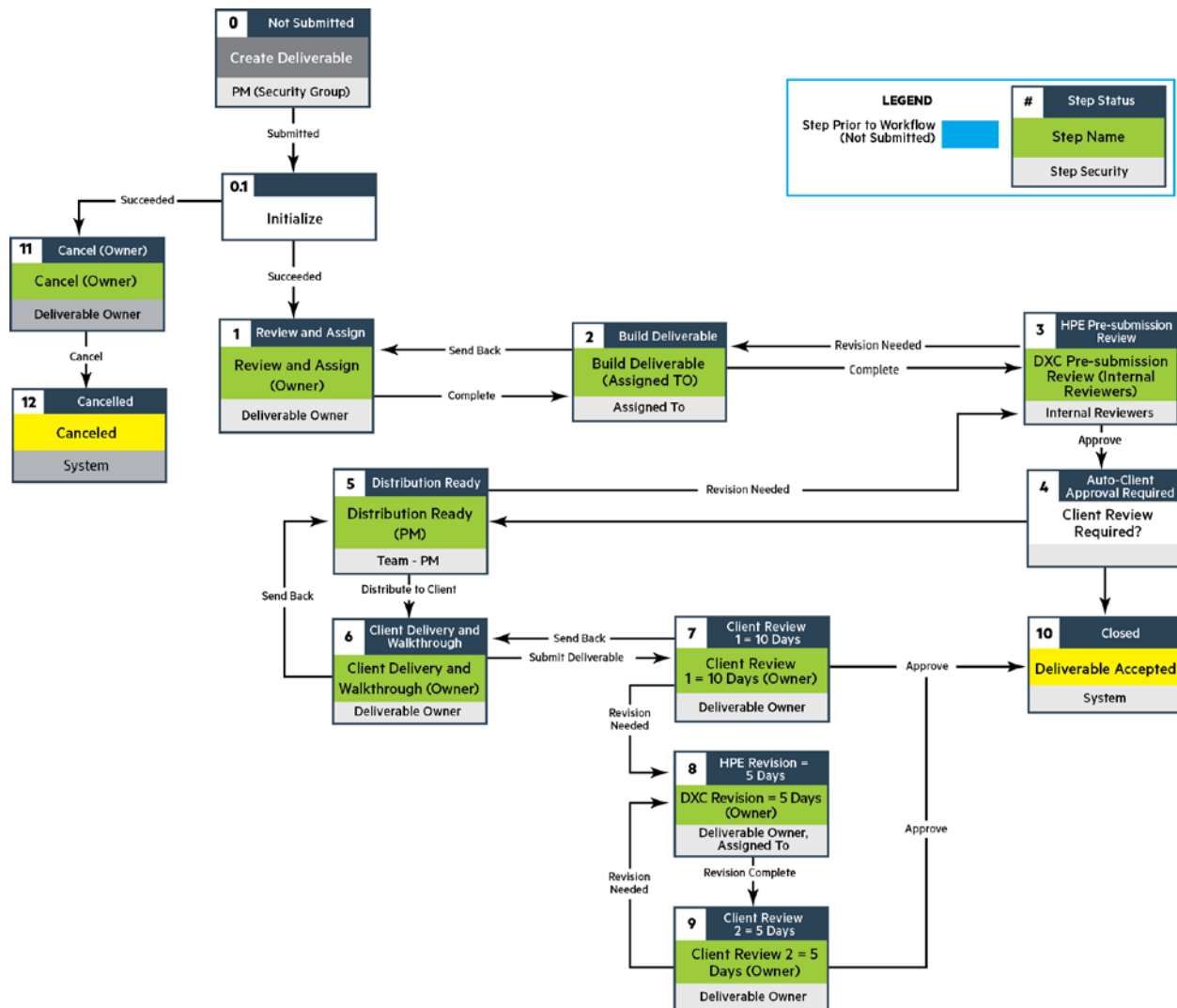
The DXC ECM solution is configurable to comply with the Department's document retention policies. Based on the Department's specific record retention policies, the content management tools will adhere to and support document data retention and deletion based on these policies. Our tools can be configured to automatically archive or purge aging materials based on retention policies. We prefer to manage this process to preserve documents needed for litigation or other business purposes. We understand the business drivers around record retention and destruction and can be trusted to be the custodian of your records.

|     |       |                                                                                                                                                       |
|-----|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM10 | The Contractor's ECM solution must support document workflows with review/approval ability with digital signature support (e.g., scan notifications). |
|-----|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|

The ECM solution supports document workflows with review/approval ability with digital signature support. Our rTRACE solution allows the Department to review, comment in writing, and accept or reject deliverables and other documents. The following figure illustrates the deliverable approval workflow process within rTRACE supports. We will tailor this workflow process for the Department, to match the RFP requirements regarding turnaround times for review and revisions. This figure is for illustration purposes to show the automated process.



## Approval Workflow Process



|     |       |                                                                                              |
|-----|-------|----------------------------------------------------------------------------------------------|
| ECM | ECM11 | The Contractor's ECM solution must scan all uploaded documents for viruses prior to storage. |
|-----|-------|----------------------------------------------------------------------------------------------|

The DXC solution will scan uploaded documents for viruses prior to storage. DXC installs, updates, and manages malware protection through our provider portal website, which validates and scans for potential malware and viruses before uploading files to the secured area. When the portal receives a file from an outside source, the server automatically scans the file using the server anti-virus before the file is committed to system records. If the anti-virus software rejects the file, the portal warns the provider that the file is infected with malware and asks for a cleaned file.



|     |       |                                                                                                                                              |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM12 | The Contractor's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record. |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------|

Through the DXC Provider Services solution, we provide the ability to index, link, and display incoming correspondence or uploaded documentation with the entity record. Each document is indexed with metadata for easy search and retrieval from the ECM solution. We provide the ability to index documents by a variety of criteria, including the following:

- Report number
- Provider ID
- Run date
- As-of date
- Payment date
- RA number
- Check number
- Claim control number
- Letter date

Documents are linked to the provider record through the Provider ID index.

|     |       |                                                                                                                                       |
|-----|-------|---------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM13 | The Contractor's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM. |
|-----|-------|---------------------------------------------------------------------------------------------------------------------------------------|

DXC will transmit documentation from the Provider Services ECM to the Systems Integration Services module for storage in the centralized ECM. We will collaborate and cooperate with the Systems Integration Services vendor to meet the Department's vision of a single repository for program content.

Provider ECM data will be transmitted to the centralized ECM on the schedule agreed to during implementation. We will use secure transmission methods approved by the Department.

|     |       |                                                                                                                                                  |
|-----|-------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM14 | The Contractor's solution shall have an integrated electronic document management solution to meet the business needs of the State's enterprise. |
|-----|-------|--------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide an integrated electronic document management solution to meet the business needs of the State's enterprise. The Department will receive a next-generation solution to create, capture, modify, manage, and organize electronic assets. Our comprehensive solution involves the integration of SaaS/COTS components to transform the media management experience.

To support the requirements for an integrated electronic document management solution, DXC is proposing OnDemand. This tool brings the following features that meet the business needs of the Department's MPATH enterprise:

- Facilitates greater federal and state compliance mandates for the management of records from creation to disposal
- Simplifies access to enterprise information through a modern web interface



- Offers greater levels of configurability along with desktop, workflow, and integration tools to allow adaptation to diverse business processes and information management needs
- Provides a secure records repository combined with extensive and granular security and audit capabilities

OnDemand is a cornerstone of our enterprise content management framework — a portfolio of modular solutions.

|     |       |                                                                                                                                                                                                                                                                                                                                                                                              |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM15 | The Contractor's solution shall accept, record, store, and retrieve freeform or HIPAA attachment documents submitted with or in reference to claim submission activity (e.g. operative reports, occupational, physical, and speech therapy reports, durable medical equipment and warranty data, manufacture's tracking data for implants, waivers and demonstration specific requirements). |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will accept, record, store, and retrieve freeform or HIPAA attachment documents submitted with or in reference to Provider Services activity. Examples of this related to Provider Services includes certifications, license documentation, education verification, and others during the Provider Enrollment process.

Electronic documents are systematically attached to their corresponding application. Electronic versions of related documents will be captured and accessible to authorized users. The following figure shows the Provider Enrollment module screen providers use to upload attachments.

### Supporting Document Attachments

1 General Information 2 Specialties 3 Addresses 4 Organization 5 6 7 8 EFT 9 ERA 10 Disclosures 11 Background Check 12 Attachments

Cancel

Attachments

Attachment Details

| Transmission Method                   | Attachment Type                                                               | File Name              |
|---------------------------------------|-------------------------------------------------------------------------------|------------------------|
| Available on Request at provider Site | Claims Certification?Statement?for Signature? On File?Form                    | TestFile.pdf           |
| By Mail                               | CLIA? certificate ?required                                                   | ABC.txt                |
| Electronic Only                       | Clinical Laboratory Improvement Amendments? (CLIA)?certificate,?if applicable | Investment.doc         |
| Email                                 | Delegated Administrator? Addendum/Maintenance Form (as applicable)            | ProviderManagement.pdf |

Create New

Users can quickly see which supporting documents are linked to an application.

In the enrollment application, the provider can upload required attachments.



Providers can upload documents through the portal as part of the application and revalidation process. Staff members can quickly and easily access images of supporting documentation from within the application itself as opposed to accessing a separate repository of documentation images.

|     |       |                                                                                                                                                                                                          |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ECM | ECM16 | The Contractor will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management and Workflow) to meet the business needs of the State's enterprise. |
|-----|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will configure, support, and maintain ECM functionality, including Document Management and Workflow, to meet the business needs of the Department's enterprise. Our content management tools are configurable in a variety of ways, including retention rules, version control flexibility, search options, and other areas. The ECM tools also contain workflows for document routing and approval as needed. We will provide content management tools to meet the Department's needs for maintenance of documents.

Our content management solution is based on IBM OnDemand, support by SharePoint and rTRACE. This set of tools will provide the functionality needed for success in meeting the Department's goals.

OnDemand features integrated automated workflows, comprehensive document storage, and the ability to easily access documents from the user's desktop. This tool enables efficient management of documents and images regardless of source. Automated rules, classification, and workflow capabilities facilitate easy capture, secure management, and simple retrieval.

This documentation management solution is considered the next-generation, scalable, electronic document and records management solution designed to meet the needs of government and regulated industries. OnDemand enables secure management and access to help manage the large volumes of information across the Department's enterprise.

### 3.10.1.9 Workflow

This section addresses Workflow requirements for the Contractor's solution(s) and operations. The MPATH Integration Platform will exchange data with all MPATH components to support enterprise wide automated business process orchestration. The Contractor's solution shall include a configurable workflow solution for process definition, execution, monitoring, and management. The Contractor shall describe the proposed solution's capacity to configure, support and maintain a workflow solution (i.e., add, modify, or remove/retire existing workflow configurations) and the type of resource and necessary skill set(s) required for workflow management. Describe the change management processes associated with workflow management. In addition, the Offeror must describe their approach to meet each of the Workflow requirements detailed in Attachment F, Requirements Matrix.

### DXC Response

The Department depends on workflow to support regulatory compliance, high quality, and productivity while also providing real-time tracking and an audit trail. It is also important for internal communication. In the Medicaid provider area, workflow promotes provider satisfaction by meeting expectations for turnaround and responsiveness.





Successful workflow is more than just having a piece of software. The use of workflow technology needs to standardize and enhance the business steps, making it easier to route information, track stages of a process, automatically send correspondence, and track the detailed metrics of each of these steps along the way. The DXC modernized solution will increase efficiencies in operations and improve the quality of outcomes for Montana's Provider Services.

The Department will benefit from implementing the DXC Workflow Management SaaS solution in the following ways:

- Workflow efficiency is evident through detailed online reporting of the process metrics, their individual steps, and analyst efficiency at each step
- Processes are standardized, raising quality through consistency
- Efficiency is improved by workflow integration into the provider enrollment and provider management tasks
- Analysis and decision-making is supported with detailed metric reporting
- Tasks are auditable because they are registered as they occur
- Workloads are managed through an integrated security, role management, and control console providing the capacity to add, modify, or retire workflows
- Supervisors can adjust workloads, schedule vacations, and monitor exceptions and escalations

The DXC Workflow Management process is powered by K2 blackpearl. K2 is a leading product that places workflow management in the hands of business users. The tool provides a GUI that guides users through developing workflows from simple linear processions to complex business processes with multiple decision branches. Through the GUI, users can connect workflow steps to multiple databases, invoke manual and automated processes, and enable complex decisions with limited developer support.

The DXC Workflow Management solution will help the Department meet the CMS Seven Conditions and Standards, including:

- **Modularity Standard**—Built on an SOA, our solution extends workflow capabilities across business units through the ESB. Using open standards of web services—including XML, SOAP, HTTP, WSDL, BPEL, and UDDI—offers the greatest degree of modularity, flexibility, interoperability, and reuse.
- **Business Results Condition**—Supported by business rules, each workflow represents a business result condition achieved through standardized steps and supported by rules. Our workflow solution enables configurable quality assurance checks as part of a total quality business results approach.
- **MITA Condition**—Aligning and advancing MITA maturity by using SOA-compliant technology in the DXC Workflow Management solution delivers efficient and predictable business services regardless of the underlying technology.

At the heart of workflow is the ability to transform processes. With thousands of requests and inquiries from providers each month, Provider Enrollment is a business process that is difficult to manage using ad hoc communication methods, such as conversations, sticky notes, and email.



Users have many different activities to perform to enroll a provider and it is difficult to achieve consistent application of rules without automated support. The following table details how our workflow solution will transform provider-enrollment business processes.

#### Provider Enrollment Workflow Transformation

| Before Workflow Management                                                                                                                                                          | After Workflow Management                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inconsistency:</b> Each representative may handle enrollment decisions differently. Providers with identical criteria may receive different enrollment outcomes.                 | <b>Consistency:</b> Workflow uses a business process engine to consistently apply defined rules for enrollment decisions. Providers will receive timely and consistent outcomes.                                              |
| <b>Inaccuracy:</b> Representatives often refer to manuals or their own knowledge when working with providers, leading to the possibility for incorrect results requiring rework.    | <b>Accuracy and higher quality:</b> Policies from provider manuals (captured in rules and workflow steps) guide analysts through the orderly enrollment process.                                                              |
| <b>Poor visibility:</b> Supervisors have to make individual inquiries to determine the status of enrollment issues. Supervisors are often not immediately aware of critical issues. | <b>Transparency and traceability:</b> Reports provide detailed metrics, allowing supervisors to identify areas for improvements.                                                                                              |
| <b>Bottlenecks:</b> Provider-enrollment bottlenecks occur when representatives are waiting for decisions, support, or information from supervisors.                                 | <b>Notifications:</b> Supervisors receive notification of issues automatically and can approve items electronically. Additionally, notifications can be sent to multiple stakeholders based on agreed-on escalation criteria. |

Our solution offers the capacity to configure, support and maintain business process workflows. DXC offers the resources and necessary skill sets required for workflow management.

A key component to managing business processes is to establish governance and change management protocols around workflow management. We follow a strict formal change order process for adding, editing, and terminating workflow processes, making sure each change is documented, reviewed, tested, and approved. Our change order process includes the following steps:

- Rule change needed is submitted
- Change control board reviews change request and approves or rejects
- If approved, the board prioritizes the change request in the queue with other pending changes
- Analyst authorized to make rule changes is assigned
- Changes are made
- Testing is performed
- Changes are migrated to production

The following responses describe how our solution handles work distribution and redistribution; graphical user interface; mapping an automation; internal and external dependencies; setting alerts, reminders, and the state of the work item; providing supervisor access and control; capturing business processes; establishing work queues; supporting business processes;



routing work; managing documents; automatically notifying providers of events; linking to databases; and processing updates.

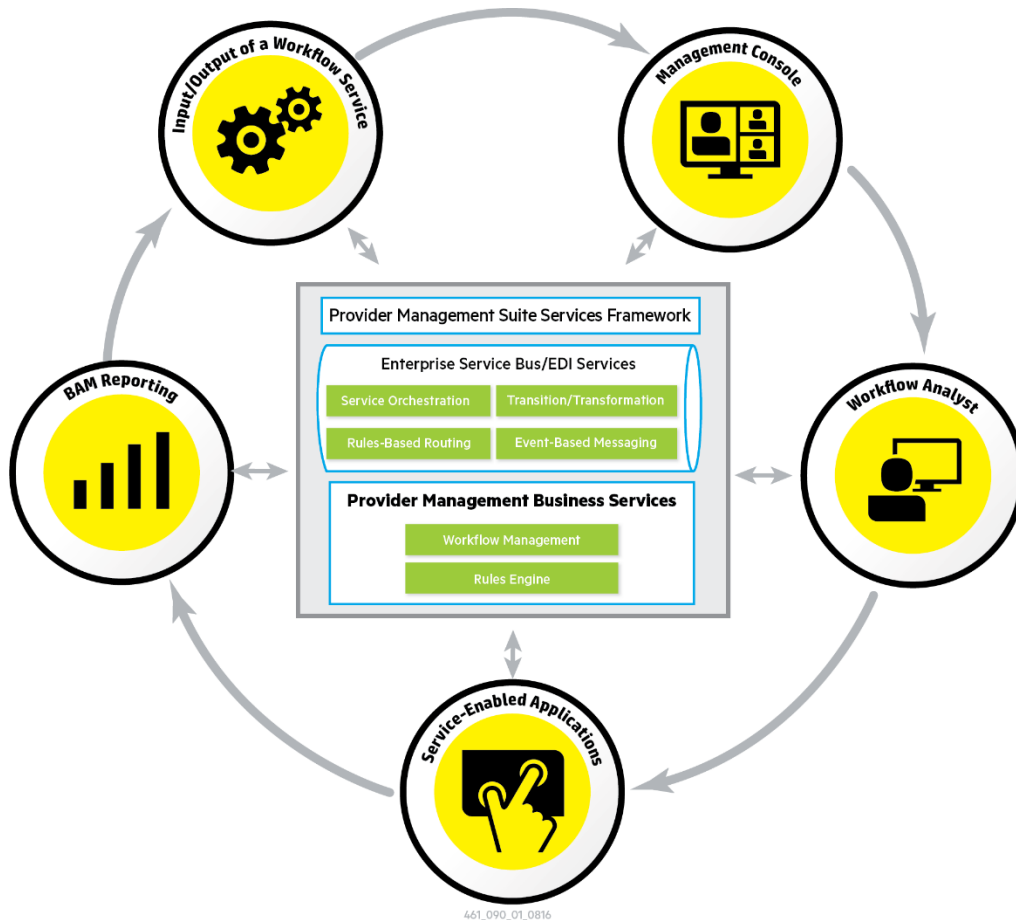
## Attachment F Requirements for Workflow

In the following narratives, we provide a response to each of the Attachment F requirements for Workflow. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|          |       |                                                                                                                                       |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF01 | The Contractor's workflow solution shall provide a runtime engine that facilitates process events throughout the work type lifecycle. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services workflow solution will provide a runtime engine that facilitates process events throughout the work type lifecycle. DXC understands the full potential of workflow, and we have designed our Provider Services workflow solution to be holistic, integrated into the user interface experience (UX) and the Business Services framework as depicted in the following figure. The workflow is event driven and follows an event through the process lifecycle.

### Workflow Framework



|          |       |                                                                                                                                                                                                      |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF02 | The Contractor's workflow solution shall provide configurable work distribution and redistribution based on work type, worker skill, priority, and age of work which can be configured by the State. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will provide configurable work distribution and redistribution based on work type, worker skill, priority, and age of work, and can be configured by the Department.

The workflows and the individual view flows can be configured and customized to meet the Department's business policies. Configuration facilitates efficient business processes execution. Various activities are configured during workflow construction. The DXC workflow solution within the module includes the following configurable areas:

Configurable work distribution, and re-distribution, based on work type, worker skill, priority, and age of work

Configurable navigation between activities and processes based on established rules.

Configurable assignment of weights and priorities to workflow items to automatically prompt users to work the most critical items from the worklist before less critical

Configurable indication of whether item completion requires DXC or Department approval

Configurable timing and escalation parameters for workflow processes and individual tasks, and the assignees for such escalations—escalations and reminders can be configured for workflow tasks to remind task assignees of work that remains pending and alert supervisors to an incomplete task

Our workflow is configurable to include tasks for Department staff members, DXC staff members, or both. The workflows are configurable to designate any level of staff or user, based on the job role. Task assignments are configurable for tasks within a workflow, providing the appropriate Department staff member with a rich set of configurable workflow parameters. Managers can update and configure workflow tasks through online updates. If a staff member is absent, that person's work queue can be redistributed to other queues. Work also can be configured to route to specific queues based on rules.

Each user can configure his or her own worklist within the workflow tool. By being able to dynamically change the organization of the worklist data, users can configure the list to optimize their work efforts.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF03 | The Contractor's workflow solution shall provide a user-friendly Graphical User Interface (GUI) for process definition, execution, monitoring, and management. Support a role-based interface for process definition that leads the user through the steps of defining the workflow associated with a business process including processes that are managed by Department staff only, and that captures all the information needed by the workflow engine to execute that process. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will provide a user-friendly Graphical User Interface (GUI) for process definition, execution, monitoring, and management. The GUI will support a role-based interface for process definition that leads the user through the steps of defining the workflow associated

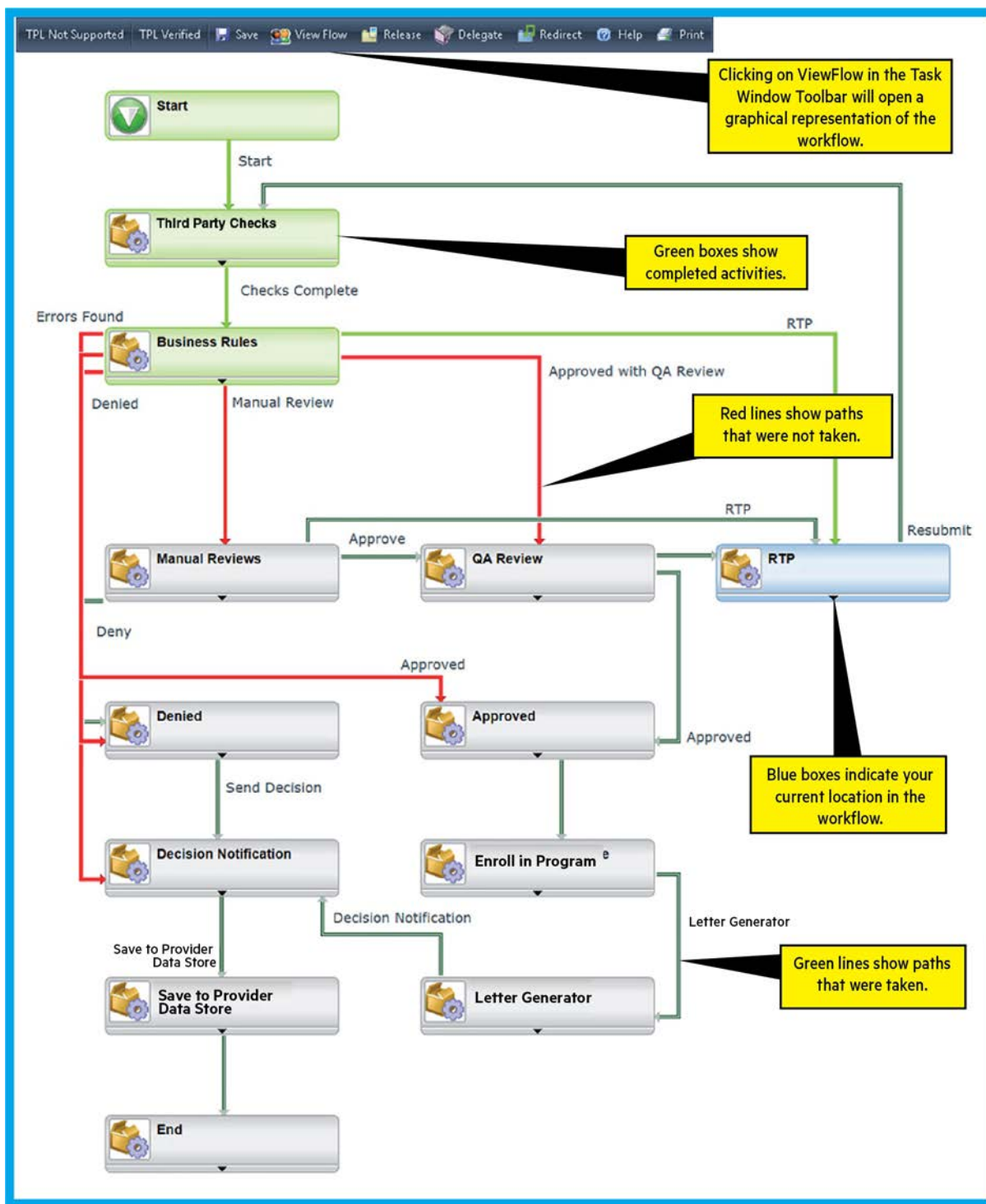


with a business process, including processes that only Department staff manage, and that captures the information needed by the workflow engine to execute that process.

Our solution includes K2 blackpearl Workflow which provides a GUI to support business processes configuration and maintenance. The workflow configuration interface uses graphical development, which makes it easy to build simple workflows and configure them to do standard tasks. Events in the workflow also are easily customizable through wizard interfaces and can be copied among workflow processes. The following figure depicts the GUI of a workflow in the configuration process. Each step in the process can be configured through the icons in the task box. Tasks also can be added or removed as needed.



## Workflow ViewFlow



|          |       |                                                                                                                                                                                                        |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF04 | The Contractor shall support and assist the Department in mapping all business processes and subprocesses to the workflow application and in transitioning from manual to automated process execution. |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will support and assist the Department in mapping the business processes and subprocesses to the workflow application, and in transitioning from manual to automated process execution. Our solution standardizes and enhances the Provider Services business steps end to end, making it easier to route information, track stages of a process, automatically send correspondence, and track the detailed metrics of each of these steps along the way. Users will know where in the process the individual workflow activity is and additional value comes from the embedded Quality Assessment step of workflow that allows for process oversight. DXC will be able to leverage the experience and lessons learned from workflow implementations in multiple states to help the Department implement an optimal solution.

|          |       |                                                                                                                         |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF05 | The Contractor's workflow solution shall support work-type processing that includes internal and external dependencies. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will support work-type processing that includes internal and external dependencies. Work items can be automatically assigned to appropriate workers' worklists tailored to reflect departments or business areas required to complete the task in the workflow.

Security services are integrated within the Business Services Framework and associate user IDs to groups by their profiles to manage access to data, screens, or applications and worklists. Based on the action required for a particular workflow item, it will be routed to the appropriate group for action. This process also extends to initiating a request to a provider if application data is missing or requires correction or additional documentation. Once a notification is initiated, automatic timers track the processing, if no action is taken by the provider within the required timeframe, the application is systematically finalized (e.g. denied, locked).

|          |       |                                                                                                                     |
|----------|-------|---------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF06 | The Contractor's workflow solution shall provide the ability to view alerts and/or reminders by user, by work-type. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will provide the ability to view alerts and/or reminders by user, by work-type. Each user will be able to configure his or her own worklist within the workflow tool. By being able to dynamically change the organization of the worklist data, users can configure the list to optimize their work efforts.

The following figure captures the worklist filled with tasks to be completed. The worklist is customizable, allowing the user to sort by fields or group tasks to quickly find the work item needed. In the figure, which is a TPL processing example from a test environment, the analyst has grouped the worklist items by the carrier ID to better facilitate a call to that company and, through one call, take care of the set of follow-up items specifically for that carrier. By being able to dynamically change the organization of the worklist data, users can configure the list to optimize their work efforts.



## User Customizable Worklist Window

Use an asterisk (\*) to perform wild card searches

File Name  File ID

File Status Qualifier Equal To  File Status

File Size (KB)  to  File Path

Start Date\* 4/4/2012 00:00 End Date\* 4/4/2012 23:59

Direction INBOUND Batch File ☐ Interactive ☐

Transport Type NOT SELECTED Search Clear

Records Found 44

The dashboard-style presentation quickly draws attention to files that failed.

The ability to quickly search for a file when doing research simplifies searching for information.

Multiple transport methods are tracked through one interface, consolidating where support teams look for answers.

| File ID   | Status                | Direction | Transport | File Name                   | File Size (KB) | File Date |
|-----------|-----------------------|-----------|-----------|-----------------------------|----------------|-----------|
| 306517557 | PROCESSED_BY_POSTPROC | INBOUND   | SFTP      | 992187700_20120404171555... | 2978           | 4/4/2016  |
| 306517556 | COMPLETED             | INBOUND   | SFTP      | 992187700_20120404170022... | 790            | 4/4/2016  |
| 306517555 | COMPLETED             | INBOUND   | SFTP      | 992187700_20120404164646... | 19             | 4/4/2016  |
| 306517554 | COMPLETED             | INBOUND   | SFTP      | 9784486_20120404173139...   | 9              | 4/4/2016  |
| 306517551 | COMPLETED             | INBOUND   | WEB       | ANSIFL05010.01.01.30015...  | 234            | 4/4/2016  |
| 306517552 | COMPLETED             | INBOUND   | SFTP      | 5784480_20120404173023...   | 46054          | 4/4/2016  |
| 306517045 | COMPLETED             | INBOUND   | SFTP      | 002036600_651320400_2012... | 12310          | 4/4/2016  |
| 306517044 | COMPLETED             | INBOUND   | SFTP      | 002036600_651051500_2012... | 2423           | 4/4/2016  |
| 306517043 | COMPLETED             | INBOUND   | SFTP      | 002036600_650933900_2012... | 10702          | 4/4/2016  |
| 306517042 | COMPLETED             | INBOUND   | WEB       | mdflh.clm                   | 4111           | 4/4/2016  |
| 306516038 | FAILED                | INBOUND   | WEB       | Batch 3 -Corrected .txt     | 33995          | 4/4/2016  |
| 306516038 | COMPLETED             | INBOUND   | WEB       | 021938000.xml               | 99111          | 4/4/2016  |

The colored flags on the left side of the screen alert and remind workers of items coming due or past due.

|          |       |                                                                                                                    |
|----------|-------|--------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF07 | The Contractor's workflow solution shall provide the ability to set alerts and or reminders by user, by work-type. |
|----------|-------|--------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will provide the ability to set alerts and or reminders by user, by work-type. Based on the association of user IDs to workflow items, automated alerts generate to individual users or group user lists when new items or changed items require a specific action from the user. Notifications are automatically distributed by email to inform users that they have work to be performed. Overdue assignments in the user's queue are noted with a red flag, as seen in the figure in requirement WKF06.

|          |       |                                                                                                                                                                                                       |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF08 | The Contractor's workflow solution shall automatically set the state of the work item, based on the processing steps when completed to provide transparent, accurate status of the work at all times. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will automatically set the state of the work item, based on the processing steps when completed to provide transparent, real-time, accurate status of the work. The state change date will be captured. Changes in work item states, such active, resolved, and closed, can trigger business rules application.





As work items are completed, the ViewFlow feature depicted in WKF03 shows completed work paths with green lines. Incomplete paths or paths not taken based on business rules show in red.

|          |       |                                                                                                              |
|----------|-------|--------------------------------------------------------------------------------------------------------------|
| Workflow | WKF09 | The Contractor's workflow solution shall provide supervisors access and control of work by type and by user. |
|----------|-------|--------------------------------------------------------------------------------------------------------------|

DXC's workflow solution will provide supervisors access and control of work by type and by user. Supervisors and authorized users can view multiple processes and work queues and the elements within them. The supervisor can see and reassign work among his/her team members.

|          |       |                                                                                                                                                                                                                      |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF11 | The workflow engine shall be configured to support capturing business processes using Business Process Model and Notation (BPMN) 2.0 or later, even if the engine uses a separate coding of the rules for execution. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow engine will be configured to support capturing business processes using Business Process Model and Notation (BPMN) 2.0 or later, even if the engine uses a separate coding of the rules for execution. The DXC Provider Management Suite provides MITA 3.0 compliance in workflow using Business Process Model and Notation (BPMN) and Business Process Execution Language (BPEL) service modeling. Our solution allows workflow to be modeled as a set of services. The InRule rules engine and K2 Workflow provide the Department with a powerful set of tools to build business processes, rules and workflows.

We have been integrating workflow for years in multiple states, including BPMN/BPEL workflows for business processes. Many information systems rely on a general purpose rules engine that can be deployed in various business scenarios. These tools require a set of rich application features for rule definition so that they can be deployed in various industries. The flexibility of our tools allows deploying the same applications to support multiple business areas within an organization. This reduces training costs, enables use of rules across multiple domains, and standardizes the methodologies for implementing rules-based processing.

|          |       |                                                                                                                                                                                           |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF12 | The workflow engine shall be configured to support the establishment of work queues allowing in-process knowledge, data, and documentation to flow from one-solution to another solution. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow engine will be configured to support establishing work queues to allow in-process knowledge, data, and documentation to flow from one-solution to another solution.

Within workflow, all data, documentation, and actions associated with a work item, for example, an enrollment application, are available to users responsible for a particular work queue. As the application continues through workflow, any additional actions taken by users in subsequent queues are recorded. When the application reaches the final review step the responsible



approver (e.g. the Department for Moderate and High Risk providers) can see all actions previously taken.

The DXC Provide module workflows also include configurable work queues that can trigger notifications and alerts using various access channels manageable by authorized users. By default, workflow alerts can be configured for worklist queues and email alerts. As an option, DXC can discuss with the Department how SMS, Office 365, and other communication channels that use web services can be added through the change-order process. These additional channels are an example of the flexibility of the solution we provide.

|          |       |                                                                                                                                                                                                                            |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF13 | The workflow engine shall be configured to support workflow access, assignments, and execution for all essential aspects of the business processes (e.g., provider enrollment, provider screening, client communications). |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's workflow engine will be configured to support workflow access, assignments, and execution for the essential aspects of the business processes, such as provider enrollment, provider screening, and client communications.

The Provider Services Solution from DXC contains a workflow process to schedule the execution of tasks for provider enrollment, which includes automated provider screening. Workflow is also used for the monthly provider verification process which generates work items for any negative findings that may have been identified. Our workflow solution is configurable to automatically schedule and distribute work by assorted variables and defined algorithms. Work items can be automatically assigned to appropriate workers' worklists tailored to reflect departments or business areas required to complete the task in the workflow.

|          |       |                                                                                                                                                                                                                                                                                                                                                                            |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF16 | The Contractor's solution shall deliver automated business process/workflow management to support the establishment of work queues via an assigned worker portal allowing in-process knowledge, data, and documentation to route from one worker's queue to another as well as across solutions. The Contractor's solution shall ensure compliance with defined processes. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution will deliver automated business process/workflow management to support the establishment of work queues via an assigned worker portal allowing in-process knowledge, data, and documentation to route from one worker's queue to another as well as across solutions. DXC's solution will promote compliance with defined processes.

Within workflow, all data, documentation, and actions associated with a work item, for example, an enrollment application, are available to users responsible for a particular work queue. As the application continues through workflow, any additional actions taken by users in subsequent queues are recorded. When the application reaches the final review step the responsible approver (e.g. the Department for Moderate and High Risk provider enrollments) can see all actions previously taken.



Workflow is designed to enforce compliance to defined processes. Users must action workflow steps in order, and they will be alerted if they have not completed an item that requires action.

Managers and authorized users can distribute and balance workloads using a redirect feature in workflow. This allows users to send the task item to another user in case of work overload or if the initial user is out of the office. When an item is redirected, all of the associated data and documentation remains intact so that the newly assigned reviewer has all the necessary information to process the item.

|          |       |                                                                                                                                                    |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF17 | The Contractor shall configure, support and maintain a configurable document management and workflow solution that meets the State's requirements. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will configure, support and maintain a configurable document management and workflow, solution that meets the Department's requirements. DXC's approach to providing an electronic content management solution (ECM) is IBM OnDemand, where we will store documents such as provider agreements, provider enrollment forms, and correspondence. The ECM will index each document using appropriate values, for example enrollments can be indexed by the Application Tracking Number associated to them, as well as the provider's NPI or other identifiers unique to the provider.

Configurable enrollment business rules control which required documents are needed for a given provider type and specialty. This list of required attachments is presented in workflow for users to verify that the provider has included required documentation and that their documentation is valid.

|          |       |                                                                                                                                                                    |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF18 | The Contractor shall have configurable workflow processes to support auto notifications to providers for specific events (e.g., license expiration, revalidation). |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will have configurable workflow processes to support auto notifications to providers for specific events such as license expiration, revalidation. The workflow process can initiate letters or emails to providers.

The request is initiated within the workflow process, and a service call initiates the letter-generation process. The interaction between workflow and letter generation is handled automatically as the analyst simply clicks a button. Configurable timers can be established for each type of communication for situations where the provider may need to respond within a specified timeframe.

*Based on the notification rules defined for a process, systematic alerts are generated to providers when specific criteria are met. This criteria may include a license expirations date approaching or their Medicaid contract renewal coming due.*

|          |       |                                                                                                                                                       |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF19 | The Contractor shall provide links to screening and monitoring databases in the workflow tool if the data isn't available via an automated interface. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will provide links to screening and monitoring databases in the workflow tool if the data is not available through an automated interface. If the data needed to complete a workflow item is not available through an automated interface, users can access use our on line Screening Service UI to conduct searches. This UI provides access to data from the various State and Federal sources and was specifically designed for provider screening. The worker can search various data elements such as provider name, NPI, license # and SSN to find records, and complete their review before marking the screening step complete and moving to the next step.

|          |       |                                                                                                                                                                                                 |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workflow | WKF20 | The Contractor's solution shall have configurable workflow to present for validation, updates submitted online/electronically by specific criteria (e.g., program type, data type, risk level). |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution will have a configurable workflow that organizes online/electronically submitted updates by specific criteria—for example, program type, data type, risk level — and presents them for validation. Our workflow solution is designed to use various data such as provider type, to drive the required review steps. For example, a moderate or high risk provider enrollment application would include a step to conduct a pre-enrollment site visit.

### 3.10.1.10 Correspondence Management

This section addresses Correspondence Management requirements for the Contractor's solution(s) and operations. The Contractor's correspondence engine shall be configured to generate enterprise correspondence and coordinate the print and distribution through a State approved print and mail service. The Contractor must describe the proposed solution's capacity to configure, support and maintain correspondence management functionality (i.e., add, modify, or remove correspondence) and the type of resource and necessary skill set(s) required for correspondence management functions. Describe the change management processes associated with correspondence management. In addition, the Offeror must describe their approach to meet each of the Correspondence Management requirements detailed in Attachment F, Requirements Matrix.

## DXC Response

The DXC Provider Services solution includes software that automates correspondence management. The letter generator package provides a common platform and infrastructure that supports the design, development, management, and delivery of coordinated and consistent communications. Our solution provides the following benefits for the Department:

- Time-saving support for creating and maintaining templates
- Flexibility in allowing for personalized letter development
- Productivity support through easy access to and integration of documents

Our correspondence management package was selected as part of the Provider Services solution based on its recognized industry-standard features and ability to deliver. Through the letter generator, the solution standardizes the “constituent experience” with a common look and feel across the letters and publications.

Our solution supports multiple communication methods that drive effective and timely communication with multiple stakeholders. The solution enables both high-volume batch



processing for large business functional activity as well as real-time single letter generation, often needed for unique communication scenarios.

Our letter generation module provides a service orientated software platform that allows analysts to design, create, manage and deliver Healthcare Association stakeholder communications. This allows easy access and integration of various types of content for delivery of fully personalized communications in either of the following ways:

- Enables the combination of managed templates with stakeholder specific MMIS data content
- Supports high-volume, batch-oriented print and mail environments
- Produces individual correspondence in near real time environments
- Provides support for numerous letter printing or email communication output formats

Role based development provides the following features:

- Reduces dependence on costly IT resources
- Utilizes role-based security controls authorizing permissions
- Securely manages leveraged text for highly professional control of letter content
- Leverages standardized text across letters in a 'define once, use multiple times' approach

Through our letter generator, analysts can add, modify, and terminate letters without special skill sets. Changes to letters will follow the formal change order process.

## Attachment F Requirements for Correspondence Management

In the following narratives, we provide a response to each of the Attachment F requirements for Correspondence Management. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                           |       |                                                                                                                                                                                                                    |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR01 | The Correspondence Management Solution must be able to generate correspondence (e.g., scheduled and ad-hoc correspondence and bulletins) using standard letters or forms, letter templates, and free-form letters. |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Correspondence Management Solution from DXC is able to generate correspondence using standard letters or forms, letter templates, and free-form letters. This includes scheduled and ad-hoc correspondence and bulletins. Our letter generation solution is an integrated software solution for creating, managing, and delivering electronic or hard-copy communications.

Templates allow the automatic insertion of stored data elements or free-form text, which is determined by the letter requestor and included in the letter generation trigger. Templates also allow internal notes to be added to a letter for viewing later. Version control is strictly maintained on publication objects, allowing the history of an object to be revealed through the history function.

*Effective communication is at the heart of healthcare management. The typical state healthcare program manages between 150 and 200 unique letter templates, each with distinct content, variable inputs, security rules and timeliness of publication. To bring order to this high demand aspect of the business, our teams make use of the best-in-class package of advanced correspondence management features wrapped in an efficient and secure package.*



Users can design and change documents without IT assistance. Workflow processes allow an approval process on new and modified documents before those documents are permitted for use in the production environment. Live on-demand documents can be accessed that will allow users to easily create correspondence for a particular stakeholder by choosing among certain preset parameters or entering free-form text.

The letter generator package of our Provider Services solution is an object-oriented, commercial off the shelf software package. This allows components of the document such as address blocks, signatures, telephone numbers, logos, images and watermarks stored in the library to be globally updated.

|                           |       |                                                                                                                                                                                                    |
|---------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR02 | The Contractor shall configure, support and maintain a correspondence engine to generate correspondence and coordinate the print and distribution through a State approved print and mail service. |
|---------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will configure, support, and maintain a correspondence engine that will generate correspondence and coordinate the print and distribution through a Department approved print and mail service. We provide the letter generator package with the Provider Services modules. As print files are generated, they will pass through the interface to the print/mail vendor.

|                           |       |                                                                                                                  |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR03 | The Contractor's solution shall utilize industry standard barcode technology that is approved by the Department. |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------|

DXC utilizes industry standard barcode technology. We will collaborate with the Department to make sure our technology is approved by the Department. Our solution has the ability to recognize and read barcoded information for extracting data from a barcode, prepopulating index values, and updating a tracking database. The system can perform in-line recognition of barcode data and index appropriately.

|                           |       |                                                                                                                               |
|---------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR04 | The Contractor shall utilize letter, notification and other templates for correspondence that are approved by the Department. |
|---------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution will utilize letter, notification, and other templates for correspondence that are approved by the Department. Templates allow the automatic insertion of stored data elements or free-form text, which is determined by the letter requestor and included in the letter generation trigger. Templates also allow internal notes to be added to a letter for viewing later. Version control is strictly maintained on publication objects, allowing the history of an object to be revealed through the history function. The design of the DXC Provider Services module includes the capability to support each state's unique letter and notification templates.

Users can design and change documents without IT assistance. Workflow processes allow an approval process on new and modified documents before those documents are permitted for use in the production environment. Live on-demand documents can be accessed that will allow



users to easily create correspondence for a particular stakeholder by choosing among certain preset parameters or entering free-form text.

|                           |       |                                                                                                                                                                                                      |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR06 | The Contractor's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in the enterprise content management solution (ECM). |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will send documents and necessary indexing metadata to the modular integration platform, for storage of documents in the enterprise content management solution (ECM). We will collaborate with the Department and other MPATH vendors to define and document the needed metadata and format for transmission.

|                           |       |                                                                                  |
|---------------------------|-------|----------------------------------------------------------------------------------|
| Correspondence Management | COR07 | The Contractor's solution shall store all sent or received documents in the ECM. |
|---------------------------|-------|----------------------------------------------------------------------------------|

DXC will store sent or received documents in IBM OnDemand. OnDemand, will manage the retention of records and documents such as letters and correspondence.

OnDemand features integrated automated workflows, comprehensive document storage, and the ability to easily access documents from the user's desktop. This tool enables efficient management of documents and images regardless of source. Automated rules, classification, and workflow capabilities facilitate easy capture, secure management, and simple retrieval.

|                           |       |                                                                                                                     |
|---------------------------|-------|---------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR08 | The Contractor's Correspondence Management Solution must be able to integrate variable data to maximize efficiency. |
|---------------------------|-------|---------------------------------------------------------------------------------------------------------------------|

The DXC Correspondence Management Solution can integrate variable data to maximize efficiency. The user-configured templates within the solution provide repeatable format, text, variables, and branding on each letter sent. For example, if a language variable is passed in with the letter data, the language rendered would be the one matching the data switch.

|                           |       |                                                                                                                                                                                         |
|---------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR10 | The Contractor shall generate applicable notices to members, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information). |
|---------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The letter generator solution from DXC generates applicable notices to members, providers, and other entities, including enrollment/disenrollment notices, requests for information, and program information. Our solution supports an extensive array of print and electronic drivers, including Portable Document Format (PDF), Tagged Image File Format (TIFF), Advanced Function Presentation (AFP), Postscript, Printer Control Language (PCL) and more than 15 other output types. This facilitates archiving and delivery using the appropriate format.



|                           |       |                                                                                                                                            |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR12 | The Contractor's solution shall produce notices to applicants of the approval, rejection, and pending status of their provider enrollment. |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|

DXC will produce notices to applicants of the approval, rejection, and pending status of their provider enrollment. The use of an automated letter generator improves the timeliness of notification, reduces effort to manually create notices, and reduces the risk of the letters being incomplete or inaccurate because they are automatically generated using the information on the original request.

|                           |       |                                                                                                                                                                    |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR13 | The Contractor's solution shall provide the ability to create materials at between a sixth and eighth grade reading level and for a culturally diverse population. |
|---------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

To make sure materials can be read and understood by the general public, our solutions provide the ability to create materials at between a sixth and eighth grade reading level and for a culturally diverse population. Default text in the DXC Provider Services solution is geared toward a sixth-grade reading level.

Our communication specialists have a focus on health literacy and clear communication not only for members, but also for clinical and nonclinical staff who may not be familiar with technical or clinical language. The professional health communicators are adept at conveying complex information in clear, concise terms. We are experienced in assessing the specific needs of each audience or subgroup and for meeting these needs when developing communication materials.

|                           |       |                                                                                                                                                                                                                                                                              |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Correspondence Management | COR15 | The Contractor's solution shall support official approval and denial notifications to the provider. The notification will support consolidated communication for multiple taxonomies in the case of split approval and denial of provider enrollment service determinations. |
|---------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

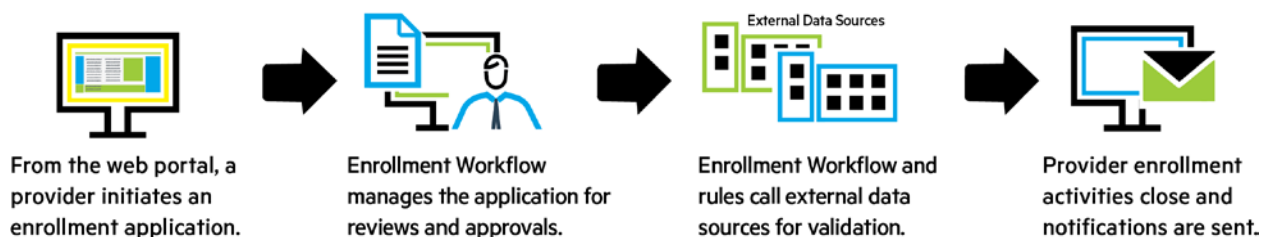
The DXC solution will support official approval and denial notifications to the provider. The notification will support approval and denial of provider enrollment service determinations. Consolidated communication for multiple taxonomies in the case of split approval and denial is marked as not currently available in Attachment F. We look forward to working with the department to define the specific business processes for this situation.

The following figure depicts a high-level overview of the Provider Enrollment application process. This process is used for enrollment and reenrollment—including any necessary re-validation and screening.





### Provider Enrollment Process



As shown, the last step of the enrollment process is notification to the provider, whether approved or denied. Electronic notifications are sent to the provider indicating acceptance or rejection based on the outcome of the process.

## 3.10.2 Project Management and System Development Requirements

The Contractor will be expected to apply proven project management and system development methodologies to the initial implementation of the proposed solution and to each subsequent enhancement or iteration of the solution.

DPHHS does not require a particular project management or system development methodology. The Offeror must propose an approach that will satisfy the scope of work and incorporate all activities required, or their conceptual equivalent. The Contractor will be expected to adjust the project management approach or project schedules, as necessary, to collaborate with the Systems Integration Services Contractor and other contractors in order to incrementally build the MPATH modules and components. In addition, DPHHS will require the coordination of efforts among its staff and all contractors, as no single contractor can perform its required responsibilities without coordination and cooperation with the other contractors. The selected contractors shall maintain communication with other contractors and DPHHS management and staff as necessary to meet its responsibilities that pertain to this RFP's scope of work.

DXC's approach to project management applies proven project management and system development methodologies to implementing the solution and each subsequent enhancement or iteration of it. We propose an approach that will satisfy the scope of work and incorporate the activities required, or their conceptual equivalent. As necessary, we will adjust our project management approach or project schedules to collaborate with the systems integration services contractor and other contractors to incrementally build the MPATH modules and components. We will coordinate efforts among our staff and the other contractors, maintaining communication with the other contractors and Department management and staff as necessary to meet our responsibilities pertaining to the RFP's scope of work.

### 3.10.2.1 Project Management

The Contractor shall submit a formal Project Management Plan and project schedule, along with other project planning documents. The Contractor must adhere to the Project Management Institute (PMI) or similar industry-standard project management standards and approach throughout the Contract term. The offer must describe their approach to meet each of the Project Management requirements defined in Attachment F, Requirements Matrix.



## DXC Response

DXC's program and project management methodology is a structured approach that adheres to, aligns with, and integrates the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) processes into and across the program activities and project lifecycle. This begins with the formal Project Management Plan, project schedule, and other project planning documents we submit and continues throughout the term of the contract. Our approach promotes consistent use of repeatable processes and documentation developed across four decades of project management experience. Our processes are proven in MMIS implementations for the definition and configuration tasks for each project component.

DXC's program and project management methodology incorporates a comprehensive set of practices required to deliver large-scale, customer-focused solutions. We have incorporated the PMBOK process steps into our methodology and our tools: Initiate, plan, execute, monitor and control, and close.

Our project management methodology addresses the primary constraints on a project—cost, scope, schedule, and quality (CSSQ), which the PMBOK calls the “quadruple constraints” that set the limits or boundaries on projects. They are the parameters used to monitor, measure, and achieve success. We define and manage these interdependent constraints together, which is a concept that we address throughout our project management lifecycle and is the governing methodology over our Healthcare Enterprise Enabling Delivery and Global Excellence (EDGE) System Development Life Cycle (SDLC).

DXC's project management structure begins with proven project management standard processes, and forms a foundation built on industry-proven project management methods. Using these proven processes we will provide the Department with checkpoints and periodic status reporting at the right time to make the right decisions about the project.

The project management knowledge areas included in our project management framework address the critical processes and knowledge areas in the PMI PMBOK Guide and DXC's Healthcare Enterprise EDGE SDLC. The established processes, procedures, guidelines, and templates create standards and rigor and align with the International Organization for Standardization/Institute of Electrical and Electronics Engineers (ISO/IEEE) 12207-2008 standard. Collectively, we use our Healthcare EDGE SDLC, which incorporates and aligns with these standards, to establish an effective project work plan, clear accountability, and shared responsibility to drive project success. We will use standard processes such as risk and issue management, schedule management, resource management, scope management, cost management, quality management, integration management, communication management, and stakeholder management to monitor and manage the enhancement and modifications projects, reduce project risks, and deliver to the Department the features in the following list:

- Consistent use of repeatable, best practice processes and documentation
- A common understanding of project responsibilities in the organization
- Consistent monitoring and control of critical tasks
- Effective project management communication and reporting
- Adherence to the project work plan and schedule
- Predictable project performance



## Attachment F Requirements for Project Management

In the following narratives, we provide a response to each of the Attachment F requirements for Project Management. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                    |       |                                                                                                                                    |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT01 | The Contractor shall provide licenses as required by the Agency to allow users access to perform all necessary business functions. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide right to use access as required by the Department to allow users access to perform necessary business functions. DXC will provide access for 10 users for Project Management tools unique to DXC's solution so that the Department has the necessary access to Project Management information. If 10 users is not sufficient, the Department and DXC will define and make adjustments to the number during DDI.

|                    |       |                                                                                                |
|--------------------|-------|------------------------------------------------------------------------------------------------|
| Project Management | PMT02 | The Contractor shall support the Department in all program governance activities as necessary. |
|--------------------|-------|------------------------------------------------------------------------------------------------|

DXC will support the Department in program governance activities as necessary. DXC understands the importance of a program governance structure, which is critical to a successful integration, as well as keeping the project on schedule. We will provide the Department with a clearly defined escalation path so that risks and issues can be escalated and resolved promptly. We will collaborate with the Department to implement governance so that project stakeholders can accomplish the following:

- Streamline project oversight and systems development using common processes
- Provide real-time clarity to project status using proven tools
- Support use of established standards (data and technical) to enable interoperability
- Promote sharing, provide efficient access to asset reuse, and take advantage of existing solutions

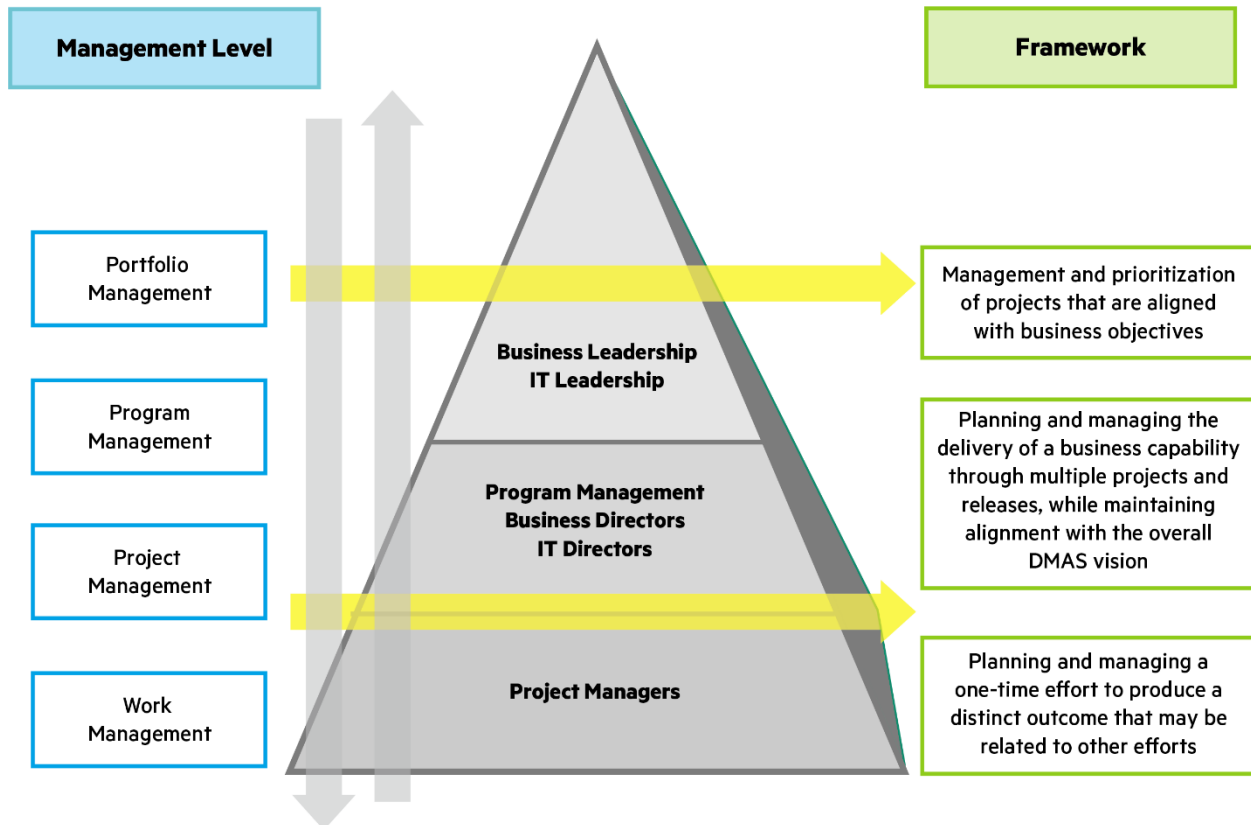
The proposed DXC governance structure for the Department is depicted in the following figure, which will be stored in our requirements Tracking Repository and Collaboration Exchange (rTRACE) tool. The rTRACE tool provides visibility across projects and operational activities, enabling collaborative management from concept to completion. The tool automates processes for managing scope, risk, quality, issues, resources, effort and schedules. It is a central repository that supports DXC and the Department in managing the workflow of change requests and system objects. The rTRACE entries for change orders, for example, contain detailed information about the requested change for the DXC project manager or Department project manager to review, including triage of contract, schedule, cost, and risk information.

The governance structure enables stakeholders to implement a decision and escalation process that is well defined and based on predefined parameters. This escalation process in the chain of command will elevate risks and issues to the Department's Project Manager. The escalation hierarchy will include the reporting structure for the project organization. Each escalation is



visible to the Department in rTRACE, providing real-time monitoring and transparency for project oversight.

### DXC Governance Structure



In addition to program governance within the Provider program, DXC will also support the Department in program governance of the MPATH enterprise. We will support the Department in planning, strategy, and work sessions with the other module vendors. To help the MPATH vision succeed, we will participate in meetings with the system integrator and other modules, providing collaboration and integration for a cohesive enterprise. The Department can count on DXC to lend support as you oversee the MPATH program.

|                    |       |                                                                                                                                                                                          |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT03 | The Contractor shall be responsible for the capture and dissemination to the Department of agendas, meeting minutes and documentation necessary for successful execution of the project. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be responsible for the capture and dissemination to the Department of Provider Services-related agendas, meeting minutes, and documentation necessary for successful execution of the project. Whether an implementation status meeting or a Business Function Review session, we will provide the agenda in advance so participants can prepare for the topics to be discussed. We will capture minutes during meetings to document action items, decisions made, and other important artifacts.



These documents will be housed in the document repository, SharePoint, for ease of retrieval. They can be viewed online, downloaded to the user's desktop, or printed.

|                    |       |                                                                                                        |
|--------------------|-------|--------------------------------------------------------------------------------------------------------|
| Project Management | PMT04 | The Contractor shall participate in necessary meetings with the stakeholders and/or other Contractors. |
|--------------------|-------|--------------------------------------------------------------------------------------------------------|

DXC will participate in necessary meetings with the stakeholders and/or other contractors. Continuous, transparent communication is critical to the success of the Department's MPATH project. Throughout the DXC organization, we emphasize frequent, effective communication, which we define as clear, understandable, and appropriately focused at each management level. We will make our staff available to the Department to attend necessary meetings to facilitate collaboration and communicate about project implementation progress and ongoing operations.

GB – Consider something along this line also? – DXC understands the importance of communication and information sharing. With a history of collaboration in large complex projects DXC understands the risk presented by delays in information, incomplete information or withholding information. For those reasons, DXC knows that in a project when business and technical integration is critical that not only participating in meetings, but cooperation is a key to success.

|                    |       |                                                                                                                                      |
|--------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT05 | The Contractor shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department. |
|--------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department. We will use our Healthcare Enterprise EDGE SDLC project management methodology to create a project work plan and schedule that meets stakeholder expectations and allows the Department and DXC to monitor and control actual progress against the plan. The project work plan and schedule provides the following:

- Activities or tasks that address the major sections of the RFP
- Sufficient detail to successfully implement the requirements in the RFP
- Clear work breakdown structure (WBS) that includes key tasks, milestones, resources, deliverables, and task dependencies
- Deliverables and other documentation, identified by name and estimated date of submission

Deliverables and documentation will be stored in rTRACE, making them available for stakeholders. Deliverables will be high quality and professional. A key component of the process is the practice of creating a comprehensive Deliverable Expectation Document (DED). The DED is a DXC value-add and a best practice document delivered ahead of the actual deliverables. A comprehensive DED defines the template design format, table of contents, measureable acceptance criteria, requirements, and the schedule for the deliverables. The Department will have advance input on the deliverable before actual delivery. This practice will speed up the official process, allowing for work to progress more quickly toward completion.



|                    |       |                                                                                                                                                                                        |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT08 | The Contractor shall support the State and its Contractor(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s). |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will support the Department and its Independent Verification and Validation (IV&V) vendor on activities associated with the contract including CMS Certification(s). DXC understands and appreciates the value that an Independent Verification and Validation (IV&V) vendor can bring to the Department's project. In completing several MMIS implementations over the past decade, DXC has gained solid experience working with IV&V vendors that support and assist in providing project oversight. We are currently working with IV&V vendors in many states, and have done so successfully for as long as our clients have employed IV&V vendors.

We understand the significance of the IV&V role in achieving project progress monitoring and reporting. Our open communication and project management transparency practices facilitate the Department and their IV&V vendor in monitoring our progress on the project.

Recently, on three different, large Medicaid implementation projects, CMS required a new Certification process which was a significant change for each of the states, the IV&Vs and DXC. In each case, working together DXC developed new plans and in some cases processes to support the state and their IV&V in preparing for certification. This is one example among many of DXC's experience in working collaboratively to support the States and their IV&V and how we bring that experience to support the Department and their IV&V.

|                    |       |                                                                                                                                                          |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT09 | The Contractor shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs). |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will conduct a monthly status meeting to discuss project tasks and activities such as deliverables, milestones, issues, risks, and SLAs. We will document the meeting agendas before the monthly meeting and provide project meeting minutes to participants. We will support Department reviews and provide status updates and proof that DXC is following project standards.

DXC will hold monthly status meetings throughout the project, highlighting changes from the previous month. We will report on key issues and risks along with mitigation plans for risks that are noted as high or very high and issues that are critical.

We will also be prepared to discuss milestones and indicate milestones that are in work and on schedule or behind. We will report on any approved change controls or items being submitted for change control.

In the monthly status meeting, DXC will report on performance against service-level agreements. We will describe improvement plans in the event that a service level is not met.

|                    |       |                                                                                                                                                                                         |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT10 | The Contractor shall conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work. |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work. We will hold weekly status meetings throughout the project. We will report on key issues and risks along with mitigation plans for risks that are noted as high or very high and issues that are critical.

It's important that the Department is current on our progress, so DXC will include in the agenda a section on milestones and indicate which milestones are in work and on schedule or behind.

DXC will document the meeting agendas before the weekly meeting and provide project meeting minutes to participants.

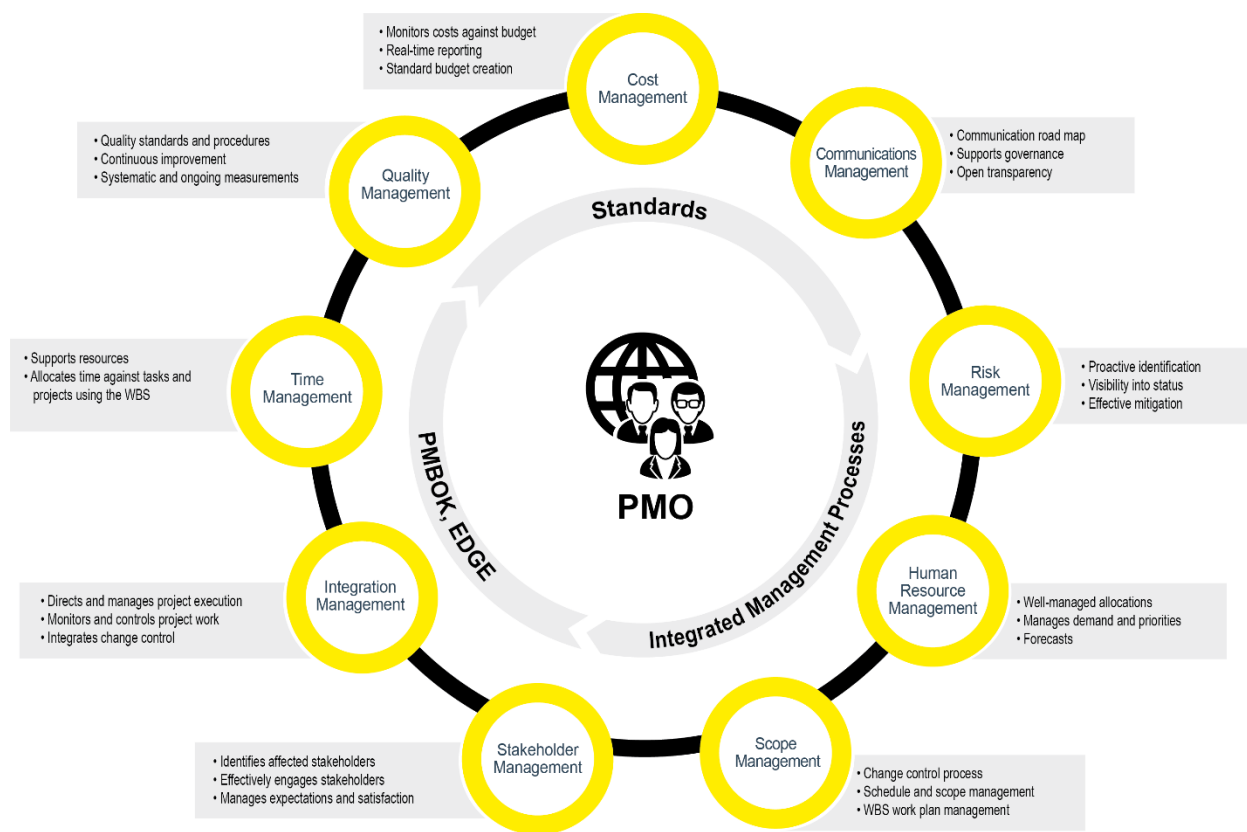
|                    |       |                                                                                                                                                                                                                                                                                                                                                   |
|--------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT11 | The Contractor must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Contractor shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform. |
|--------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will employ a project management approach that will satisfy the scope of work and incorporate the activities described in the RFP. We will adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform.

The structure of DXC's project management methodology begins with proven project management standard processes, and a foundation built on industry-proven project management methods. The following figure illustrates our structured approach to integrate proven project management methods and standard processes into and across the entire project.



## Project Management Framework



The project management knowledge areas included in our project management framework address the important processes and knowledge areas in the PMI PMBOK Guide and DXC's Healthcare Enterprise EDGE SDLC. The established processes, procedures, guidelines, and templates create standards and rigor and aligns with industry standards such as the Institute of Electrical and Electronics Engineers (IEEE) Standards #1058-1998, and PMBOK, Project Management Institute (PMI) practice standards.

Collectively, we use our Healthcare EDGE SDLC that incorporates and aligns with these standards to establish an effective project work plan, clear accountability, and shared responsibility to drive project success. We will use standard processes such as risk and issue management, schedule management, resource management, scope management, cost management, quality management, integration management, communication management, and stakeholder management to monitor and manage the enhancement and modifications projects, reduce project risks, and deliver the following benefits to Department:

- Consistent use of repeatable, best practice processes and documentation
- A common understanding of project responsibilities in the organization
- Consistent monitoring and control of important tasks
- Effective project management communication and reporting
- Adherence to the project work plan and schedule
- Predictable project performance

As required by PMT11, this project management approach is flexible and adaptable and will synchronize with the approaches of the other module vendors as we work together to build the enterprise platform.





The DXC project management staff focuses on structured development and implementation procedures, plus a proven approach to quality management, integrated with a standardized project management methodology framework that produces outstanding results. DXC project managers continue to emphasize standard and industry best practices in providing solutions. This approach will enable us to meet Department expectations of quality, scope, time, and costs.

DXC's project management methodology provides the framework that enables project managers to effectively control projects and meet customer requirements using our SDLC, which is a key foundation of the DXC project management operational practices. The primary tool used by the project management team, DXC rTRACE, will allow staff members to monitor the status of the projects in the queue, completed, or in progress, and the projects will follow the standard life cycle approach as each project's schedule details.

The standard project schedule we use will contain the activities and tasks related to the SDLC, and these will be repeatable steps the project teams will follow consistently as changes are made to the Provider Services components. Each project will contain tasks such as work product reviews around deliverables to verify we are delivering quality products and services. Project management oversight will also be included that comprises change management activities that will be used to control project scope and keep the project team on track.

Microsoft Project schedules will align to the SDLC workflow and be uploaded into DXC rTRACE to provide multiple views of the project status in each phase of the SDLC such as the following:

- Status on deliverables for each phase
- Major issues and status of issues
- Major risks and status of risk mitigation plans
- Schedule performance in each phase
- Schedule Gantt Chart (time line) and associated variances to the time line
- Critical path and critical tasks by phase

As a full-scale management method, the Healthcare Enterprise EDGE SDLC methodology enables DXC to manage large-scale projects—such as the Provider Services solution DDI project—effectively and efficiently. Our base of experience and success in using this methodology enables DXC to bring the following strengths and benefits to the project:

- An approach that has been used successfully on multiple Medicaid and commercial healthcare implementations
- Proven tools providing traceability of requirements to business processes and system objects
- Business process-driven organization that drives collaborative approach with the Department and DXC
- Comprehensive traceability throughout the development process

The Healthcare Enterprise EDGE SDLC will be implemented, monitored, and maintained by DXC project management team and used by the team to manage the project.

Communication, collaboration, and flexibility are going to be key success criteria for the system integrator and each of the MPATH module owners. Plans will change, schedules will change and how each entity responds to those changes will be a key indicator of the health of the project. DXC is no stranger to change or managing change in large efforts with multiple stakeholders. Communication is vital as is the ability to adjust and adapt as the project



progresses. DXC knows how to form and sustain positive working relationships and has the project management experience and tools to support and adapt to change.

|                    |       |                                                                                                                        |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT12 | The Contractor shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------|

DXC will conduct a project initiation kickoff meeting with the Department's project team and key stakeholders, at a time and place mutually agreed upon by the Department and DXC. At this meeting DXC will ask for an update on the State's MPATH schedule, provide an initial, high-level plan, discuss and seek feedback on the path and specifically near term activities, and introduce our project team.

|                    |       |                                                                                                                              |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT13 | The Contractor shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------|

DXC will implement procedures and tools for tracking project action items, decisions, issues, risks and defects.

Our program and project management methodology contained within the Healthcare Enterprise EDGE SDLC is a structured approach that tracks project action items, decisions, issues, risks and defects. It aligns and integrates the Project Management Institute's (PMI) PMBOK processes into and across the program activities and project life cycle.

This approach promotes consistent use of repeatable processes and documentation developed across four decades of project management experience. Our processes are proven in healthcare solution implementation and management for the definition and configuration tasks for each project component.

Our program and project management methodology incorporates a comprehensive set of practices required to deliver large-scale, customer-focused solutions. The PMBOK process steps illustrated in the following figure are incorporated into our methodology and our tools. DXC's project management methodology is successfully applied from initiation to close.

#### PMBOK Processes



Our project management methodology addresses the primary constraints on a project—cost, scope, schedule, and quality (CSSQ)—that the PMBOK calls the “quadruple constraints” that set the limits or boundaries on projects. They are the parameters used to monitor, measure, and achieve success. We define and manage these interdependent constraints together, which is a concept that we address throughout our project management life cycle which is the governing methodology of our Healthcare Enterprise EDGE SDLC.

The tool used for project tracking is rTRACE. This repository will house the project documentation, including action items, decisions, issues, risks and defects.



|                    |       |                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT14 | The Contractor shall provide an electronic document repository for project documents and deliverables. The Contractor, Department staff and other contractors with the appropriate security level must have the ability to upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide an electronic document repository for project documents and deliverables. DXC, Department staff, and other contractors with the appropriate security level will have the ability to upload and attach new or revised versions of documents. The repository will perform version control and allow users to view prior versions.

The rTRACE tool DXC uses for project management will house technical requirement, notes, requirement clarification notes, and other project related documentation. Final submitted copies of these items are also stored on SharePoint for managing subsequent revisions.

SharePoint will be the content repository designed to manage documents related to implementing the Provider Services solution. Documents such as project documents and deliverables are managed through this centralized, browser-based tool. Version control of documents is managed through SharePoint. Users with the appropriate security levels can modify project documents and deliverables; others will have read-only access based on their security profile. Version control and history shows the previous updates and enables users to see previous versions of documents.

|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT15 | <p>The Contractor shall establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the following:</p> <ul style="list-style-type: none"> <li>a. Review cycles, which will be conducted and scaled to the size and complexity of the deliverables.</li> <li>b. Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes.</li> <li>c. Informal reviews and walkthroughs of draft and final deliverables are encouraged.</li> <li>d. Queuing up excessive deliverables for simultaneous review is unacceptable to the Department.</li> </ul> |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the elements of this requirement. We use rTRACE to manage the deliverable review and approval process. rTRACE provides easy access to the project deliverables through a hyperlink to each deliverable. These deliverables are formally managed as configuration items according to our configuration management plan. DXC has developed a



workflow process using rTRACE to maintain information about each deliverable, and track deliverable review and approval dates.

Working with the Department, DXC will create both a formal and informal deliverable review and acceptance process that encompasses the documentation and deliverables that we will be produce, along with efficient review cycles. We will schedule these reviews at time agreeable to both the Department and DXC so that the teams have ample time to review each deliverable.

During the DDI Planning Phase, the Department and DXC will work together to discuss and agree on the process for creating, submitting, and approving deliverables. Our experience has demonstrated that this planning is critical to verifying that both parties are aware and acknowledge the work activities that need to occur for successful approval of deliverables. DXC has the primary duty of creating the deliverables; however, the feedback and ultimate approval by the Department is equally important to promote a successful and high-quality DDI.

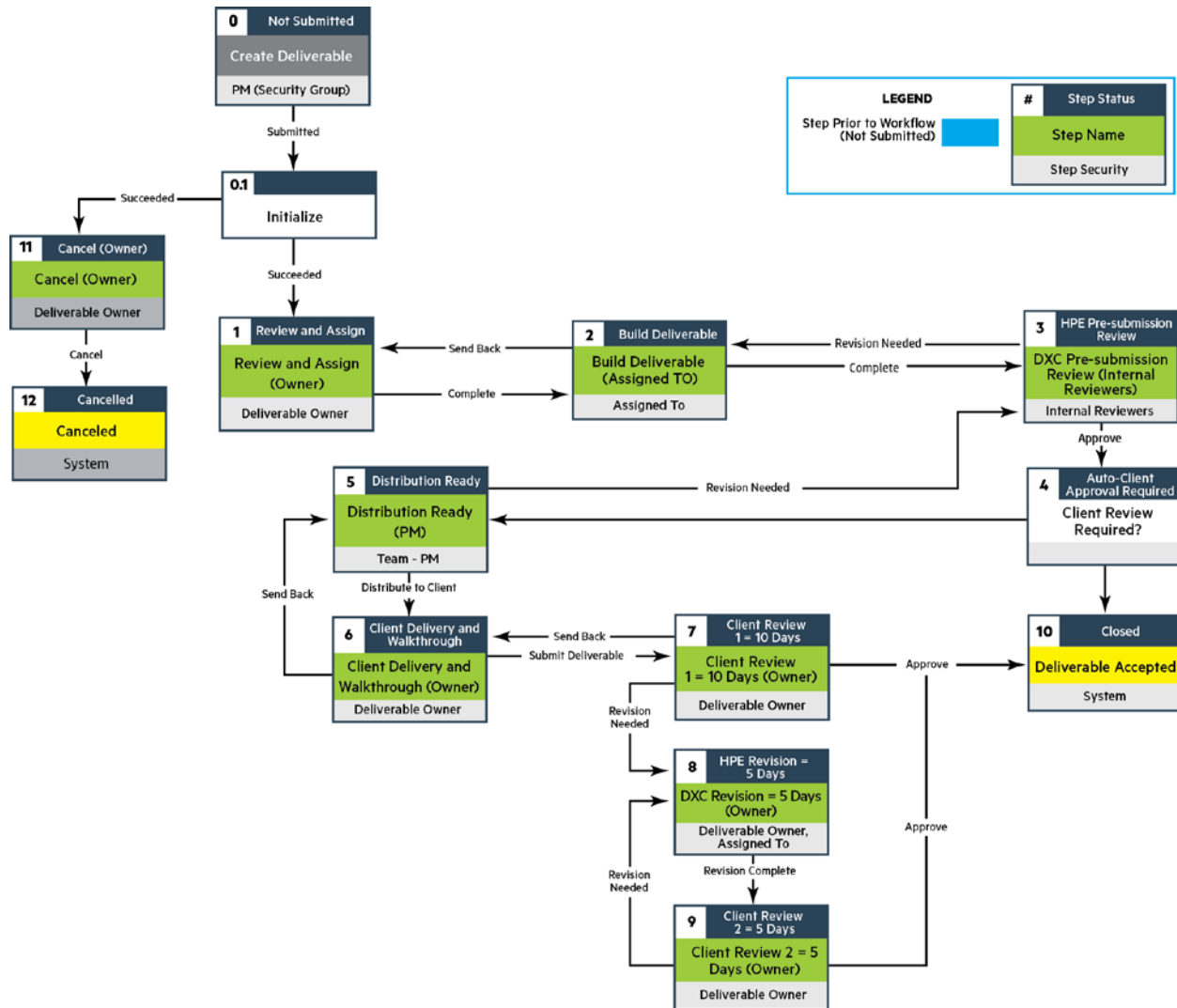
Throughout the SDLC, we adhere to the approval process as defined in the RFP. We will submit the deliverables to the Department on or before close of business on the due date. DXC also will submit the deliverables electronically. The Department will review, comment in writing, and accept or reject each deliverable. Deliverables will be evaluated for timeliness, completeness, quality, and whether the deliverable complies with the contract requirements. The following figure illustrates the deliverable approval workflow process rTRACE supports. We will tailor this workflow process for the Department to match the RFP requirements regarding turnaround times for DPHHS review and DXC revisions.

*DXC's deliverable process incorporates the following:*

- √ *Review cycles, which will be conducted and scaled to the size and complexity of the deliverables.*
- √ *Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes.*
- √ *Informal reviews and walkthroughs of draft and final deliverables are encouraged.*
- √ *Queuing up excessive deliverables for simultaneous review is unacceptable to the Department.*



## Deliverable Approval Workflow Process



|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT16 | <p>The Contractor shall provide deliverables that at a minimum meet the following quality standards:</p> <ol style="list-style-type: none"> <li>Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable.</li> <li>Ensure appropriate technical level for the audience.</li> <li>Utilize correct grammar, spelling, and versioning.</li> <li>Ensure diagrams are clear, concise, and value added.</li> <li>Follow industry-related standards.</li> <li>Appropriately define and reference information.</li> </ol> |
|--------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

At a minimum, DXC-provided deliverables will meet the quality standards stated in the RFP: Provide accurate and comprehensive content reflecting the specific deliverable requirements, verify the deliverable is at the appropriate technical level for the audience; use correct grammar,



spelling, and versioning; make certain diagrams are clear, concise, and add value; follow industry-related standards; and appropriately define and reference information.

DXC considers deliverables to be living documents. Our work product deliverable reviews verify adherence to standards, compliance with requirements, and documentation of defects found, and validate that criteria expected for the final work product are in place. Our use of work product reviews has been shown to decrease project effort, cost, and duration. These reviews find defects early, when they can be fixed more easily and quickly—thereby reducing testing time and cost—and increase maintainability.

We update deliverables using the change-control process. The Project Management Plan provides an appropriate work-pattern for review and acceptance for each formal contractual deliverable.

|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT17 | <p>The Contractor shall submit a monthly status report. The monthly status report must contain, at a minimum:</p> <ul style="list-style-type: none"><li>a. A complete set of updated and current output from the Project Work Plan along with a copy of the corresponding Project schedule files in electronic version.</li><li>b. A description of the overall completion status of the Project including schedule variations that report the earned value of the work completed, the planned value of the work completed, and the variance.</li><li>c. Planned tasks and activities for the next month.</li><li>d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks.</li><li>e. Identification of any staffing issues or changes in the Resource Allocation Matrix.</li><li>f. An updated status on all issues being monitored.</li><li>g. An updated status on all risks being monitored.</li><li>h. Provide metrics necessary to support the State CIO's Legislative Finance Committee (LFC) reporting requirements.</li><li>i. Provide testing status and metrics.</li><li>j. Provide System enhancement hourly pool total hours used and total hours remaining.</li><li>k. An updated status on all SLA being monitored.</li></ul> |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will submit a monthly status report that will contain, at a minimum, the items outlined in this requirement. DXC will instill a disciplined approach to project management deliverables and documentation as part of overall governance across the organization. Based on DXC's philosophy of open communication, the Department will receive a timely, accurate monthly status report similar to the following example. We will propose for the Department a format based on monthly reports we provide to other Medicaid clients.



## Example Monthly Report Contents

|                                                                                                         |                                                                        |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
|  <b>DXC.technology</b> | <b>Provider Services Module Report<br/>(Month) (Year)<br/>Contents</b> |
| Project Work Plan output and corresponding project schedule files                                       |                                                                        |
| Project status                                                                                          |                                                                        |
| Earned value of work completed                                                                          |                                                                        |
| Planned value of work completed                                                                         |                                                                        |
| Variance                                                                                                |                                                                        |
| Planned tasks and activities for (month)                                                                |                                                                        |
| Deliverable status with percent of completion and time tasks ahead or behind schedule                   |                                                                        |
| Milestones in work on schedule/behind schedule                                                          |                                                                        |
| Approved change controls                                                                                |                                                                        |
| Submitted change control items                                                                          |                                                                        |
| Action items table                                                                                      |                                                                        |
| Staffing issues and changes in the Resource Allocation Matrix                                           |                                                                        |
| Issue and risk status                                                                                   |                                                                        |
| List                                                                                                    |                                                                        |
| Corrective Action Plans                                                                                 |                                                                        |
| Metrics supporting LFC reporting requirements                                                           |                                                                        |
| Testing status and metrics                                                                              |                                                                        |
| Baseline versus actual performance                                                                      |                                                                        |
| Forecast                                                                                                |                                                                        |
| System enhancement hourly pool total hours used/remaining                                               |                                                                        |
| SLAs                                                                                                    |                                                                        |
| List                                                                                                    |                                                                        |
| Plan to prevent recurrence of missed SLAs                                                               |                                                                        |

The status report will contain a list of key issues and risks along with mitigation plans for risks that are noted as high or very high and issues that are critical. Any Corrective Action Plans that DXC is involved in will be noted in the status report and include a description, status, and targeted completion time frame.

The status report will include a section on milestones and indicate milestones that are in work and on schedule or behind. A change management section will be included to note any approved change controls or items being submitted for change control. An Action Item section will be contained in the status report to note the following for action items: number, action item description, open date, target completion date, actual completion date, description and owner. A



risk and issue section will include high priority risks with mitigation plans and list issues with targeted resolution dates and owners.

|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT18 | The Contractor shall develop and maintain a Project Management Plan (PMP): The purpose of the Project Management Plan is to provide a comprehensive baseline of what needs to be achieved by the project, how it is to be achieved, who will be involved, how it will be reported and measured and how information will be communicated with the project. It will serve as a reference for decision and clarifications. All relevant project plans including but not limited to the Communication Plan, Change Management Plan, Staffing Management Plan, Quality Management Plan, Risk Management Plan, Issue Management Plan and the Work Breakdown Structure are incorporated into the Project Management Plan. It is a living document that evolves as the project progresses and is updated with the latest relevant information as required. The Project Management Plan may be broken into separate documents, but all documents will be considered sections of the Project Management Plan. |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop and maintain a Project Management Plan (PMP). The PMP will align with the Department's stated purpose in this requirement and contain the sub-plans as outlined. Our project management methodology covers the entire life cycle of the project from start-up to close-down—with special focus on clarity, communication, and coordination—as we transition between the project phases. During the start-up (Initiation and Planning Phase), we conduct reviews of the draft project management plan template and collaborate with Department teams to solicit feedback. We work together toward a shared vision of project success.

DXC will make final modifications to the plans and then request Department acceptance. After the plans are accepted, we provide communication on the project management processes and training on the DXC rTRACE tool to the applicable Department team members. The DXC rTRACE tool is the source for real-time project status, including deliverables, issues, and risks. The PMP will reside on rTRACE — current and historical versions.

DXC will create a DDI Project Management Plan that contains the following subsidiary plans:

- Quality Management Plan
- Scope Management Plan
- Requirements Management Plan
- Risk and Issues Management Plan
- Change Management Plan
- Configuration Management Plan
- Project Performance Management Summary Plan
- Communications Management Plan
- Documentation Management Plan
- Training Plan
- Disaster Recovery Plan - DDI
- Business Continuity Plan





- Turnover Plan

These Project Management Plans are standard documents that DXC has submitted to our current Medicaid clients across the country. To expedite developing these documents, DXC will use existing plans as a baseline and modify them for the specific requirements of Montana (or any other state). This approach brings the following advantages:

- Expedited development with reduced time
- Quality control, by starting with formats that have been approved for use in Medicaid projects

|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Project Management | PMT19 | The Contractor shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP. The PWP must identify realistic person hours of effort for each task and identify planned completion dates for all deliverables and milestones. Additionally the PWP must include the elements necessary for the IMS include: start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements. The PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting. |
|--------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop and maintain a detailed Project Work Plan (PWP) and a Gantt chart that is aligned with the scope of the work outlined in the RFP. The PWP will identify the elements on the following list.

- Realistic person hours of effort for each task
- Planned completion dates for the deliverables and milestones
- Start and end dates of major phases
- Key project milestones
- Integration points
- Cross-module dependencies
- LFC-related reporting data

DXC will continually refine and update the PWP as the project progresses and will retain the baseline for comparative reporting.

We will use our Healthcare Enterprise EDGE SDLC project management methodology to create a project work plan and schedule that meets stakeholder expectations and allows the Department and DXC to monitor and control actual progress against the plan. The project work plan and schedule provides the following:

- Activities or tasks that address the major sections of the RFP
- Sufficient detail to successfully implement the requirements in the RFP
- Clear work breakdown structure (WBS) that includes key tasks, milestones, resources, deliverables, and task dependencies



We will update the project work plan and schedule to reflect the progress of project activities. We also will update the plan to reflect modifications to the plan—for example, when a change order results in new work that must be represented in the plan.

The project work plan and schedule will reflect our understanding of the scope of the project and provide an integrated view of project activities across time. It will serve as a tool to monitor and track actual progress against planned progress.

DXC project managers will monitor the progress of the work and adjust resources as necessary to address discrepancies between actual and planned effort and progress. DXC project managers will use the project work plan and schedule to monitor resources and project activity so that we complete required tasks and deliverables on schedule. DXC's schedule updates will provide the Department with current information about the status of the project work.

Project schedules will include the activities or tasks by SDLC phases, actual effort hours, the assigned personnel, durations, start dates, and finish dates, linked by task dependencies and the necessary data to produce key project performance measurements.

We will submit updates to the project plan according to the requirements defined by the RFP. DXC will update the plan with Department input during the design, configuration, and build phase. After the Department approves the project plan, DXC will maintain the approved project plan.

Our experience has taught us that plans can change, and our best practices verify that our plans are living documents. When required, we will update the project plan throughout the project, with Department approval, by updating it to reflect the evolving schedule, priorities, and resources.

The following figure, DXC Initial Project Schedule, identifies the major tasks and subtasks for this plan. DXC will work with DPHSS to further develop and finalize the schedule early in the DDI Phase.



## DXC Initial Project Schedule

### Provider Screening and Enrollment

| ID   | WBS    | Task Name                                                               |
|------|--------|-------------------------------------------------------------------------|
| 1    | 1      | <b>Development, Design, and Implementation (DDI)</b>                    |
| 2    | 1.1    | Key Project Dates - Provider Screening and Enrollment                   |
| 3    | 1.1.1  | KEY DATE - Project Start Date (Contract Execution)                      |
| 4    | 1.1.2  | KEY DATE - Requirements Analysis and Validation Complete                |
| 5    | 1.1.3  | KEY DATE - System Design Complete                                       |
| 6    | 1.1.4  | KEY DATE - Data Conversion Construction Complete                        |
| 7    | 1.1.5  | KEY DATE - Construction and Unit Testing Complete                       |
| 8    | 1.1.6  | KEY DATE - System Test Complete                                         |
| 9    | 1.1.7  | KEY DATE - Client Approves Preliminary Conversion                       |
| 10   | 1.1.8  | KEY DATE - User Acceptance Test Complete                                |
| 11   | 1.1.9  | KEY DATE - IT Readiness Testing Complete                                |
| 12   | 1.1.10 | KEY DATE - Pre-Implementation Readiness Review Complete                 |
| 13   | 1.1.11 | KEY DATE - Client Training Complete                                     |
| 14   | 1.1.12 | KEY DATE - Provider Training Complete                                   |
| 15   | 1.1.13 | KEY DATE - Final Conversion Complete                                    |
| 16   | 1.1.14 | KEY DATE - Montana Provider Screening and Enrollment Go Live            |
| 17   | 1.2    | <b>Project Management Oversight</b>                                     |
| 18   | 1.2.1  | Recurring Tasks                                                         |
| 86   | 1.2.2  | Management Oversight                                                    |
| 99   | 1.2.3  | Technical Oversight & Coordination                                      |
| 110  | 1.3    | <b>Initiation and Planning Phase</b>                                    |
| 111  | 1.3.1  | Equipment Software Purchase Approval                                    |
| 115  | 1.3.2  | Initial Project Team                                                    |
| 119  | 1.3.3  | Project Personnel                                                       |
| 124  | 1.3.4  | Organizational Chart                                                    |
| 137  | 1.3.5  | Contact Information of Contract Staff                                   |
| 150  | 1.3.6  | Conduct Project Kick-off Meeting                                        |
| 159  | 1.3.7  | Project Plan                                                            |
| 207  | 1.3.8  | Initial Project Work Plan Schedule                                      |
| 223  | 1.3.9  | Document Entrance & Exit Criteria for Each Project Phase                |
| 239  | 1.3.10 | Business Continuity & Disaster Recovery Plan                            |
| 255  | 1.3.11 | Contractor's Written Policies and Procedures for All Requirements       |
| 270  | 1.3.12 | Provider Education Materials                                            |
| 285  | 1.3.13 | All Final Report Templates                                              |
| 300  | 1.3.14 | Project Status Report , Meeting Agendas, Minutes Templates              |
| 316  | 1.3.16 | Project Workbook Setup                                                  |
| 318  | 1.3.17 | Initial Project Environments                                            |
| 354  | 1.3.18 | Transfer and Validate Provider Enrollment Software                      |
| 359  | 1.4    | <b>Requirements Validation Phase</b>                                    |
| 360  | 1.4.1  | Requirements Review                                                     |
| 472  | 1.5    | <b>Design and Definition Phase</b>                                      |
| 473  | 1.5.1  | System Design                                                           |
| 558  | 1.5.2  | Post System Design Detailed Project Work Plan Updates                   |
| 571  | 1.6    | <b>Development Phase - Construction, Configuration and Unit Testing</b> |
| 572  | 1.6.1  | Construction, Configuration and Unit Testing                            |
| 1011 | 1.6.2  | Post Development Project Work Plan Schedule Updates                     |
| 1019 | 1.7    | <b>Data Conversion Phase</b>                                            |
| 1020 | 1.7.1  | Conversion Team Overview                                                |
| 1022 | 1.7.2  | Data Conversion Strategy & Approach                                     |
| 1027 | 1.7.3  | Requirements Analysis and Mapping Activities                            |
| 1048 | 1.7.4  | Design Activities                                                       |
| 1055 | 1.7.5  | Program Development and Unit Testing                                    |
| 1063 | 1.7.7  | Conversion & Reconciliation Test Cases/Scripts                          |
| 1071 | 1.7.8  | Conversion Testing                                                      |
| 1101 | 1.8    | <b>Testing Phase</b>                                                    |
| 1102 | 1.8.1  | System Testing                                                          |
| 1285 | 1.8.2  | User Acceptance Testing (UAT)                                           |
| 1356 | 1.8.3  | IT Readiness Testing                                                    |
| 1381 | 1.9    | <b>Training Phase</b>                                                   |
| 1382 | 1.9.1  | Training and Knowledge Transfer                                         |
| 1418 | 1.10   | <b>Implementation Phase</b>                                             |
| 1419 | 1.10.1 | Readiness                                                               |
| 1510 | 1.10.2 | Execution                                                               |
| 1545 | 1.10.3 | Provider Revalidation                                                   |
| 1548 | 1.10.4 | Post Implementation Activities                                          |
| 1566 | 1.11   | <b>Operations and Maintenance Phase</b>                                 |
| 1567 | 1.11.1 | Stabilization Period                                                    |
| 1570 | 1.11.2 | Ongoing Provider Enrollment                                             |
| 1572 | 1.11.3 | Operations Recurring Tasks                                              |



|                    |       |                                                                                                                                                                                                                              |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT21 | The Contractor shall coordinate with the Department and with the module vendors as required by the Department, to support the program-level change management process consistent with the Enterprise Change Management Plan. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will coordinate with the Department and other module vendors, as required by the Department, to support the program-level change management process consistent with the Enterprise Change Management process. We will work alongside the systems integrator (SI) contractor and other module vendors as the process is established and implemented. DXC will follow the Enterprise Change Management process for changes.

DXC also will conduct change management training within the DXC project team to make sure project change management practices are followed. DXC will use rTRACE for DXC change management with the Provider Services project.

|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT25 | The Contractor shall be required to work collaboratively with the Department and the System Integrator to provide schedule information to be included in the Integrated Master Schedule (IMS). Elements necessary for the IMS include; start and end dates of major phases, key project milestones, integration points, cross module dependencies, and sufficient information to support the State CIO's Legislative Finance Committee (LFC) reporting requirements. |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collaborate with the Department and the systems integrator to provide schedule information to be included in the Integrated Master Schedule (IMS). Specifically, we will provide start and end dates of major phases, key project milestones, integration points, cross-module dependencies, and sufficient information to support the Department's Chief Information Officer's Legislative Finance Committee (LFC) reporting requirements.

Our experience as the systems integrator on other Medicaid contracts means we understand the importance of the master schedule and will conscientiously support the scheduling. We will meet with Department and systems integrator representatives to be sure the IMS is accurate and results in on-time delivery of a certifiable Provider Services solution. We will create the DXC project schedule in Microsoft Project. It will meet the requirements stated in RFP requirement PMT25, and the systems integrator will be able to merge it into the IMS.

|                    |       |                                                                                                                                                           |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT27 | The Contractor shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department. |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department. As part of this workflow process, we perform internal work product reviews, customer walkthroughs, and a revision or update process to expedite the flow while promoting quality in the products delivered. DXC also includes phase reviews into the Department project schedule to conduct quality reviews at the



end of each phase to confirm that we have documented and reviewed the deliverables and that Department has approved them.

The major emphasis of the phase reviews is as follows:

- Confirm the successful accomplishment of phase deliverables and milestones
- Identify risks with mitigation plans for the next phase
- Identify scope changes that impact the remaining schedule

Throughout the SDLC, we adhere to the approval process as defined in the RFP. We will submit the deliverables to the Department on or before close of business on the due date as the project work plan outlines. DXC also will submit the deliverables electronically. The Department will review, comment in writing, and accept or reject each deliverable. Deliverables will be evaluated for timeliness, completeness, quality, and whether the deliverable complies with the contract requirements.

|                    |       |                                                                                                                                                                                                      |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT29 | The Contractor shall submit a monthly System Enhancement Pool report that details tickets invoiced to the hourly pool and must include hours used and hours remaining for the Department's approval. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will submit for the Department's approval a monthly System Enhancement Pool Report that details tickets invoiced to the hourly pool and will include hours used and hours remaining. Hours in the pool will be tracked in rTRACE for ease of reporting. One benefit of rTRACE is that the Department does not have to wait for a monthly report but can review information online at their convenience.

|                    |       |                                                                                                                                          |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT31 | The Contractor shall cooperate with the State's PMO and the IV&V contractor to give an accurate, honest reporting of the project status. |
|--------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------|

DXC will cooperate with the Department PMO and the IV&V contractor to give an accurate, honest reporting of the project status. We have extensive experience working with IV&V vendors on MMIS projects and together we will achieve a well-managed and successful project implementation. We understand the IV&V responsibilities and will collaborate and cooperate with the IV&V vendor to help fulfill the Department's goals.

The DXC project manager will be the DXC point of contact for the IV&V vendor for requests, including tool access, tool training, and systems and operations questions. The DXC project manager will log the request and respond with direct assistance or by connecting the IV&V representative to the appropriate resource to fulfill the request.

In completing several MMIS implementations over the past decade, DXC has gained solid experience working with IV&V vendors that support and assist in providing project oversight. We understand the significance of their role to achieving project progress monitoring and reporting. Through our open communication and project management transparency practices, the IV&V vendor will have ease in monitoring our progress on the project.



|                    |       |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Management | PMT32 | The Contractor shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Contractor's module or module components including requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation at the State's direction. |
|--------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will contribute to the Department's and/or the Systems Integration Services' collaboration site technical and non-technical project artifacts related to DXC's provider module or module components. These artifacts will include requirements; use cases; user stories; storyboards; system-design documents in the form of product documentation and release notes; supplemental specifications; test cases; test scripts; test results; and user, system and training documentation, at the Department's direction. The DXC project manager will coordinate transferring project artifacts to the collaboration site, making sure they have been quality checked and that we are transferring the correct version using the correct format, complying with site requirements, such as zipping files.

### 3.10.2.2 System Development Methodology

The Contractor will be expected to follow an industry-standard systems development methodology for the initial implementation of the proposed solution and throughout the Contract term. The Offeror must propose a System Development Methodology approach that achieves the expected outcomes of the SDLC-based activities stated below.

#### DXC Response

DXC will follow our industry-standard systems development methodology for the initial implementation of the Provider Services solution and throughout the Contract term. We will follow a System Development Methodology approach that achieves the expected outcomes of the SDLC-based activities stated in Section 3 of the RFP.

The DXC enhanced enterprise approach to systems development is known as the Healthcare Enterprise Enabling Delivery and Global Excellence (EDGE) Process Framework Systems Development Life Cycle (SDLC). The EDGE SDLC is based on the Project Management Institute's (PMI's) Guide to the Project Management Body of Knowledge (PMBOK® Guide) and aligns with the Software Engineering Institute's (SEI's) Capability Maturity Model Integration (CMMI), and ISO 900x standards.

*The SDLC methodology we are proposing for Montana has been used by DXC to manage our healthcare system projects for over 30 years. We have modernized and enhanced the methodology over the years, but stayed true to the roots of the processes and gates. We have used this methodology for over 21 MMIS implementations and hundreds of smaller projects and MMIS enhancements.*

This strong foundation provides clear standards, automated processes, and measured controls to manage activities, tasks, deliverables, work plans, budgets, staffing, issues, risks, and milestones for individual projects in an enterprise context. This integrated approach reduces project risk by avoiding deviations from Department-approved requirements and reinforcing agreed-on project standards and disciplines. Our methodologies and processes promote a



common language, effective communication, efficient linkages, asset reuse, and information sharing.

Moreover, this approach yields the following benefits:

- Common understanding of project responsibilities across the organization
- Traceability from requirements to solution components to testing results
- Consistent use of repeatable processes and documentation, during DDI and operations
- Verification that critical tasks are monitored and controlled
- Predictable project performance
- Timely, comprehensive project management communication and reporting
- Ability to proactively plan, execute, and monitor the entire portfolio of project schedules

The Healthcare Enterprise EDGE SDLC is a comprehensive systems development methodology that integrates agile, iterative, and waterfall approaches. The EDGE SDLC is the core SDLC used throughout every industry within DXC but is specifically tailored for use within the healthcare industry. The Healthcare Enterprise EDGE SDLC is aligned with the SEI CMMI, the PMBOK Guide, and ISO/IEEE 12207-2008 System and Software Engineering—Software Lifecycle Processes for Quality Management approach. This means that the Department will benefit from our broad experience and industry-aligned approach to successfully deliver on our commitment.

The Healthcare Enterprise EDGE SDLC is a comprehensive methodology that can integrate waterfall and Agile/iterative-based development techniques, as well as standardized project management procedures. It contains the entire process of taking systematic steps to analyze, develop, test, and maintain software, applications, and integrated systems and processes.

The EDGE SDLC methodology shown in the following figure is flexible, adaptive, and tailorable for product implementation. In the Provider Services Solution modular component implementation, we will focus on Business Function Review and Configure as opposed to Requirements Validation, Design and Construct which are more active during a traditional MMIS DDI project.



## Project Management and Systems Development Life Cycles

| Project Management Life Cycle                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                      |
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| Systems Development Life Cycle                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                      |
| Initiation & Planning                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Requirements Validation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Design                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Construct & Configure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Configuration Verification & System Testing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Release Management/UAT                                                                                                                                                                                                                                                                                                                                                                     | Implement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CMS Certification                                                                                                                                                                                                                                                                                                    |
| <ul style="list-style-type: none"> <li>• Project Kickoff &amp; Orientation</li> <li>• Identify &amp; Setup Account Facilities</li> <li>• Implement Enterprise PM Tools</li> <li>• Review Project Management Plan</li> <li>• Review Project Scope</li> <li>• Update Project Schedule</li> <li>• Review &amp; Update Required PM Plans</li> <li>• Obtain Equipment &amp; Software Purchase Approval</li> <li>• Deploy Infrastructure</li> <li>• Review Environments</li> <li>• Create DEDs</li> </ul> | <ul style="list-style-type: none"> <li>• Prepare for Requirements Analysis Sessions</li> <li>• Facilitate Requirement Validation Sessions</li> <li>• Verify Solution Configuration, Design &amp; Strategy</li> <li>• Verify Metadata Requirements</li> <li>• Verify Source Data Systems</li> <li>• Verify ETL</li> <li>• Verify Data Staging</li> <li>• Verify Data Stores</li> <li>• Verify ODS/BI Repository</li> <li>• Verify Analytic Applications</li> <li>• Verify Business Assessments</li> <li>• Update Requirements &amp; Required Artifacts</li> </ul> | <ul style="list-style-type: none"> <li>• Review &amp; Update Initial Detail System Design</li> <li>• Design Data Stores</li> <li>• Design Metadata</li> <li>• Design BI</li> <li>• Design Business Analysis Configurations</li> <li>• Design Logical &amp; Physical Data Models</li> <li>• Design Information Delivery Solution</li> <li>• Review &amp; Update Design Documents</li> <li>• Review &amp; Update Requirements Traceability Matrix</li> <li>• Create Client Review</li> </ul> | <ul style="list-style-type: none"> <li>• Create Data Stores</li> <li>• Create Information Delivery Solution</li> <li>• Create Interfaces</li> <li>• Create ETL &amp; Data Quality</li> <li>• Create Data Integration</li> <li>• Create Metadata</li> <li>• Create BI</li> <li>• Configure &amp; Produce Application</li> <li>• Review Applications</li> <li>• Verify Configuration/Unit Test Development</li> <li>• Update Configuration Defects</li> <li>• Update Configuration, Design and/or System Documentation</li> <li>• Prepare Training</li> </ul> | <ul style="list-style-type: none"> <li>• Prepare System Test Environment</li> <li>• Verify Configuration</li> <li>• Prepare System Test Data</li> <li>• Create Automation Tests</li> <li>• Test Scripts</li> <li>• Execute System Testing</li> <li>• Execute Integration Testing</li> <li>• Execute Performance Testing</li> <li>• Correct Defects</li> <li>• Capture Testing Results</li> <li>• Client Review of Results</li> <li>• Obtain Approval</li> <li>• Create Operational Readiness Planning</li> <li>• Prepare Training</li> </ul> | <ul style="list-style-type: none"> <li>• Update UAT Environment</li> <li>• Verify Configuration</li> <li>• Prepare UAT Test Data</li> <li>• Execute UAT Training</li> <li>• Support UAT Testing</li> <li>• Resolve Defects</li> <li>• Document UAT Results</li> <li>• Final Customer Sign-Off</li> <li>• Review &amp; Update Operational Readiness Planning</li> <li>• Training</li> </ul> | <ul style="list-style-type: none"> <li>• Resolve Defects</li> <li>• Execute Final Data Conversion</li> <li>• Review &amp; Update Final User Manuals</li> <li>• Review &amp; Update Operating Procedures</li> <li>• Review &amp; Update System Documentation</li> <li>• Document Findings</li> <li>• Execute Implementation Plan</li> <li>• Monitor and Tune</li> <li>• Maintain &amp; Enhance Metadata</li> <li>• Provide Post-Implementation Support</li> <li>• Prepare &amp; Develop ORR</li> </ul> | <ul style="list-style-type: none"> <li>• Prepare for Client Certification</li> <li>• Prepare for On-Site Certification</li> <li>• Develop Certification Review</li> <li>• Develop Certification Phase Review</li> <li>• Obtain Client Approval</li> <li>• Obtain CMS Approval</li> <li>• System Certified</li> </ul> |
| Work Streams                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Business Process and Requirements Traceability                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                      |
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### 3.10.2.3 Requirements Management

The Contractor must work with the DPHHS MPATH Team to confirm the Contractor's understanding of the RFP requirements and to reconcile the RFP requirements for the scope of work against the proposed solution. The Offeror must describe their approach to meet each of the detailed Requirements Management requirements defined in Attachment F, Requirements Matrix.

#### DXC Response

With modular products replacing monolithic MMISs, the Department will face a new approach to design and development. Joint application requirement meetings are replaced with Business Function Reviews within the product. DXC will conduct Business Function Reviews with Department staff, other impacted MPATH solution vendors, and the Systems Integrator staff to make sure interfaces and cross-system issues are addressed.

Requirements Management will be managed through DXC's Application Lifecycle Management (ALM) and rTRACE tools. At the beginning of the project, DXC will load the RFP requirements into rTRACE. Through business function review sessions, we will define Department-specific configuration within the Provider Services components and add clarifications, questions, issues, and answers to each requirement within rTRACE. As test cases and test results are created for requirements, test cases and results will be added to ALM and linked to the requirements in rTRACE. Defects that are found through testing will be documented in ALM and linked to their respective requirement and test cases. In this manner, ALM supports requirements management for various project artifacts, providing easy access to them, maintaining the traceability between them, and keeping an audit trail as changes are made during the project.

DXC will conduct Business Function Review sessions, walkthroughs, and team meetings to clarify requirements. The initial Work Plan for the Provider Services solution contains five Business Function Review sessions:

- Provider Services (Includes Enrollment) - Business Function Review and Business Design
- Provider Portal - Business Function Review and Business Design
- System Reports - Business Function Review and Business Design
- Security - Business Function Review and Business Design
- Documentation Management

In the Provider Services solution modular component implementation, we will focus on Business Function Review and configuration as opposed to requirements validation, design, and construct which are more active during a traditional MMIS DDI project. Business Function Review is a key element of successful Provider Services implementation. It means having clearly defined business requirements so that we can establish a solid baseline on which to measure change.

DXC confirms the baseline requirements for the project during Business Function Review. Our deep operational and implementation experience helps us to understand that system changes are usually part of policy decisions that have broader implications than just changes to the system. DXC has a proven record of accomplishment working with its clients to validate requirements and set priorities to establish reasonable completion dates for changes.

*DXC has been through more successful requirements validation sessions in the past decade than all other Medicaid vendors combined. Our experience means we know exactly what we need to accomplish during the Business Function Review sessions and the best way to accomplish the work; therefore, we provide better outcomes and make efficient use of Department employees' time.*



Business Function Reviews provide an open and iterative forum for the Department to confirm understanding of configurations needed. We coordinate with key Department personnel at the start of the contract to identify the various stakeholders and decision-makers who participate in the functional reviews. Accurate information and timely decision-making are two key aspects that facilitate our ability to complete configuration and Department review efficiently and effectively.

## Collaborating with the Department

Business Function Reviews are a collaborative effort between the Department and DXC. We will hold regularly scheduled sessions where we align the agenda with the right DXC staff, including DXC experienced business analysts (BAs) who are experts in the Provider Services functional area, along with the project manager responsible for the end-to-end solution. At a minimum, DXC will have the Project Manager and BA in attendance at every session.

The Business Function Review sessions and the requirements documentation, management and approval processes are important components of the scope management process. By clearly identifying, maintaining and elaborating the project requirements, we can identify and resolve inconsistencies between requirements and approved project deliverables, thereby fulfilling project scope.

## Attachment F Requirements for Requirements Management

In the following narratives, we provide a response to each of the Attachment F requirements for Requirements Management. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                         |       |                                                                                                                                                                                                                                                                                                    |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM01 | During the requirements validation sessions, the Contractor must demonstrate a fully functioning solution that has been initially configured based on the Contractor's understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules. |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

During the Business Function Review phase, DXC will demonstrate a fully functioning solution that has been initially configured based on our understanding of the requirements described in the RFP. The functioning solution includes the following:

- The Provider Portal
- The Provider Enrollment data entry wizard and application workflow
- The Provider Screening services for the Federal database checks as well as state license validations
- The Provider Management module for maintenance support of the provider data

The DXC deployment team will work with the state to identify policy documents and manuals that can be utilized during the requirement validation sessions.

The DXC base product will be installed in the Microsoft Azure cloud at the time of contract signing.



The Provider Management module will be loaded with test data used during product design and test phases. This includes business rules based on CMS policy, State Medicaid Manual requirements for MMIS/MPATH provider functionality, and fee schedules.

Provider enrollment portal and workflows will be loaded with test data used during the product design and test phases. This included business rules based on CMS requirements and DXC experience.

During business function review, these items can be demonstrated for the Department, to guide discussions on configuration changes needed. The environment we use for this requirement will become the User Acceptance Test environment later in the project.

|                         |       |                                                                                                                                                                                                                |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM02 | The Contractor shall work with the Department to confirm the Contractor's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will work with the Department to confirm our understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. Our proven approach to confirm our understanding of our client's requirements is through a rigorous, repeatable process based on industry-standard guidelines from Capability Maturity Model Integration (CMMI), a Guide to the Project Management Body of Knowledge (PMBOK), and our Healthcare Enterprise Enabling Delivery and Global Excellence Process Framework (EDGE) Systems Development Life Cycle (SDLC). We will leverage this in-depth expertise for the Department.

## Plan and Process

Establishing DXC's solid understanding of the project begins with the capture and documentation of requirements, starting with the initial baseline requirements gathered from the RFP. We also look at the CMS Certification Checklist, the current business functions, and business processes and rules. The all-encompassing, structured approach to achieve the baseline requirements includes expert interviews with subject-matter experts (SMEs) and the analysis of existing documentation. These are some of the requirements, discovery, and validation steps that are part of our Business Function Reviews.

The requirements will be managed with the DXC ALM tool, which has been repeatedly rated best-in-class by Gartner and Forrester. The ALM capabilities support requirements traceability to test cases, but also extends the traceability to other entities, providing a robust ability to see the inter-relationships between the business needs, the system features, and other important by-products of the software development process. The DXC solution extends traceability from requirements to each of the following:

- Questions and answers gleaned during the procurement effort
- DXC proposal sections that address how we meet the requirement
- System objects, such as reports, screens, programs, database tables, that support the requirement
- System modifications or change requests that are needed to support a requirement
- Test cases to prove that the system supports the requirement



- Defects identified during testing of the requirement
- MITA business processes related to the requirement

DXC tracks the status of the requirements, from the initial capture stage, into the validation and approval process, and through to testing and verification to confirm that the requirements have been achieved. This plan addresses the inevitable refinements to the project requirements that will occur. Along with communication, meetings, reports, direct access to requirement documentation and current statuses will play a key role in the plan.

Our requirements management activities are integrated with the Certification Checklists, because the goal is to make sure that the system measures up to the Department and CMS requirements. Rigorous requirements management is essential for the process and data to prove that the requirements have been met. DXC will manage CMS requirements in the system in the same manner as other requirements. The same traceability will exist for CMS requirements, resulting in a CMS-certifiable system upon the completion of project implementation. This process has been used on previous DXC implementations resulting in 13 successful CMS certifications over the last 14 years.

|                         |       |                                                                                                                                                                                                                                                                                                                      |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM03 | The Contractor shall document any gaps between the initially configured solution and the business requirements in the requirements management tool. Gaps must show bi-directional traceability with applicable business requirement(s), design, test cases, test results, MECT criteria and certification artifacts. |
|-------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will document any gaps between the initially configured solution and the business requirements in the requirements management tool. Gaps will show bi-directional traceability with applicable business requirements, design, test cases, test results, MECT criteria, and certification artifacts.

DXC utilizes the traceability functions in ALM which provides reports and matrices that can be reviewed to trace requirements back to sources. This helps to make sure that data collection for every requirement is complete and also can be traced to the Department's business functions to identify any gaps between the requirements and solution that need to be addressed. The traceability matrix will be produced from ALM and updated as the status of the requirements progress toward completion.

The Department and its stakeholders will be the key resources used to confirm and validate that the inventory of functional and technical requirements is complete. The structured approach that DXC uses to validate requirements includes scheduled Business Function Review sessions with Department staff, expert interviews with SMEs, and the analysis of existing technical and business documentation. The goal is to use the available sources to establish a baseline of requirements that encompass the current system functions and business process and rules. Requirements captured that identify gaps with the proposed Provider Services solution will prompt the development of work items, and the work items will be linked to the requirements for traceability.

As a part of this process, it is important to remember the DXC team already conducted a gap analysis of the RFP requirements against our Provider Services solution, completed during the proposal development process. During this gap analysis, we identified the areas where DXC falls short of meeting some of the RFP requirements, and these gaps were the basis for our



project team staffing estimates and project schedule. Where gaps exist, our team will create a Work Item in DXC ALM. These Work Items are known areas where we will need to configure changes to the system to meet the Department's RFP requirements.

|                         |       |                                                                                                                                                                          |
|-------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM04 | The Contractor shall, during requirement validation, provide designated Department staff access to a fully functioning environment to become familiar with the solution. |
|-------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will, during requirement validation, provide designated Department staff access to a fully functioning environment to become familiar with the solution. The identified staff will be given an application overview demonstration as a means of introducing them to the functionality of the application. Additionally, initial product user guide content will be provided.

The environment described in RQM01 will be available for Department staff through the Microsoft Azure cloud. Staff can review the functionality and familiarize themselves with the look and feel of the products. This will add efficiency to the Business Function Review sessions, as staff will be able to provide input based on real world experience.

|                         |       |                                                                                                                                                                                                                                                                                                         |
|-------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM05 | The Contractor shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Contractor's requirements management tool shall ensure approved changes to requirements are linked back the approved change request. |
|-------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will utilize project control tools to formally track requirements and related design, configuration, testing, and certification artifacts. Our requirements management tool confirms approved changes to requirements are linked back the approved change request.

DXC uses best-in-class project management methodologies and tools to support successful implementations. We are bringing our own enterprise products to the Department in DXC rTRACE and DXC ALM software. The right level of control also comes by using the correct tools customized to specific customer needs. The right tools in the right hands can increase the speed of delivery, validate quality, and provide the necessary information to manage the daily activities under way while also giving insight for future efforts and decision-making.

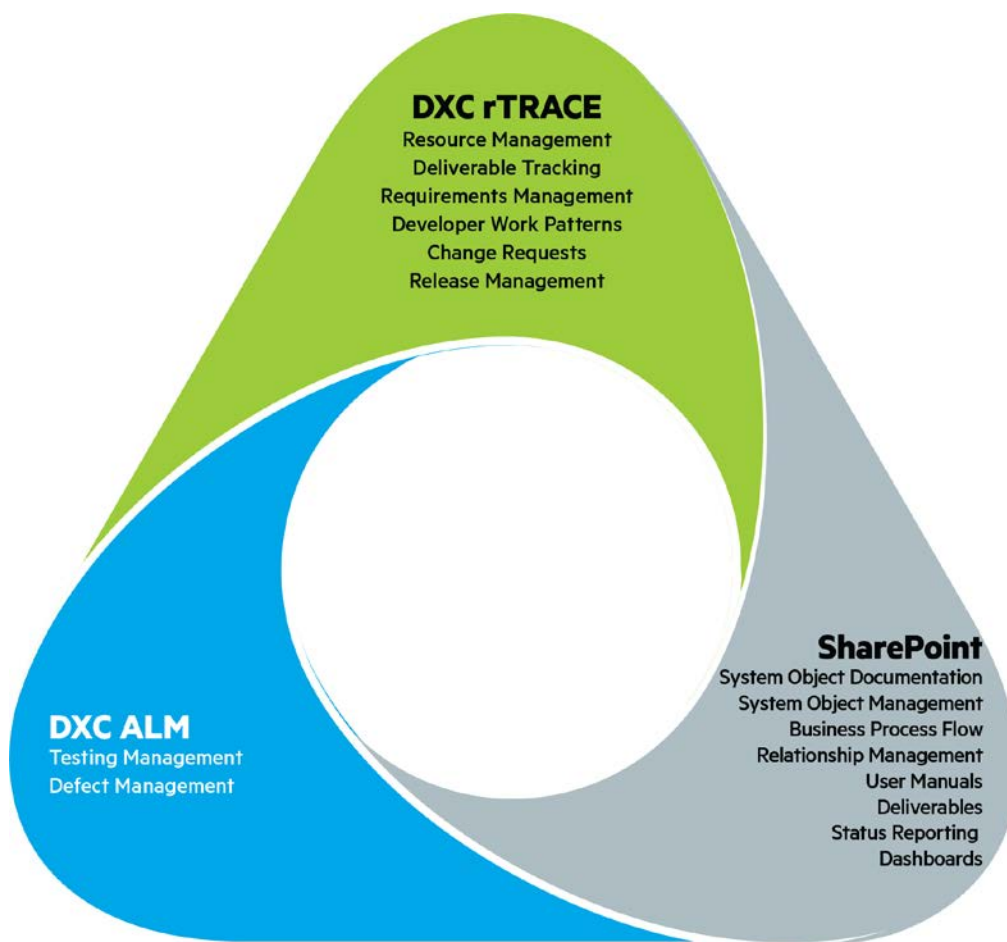
During each phase of the contract, we will use the following primary tools to manage, communicate, and assign work:

- DXC rTRACE and Microsoft Project for enterprise focus and requirements
- DXC ALM, which is testing focused
- SharePoint for documentation

The following figure details high-level features and integration of this enterprise solution.



## System Tools Overview



## DXC rTRACE

We use DXC rTRACE to manage the deliverable review and approval process. DXC rTRACE provides easy access to the project deliverables through a hyperlink to each deliverable within the Department's SharePoint site. These deliverables are formally managed as configuration items according to our configuration management plan. DXC has developed a workflow process using rTRACE to maintain information about each deliverable, and track deliverable review and approval dates.

Highlighting our list of proven tools, DXC rTRACE provides visibility across the program and projects, enabling enterprise management from concept to completion. As seen in the preceding figure, DXC rTRACE provides real-time access to scope, issues, risks, quality issues, deliverables, schedules, resource management, critical path, and performance dashboards.

DXC rTRACE is a web-based system that has the following system attributes:

- Quick, easy access to the status of project deliverables and artifacts
- Ability to view project schedules and see metrics in real time on schedule performance
- Ability to view critical risks, issues, and milestones

Using this tool and automated features, we can closely track the status of each deliverable and keep stakeholders informed on actions needed to complete the review and approval process. Acting as our project repository, rTRACE will support team collaboration by making information



easily and readily available to project stakeholders. At the same time, it will provide the configuration management required to manage and control changes to sensitive, important documentation.

## DXC ALM

DXC will use DXC ALM to manage test cases, test results, change controls, and defects—and provide traceability between these items. At the beginning of the project, DXC will load the RFP requirements into DXC rTRACE. Through business function review sessions with Department, we will define Department-specific configuration within the Provider Management Suite components and add clarifications, questions, issues, and answers to each requirement within DXC rTRACE.

Anywhere the DXC team will need to develop or configure change controls to the Provider Services Solution, these change controls will be added to DXC rTRACE and linked to the requirements after requirements have been further elaborated. Similarly, as test cases and test results are created for requirements, test cases and results will be added to DXC ALM and linked to the requirements in rTRACE. Finally, defects that are found through testing will be documented in DXC ALM and linked to their respective requirement and test cases. In this manner, DXC ALM supports configuration management for various project artifacts, providing easy access to them, maintaining the traceability between them, and keeping an audit trail as changes are made during the project.

DXC ALM manages and governs quality processes by supporting the overall testing effort and automates software testing across the application environments. DXC ALM provides real-time visibility of defects and the release management process—helping us coordinate activities in our iterative cycles for Provider Services Solution and other product configuration sprints. Besides being an important tool supporting configuration management, DXC ALM helps measure progress and effectiveness of quality activities, allows teams to collaborate, and centrally manages various project assets.

## SharePoint

We have chosen SharePoint to support collaboration and communication between project stakeholders for the Department. Document libraries will be created and used to organize and store project-related documentation. For documents that require configuration management—such as deliverables, user manuals, training material, and system documentation—updates to these items will take place under the governance of SharePoint version control.

Because some of the SharePoint libraries will contain documents that require version control, it will be important to have only “official” versions of items or files viewable by users. To accomplish this, a moderator will review and approve the items or files before the content becomes visible to most site users. The moderator will apply a significant level of quality and security to the content in the lists and libraries.

SharePoint is highly flexible when it comes to version-control parameters, and DXC will work with the Department to understand the parameters to verify they work for the Provider Services Solution project, such as the following examples:

- Does the Department want to retain versions of each item or file each time it is edited? If so, how many versions?
- Does the Department only want to track major versions or major and minor versions?



- Does the Department want site users to see each draft version, or should they be visible only to the originator and people with design or full control permissions?

The decision the Department makes in each of these cases depends on the type and importance of items and files in the libraries, the purpose of each item or file, the needs of the user group, and the level of security we need to maintain.

## Deliverable Tracking

*The DXC project management tools allow the Department and DXC leaders to virtually “walk through” each aspect of the project with the click of a mouse, placing the most current view of milestones, deliverables, and accomplishments of the Provider Services Solution DDI project on the user’s desktop.*

The DXC project management team uses DXC rTRACE to record the creation of a new deliverable. The tool captures essential data, such as the deliverable type, deliverable description, due dates, and approval requirements. The information that is gathered supports the deliverable-tracking reporting process. Deliverable summary information also is available through DXC rTRACE.

Advanced monitoring capabilities are essential in a healthy organization focused on success. Our project management approach includes system tools for managing, monitoring, and reporting on the overall project and individual project initiatives. We use the features in DXC rTRACE for fast, easy access to

the consistent, complete, and accurate project information that is required to monitor and manage each phase of the project. Using these project and document management tools, the Department and DXC can link to critical project information.

The rigor of this SDLC complements DXC’s quality management and integrates within the DXC project management process to create a centralized point for quality and project management accountability and reporting. The DXC Project Manager will rely on DXC rTRACE to manage the process to obtain approval of deliverables. As detailed previously, we will use DXC rTRACE to initiate the creation of each deliverable and allow DXC and the Department to track the status of deliverables as they progress through the process.

Additionally, DXC has provided rigor to this process by building a process workflow that works to support each aspect of deliverable management from initial creation through final approval and storage for retention purposes. As part of this workflow process, we require internal work product reviews, customer walkthroughs, and a revision or update process to expedite the flow while promoting quality in the products delivered. DXC also includes phase reviews into the Department project schedule to conduct quality reviews at the end of each phase to confirm that we have documented and reviewed the deliverables and that the Department has approved them.

The major emphasis of the phase reviews is as follows:

- Confirm the successful accomplishment of phase deliverables and milestones
- Identify risks with mitigation plans for the next phase
- Identify scope changes that impact the remaining schedule

Throughout the SDLC, we adhere to the approval process as defined in the RFP. We will submit the deliverables to the Department on or before close of business on the due date as the project work plan outlines. DXC also will submit the deliverables electronically. The Department will review, comment in writing, and accept or reject each deliverable. Deliverables will be evaluated for timeliness, completeness, quality, and whether the deliverable complies with the contract requirements.





|                         |       |                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM06 | The Contractor shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to track detailed requirements and their realization throughout all project phases. This should include how the requirement is realized (e.g., configuration, custom development, base functionality). All revisions must be reviewed and approved by the State. |
|-------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop, maintain and submit a Requirements Traceability Matrix (RTM) to track detailed requirements and their realization throughout the project phases. This will include how the requirement is realized — for example, configuration, custom development, base functionality. Revisions will be reviewed and approved by the State.

The Requirements Traceability Matrix (RTM) is a standard component of the DXC Application Lifecycle Management (ALM) tool, which has been repeatedly rated best-in-class by Gartner and Forrester. The ALM capabilities support requirements traceability to test cases, but it also extends the traceability to other entities, providing a robust ability to see the inter-relationships between the business needs, the system features, and other important by-products of the software development process. This bidirectional tracing capability aids in the ongoing confirmation that the Department requirements are supported by the system.

Based on the RFP requirements, the DXC team will identify the test cases that exist today that need to be executed to test the configuration changes made to the Department's applications. If required, DXC will develop new system test cases taking into consideration the different functions and roles. Function-based tests validate the application's functional requirements and data flows. Role-based tests verify access to the module, menus, submenus, buttons, and icons; validate a complete and correct process flow for each defined role; and validate that access covers only specified areas.

Throughout test development and execution, we use a requirements traceability matrix to comprehensively depict test coverage and keep testing focused on high-risk, high-priority requirements. Because each test case inherits priority from its requirement, the matrix helps the team analyze the testing effect of proposed requirements changes.

|                         |       |                                                                                                                                                                                       |
|-------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Requirements Management | RQM07 | The Contractor's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and MECT checklists. |
|-------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC requirements management tools, ALM and rTRACE, have the ability to manage requirements traceability by module, MITA business area, MITA business process, and MECT checklists. DXC will use DXC ALM to manage test cases, test results, change controls, and defects—and provide traceability between these items. At the beginning of the project, DXC will load the RFP requirements into DXC rTRACE. Through business function review sessions with the Department, we will define Department-specific configuration within the Provider Management Suite components and add clarifications, questions, issues, and answers to each requirement within DXC rTRACE.

Anywhere the DXC team will need to develop or configure change controls to the Provider Services Solution, these change controls will be added to DXC rTRACE and linked to the requirements after they have been further elaborated. Similarly, as test cases and test results



are created for requirements, test cases and results will be added to DXC ALM and linked to the requirements in rTRACE. Finally, defects that are found through testing will be documented in DXC ALM and linked to their respective requirement and test cases. In this manner, DXC ALM supports configuration management for various project artifacts, providing easy access to them, maintaining the traceability between them, and keeping an audit trail as changes are made during the project.

### 3.10.2.4 Design, Configuration and Build

The Contractor shall undertake activities to resolve gaps between the RFP requirements and the proposed solution. Once designs have been approved by DPHHS, the Contractor shall configure and/or customize the solution based on the desired business outcomes. The Offeror must describe their approach to meet each of the Detailed Design, Configuration, and Build requirements defined in Attachment F, Requirements Matrix.

## DXC Response

With modular products replacing monolithic MMISs, the Department will face a new approach to design and build. Joint application requirement meetings are replaced with Business Function Reviews within the product. DXC will conduct Business Function Reviews with Department staff and other impacted MPATH solution contractors to make sure interfaces and cross-system issues are addressed.

The following table describes the key differences between traditional MMIS implementations and how we plan to implement the Provider Services solution for the Department.

#### Implementation Differences

| MMIS Implementation Phase                                                 | Traditional MMIS Implementation             | DXC's Provider Module Implementation                                                                                                             |
|---------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| How requirements are reviewed                                             | Requirements Analysis and Design Sessions   | Business Function Review                                                                                                                         |
| How the system is tailored to Montana's business requirements             | Development and Unit Testing                | Product Configuration and Unit Testing                                                                                                           |
| How defects are resolved                                                  | Source code is fixed, built and unit tested | Defects in configuration or business rules are corrected. Product defects are resolved by the DXC product team and included in a future release. |
| How federal changes are implemented                                       | Change Orders to source code                | New product releases installed and configured                                                                                                    |
| If a new, Montana-specific requirement is not in the base code or product | Change Orders to source code                | If change cannot be implemented using business rules engine, request made to the DXC product team to include in a future release                 |

DXC will support configuration, testing, and implementation. The initial work plan for the Provider Services solution will contain five Business Function Review sessions:



- Provider Services (Includes Enrollment)—Business Function Review and Business Design
- Provider Portal—Business Function Review and Business Design
- System Reports—Business Function Review and Business Design
- Security—Business Function Review and Business Design
- Documentation Management

The DXC Provider Services modules are highly configurable, by analysts rather than programmers or coders. As a product delivered in a SaaS model that provides the same version of software to multiple customers, the Provider Services solution is highly configurable for policy changes through the rules engine and at each layer of the product. Changes include personalization, workflow, user access, integrations, and also configurability within specific functional areas. As we add new functions to the suite, DXC will design and implement these functions to address the needs of multiple customers, thereby embedding configuration into the design.

Our solution embodies the vision of the Medicaid Information Technology Architecture (MITA) and Centers for Medicare & Medicaid Services (CMS) Seven Conditions and Standards. DXC offers a user interface that aligns with the specific user's assigned tasks, automated workflow, and business rules that promote process consistency and efficiency. We offer a flexible, scalable, and configurable solution that maximizes integrated commercial (SaaS/COTS) technology and is built on a foundation of proven practices.

## Attachment F Requirements for Design Configuration, and Build

In the following narratives, we provide a response to each of the Attachment F requirements for Design Configuration, and Build. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                 |       |                                                                                                                                                          |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB01 | The Contractor's solution shall accommodate customer preferences for communications by electronic inbox, written correspondence, email, text, and phone. |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC can accommodate customer preferences for communications by electronic inbox, written correspondence, email, text, and phone. As an experienced Medicaid Management Information System (MMIS) vendor, DXC understands the CMS Business Results Condition mandate for effective communications with providers, beneficiaries, and the public. We capture the customer preferences in the Provider Master File.

The solution we deliver to the Department will have several electronic options for provider communications, including posts to a provider portal mailbox. Enrolled providers can generate secure electronic messaging through the portal to provider services staff members or to the provider call center. Responses to the provider-generated communication are delivered to the messaging component of the Provider Portal so that they can be retrieved in a secure and compliant manner.

The Provider Portal allows a provider to subscribe for email notifications on a variety of topics. This portal feature supports back-end processing to verify the desired notifications are being delivered to the appropriate providers at the accurate email addresses. The number and type of notification categories available are configurable by the Department and will be in line with



current notifications generated on the back end. The text option is being researched for future releases of the portal product.

We noted the State's response to a bidder question on DCB01: "Montana expects information sent to providers by text will primarily be for notification purposes to alert enrolled providers of pertinent information, often for a specific provider type or group of providers." Our solution will incorporate this feature.

|                                 |       |                                                                                                                       |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB02 | The Contractor shall develop and submit a design session schedule, agendas, and minutes for review by the Department. |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------|

DXC will develop and submit Business Function Review schedules, agendas, and minutes for review by the Department. We will document the meeting agendas before the meeting and provide meeting minutes in a timely manner after conclusion of each session. We will also post agendas and minutes in our project management tool, rTRACE, so that the Department will have online access and not have to wait for paper copies to review.

|                                 |       |                                                                                                                           |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB03 | The Contractor shall conduct collaborative design sessions to address all gaps identified during requirements validation. |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------|

DXC will conduct collaborative configuration design sessions to address gaps identified during Business Function Review sessions. With modular products replacing monolithic MMISs, the Department will face a new approach to design and build. Joint application requirement meetings are replaced with Business Function Reviews within the product. The Product Team at DXC designs and builds the product. The Montana team will configure the product to meet Department-specific requirements.

|                                 |       |                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB04 | The Contractor shall, in the design sessions, recommend solutions for each configuration gap, as defined in requirements validation, that will produce the desired business outcomes. If a gap cannot be addressed via configuration, the Department may consider making policy changes before approving customizations to the solution. |
|---------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will recommend solutions for each configuration gap, as defined in Business Function Review, which will produce the desired business outcomes. We understand that if a gap cannot be addressed through configuration, the Department may consider making policy changes before approving customizations to the solution. As an alternative to policy changes, the Department can also recommend changes to the base product, to be considered for a future release. DXC will welcome our customer-users recommendations for enhancements and improvements to the base product.



|                                 |       |                                                                                                                                                 |
|---------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB05 | The Contractor shall demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning environment. |
|---------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|

As the DXC Provider Services solution is configured, we will demonstrate completed functionality frequently using a fully functioning environment. The functioning solution includes the Provider Enrollment data entry wizard, Provider enrollment application workflow, Provider screening services for the Federal database checks as well as state license validations, and the Provider Management module for maintenance support of the provider data. This environment will eventually become the Department's UAT environment as configurations are migrated to it.

|                                 |       |                                                                                                                                       |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB06 | The Contractor shall migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT). |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------|

DXC will migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT). Because the Provider Services modules are provided as SaaS systems, continuous improvement and functional growth are built into the planning and release schedules. As a commercial and government SaaS product providing the same version of software ongoing to multiple customers, the Provider Services solution is highly configurable for policy changes through the rules engine and at each layer of the product. Changes include personalization, workflow, user access, integrations, and also within specific functional areas.

Implementing a suite of SaaS systems—where the Department receives regular releases that are available for multiple government and commercial customers—is different from building and maintaining a highly customized capability where the system and its maintenance are solely available for the one customer.

DXC will manage a schedule of releases for the Department as follows:

- An experienced team focused on the following:
  - Configure and maintain local configurations of the Provider Services modules for the Department
  - Integrate and maintain interoperability within the Montana ecosystem
  - Steer and drive Department changes and needs into the product suite
  - Accept and install releases of the Provider Services modules as applicable for the Provider Services Solution components
- DXC product team focused on policy or governmental mandates delivered through product releases and installed for the Department by the local team

Behind the Provider Services offering is a product team delivering ongoing changes, including new functions and federal mandates through regular releases. This team, which is delivering capabilities to commercial and government customers, is uniquely positioned to share broad technical and healthcare expertise into the Provider Services solution while working with the dedicated local team to verify a close fit.

As a new release is introduced to the Department's environment, it will be tested by the local team before being moved to UAT and then on to production.

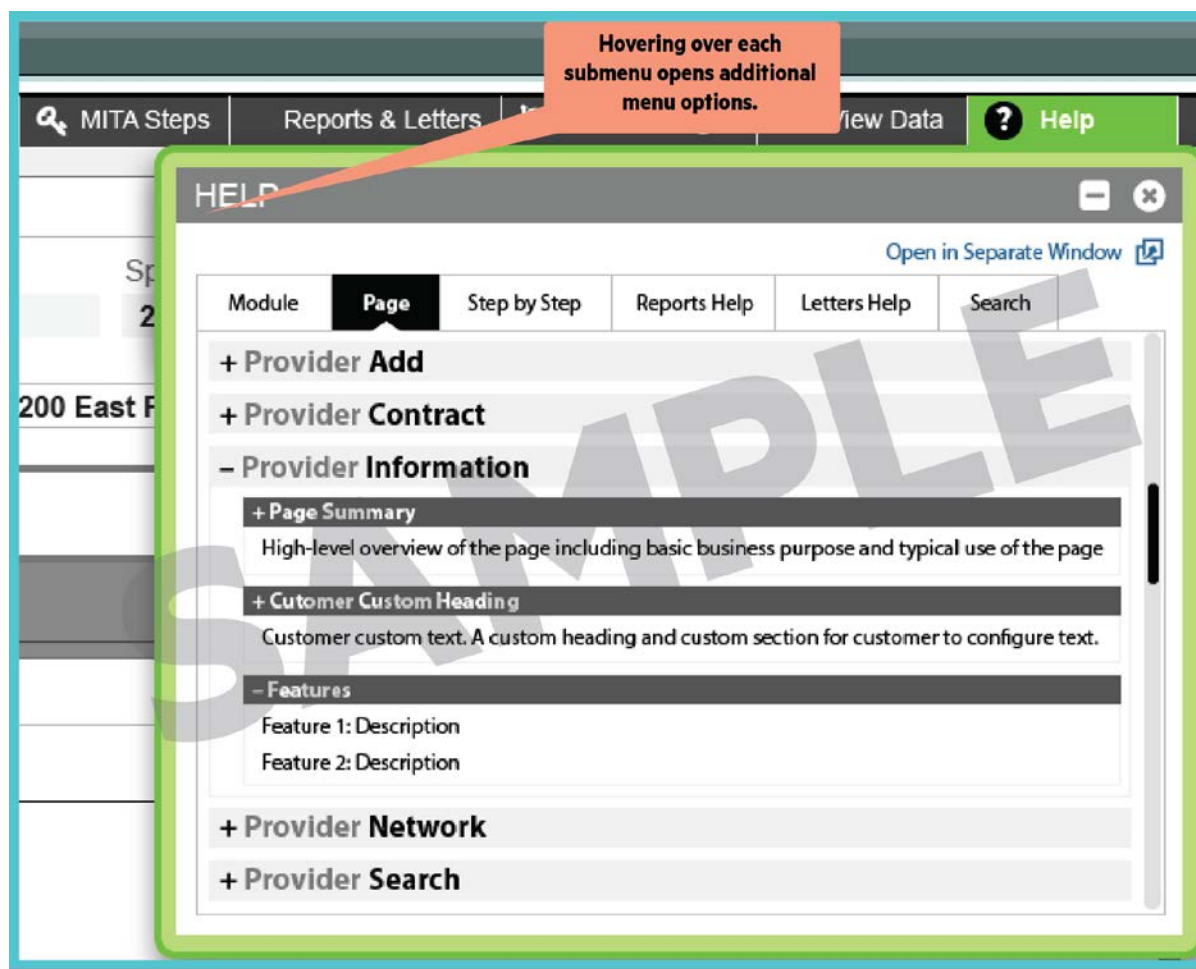


|                                 |       |                                                                                                     |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB07 | The Contractor shall provide the design for online help approach and documentation, as appropriate. |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------|

DXC provides the design for online help approach and documentation, as appropriate. Online help documentation comes with the Provider Services components. This documentation is written in a procedural, systematic format.

Our modules provide online help documentation, including an online search capability with context sensitive help screens. Online help provides a tree structure to support online search capability with context sensitive help screens. The following figure is an example showing the format we use to build our online help.

### Sample Online Help



Our user documentation is written and organized so that users can learn from reading the documentation how to access the online help windows/screens, read module reports, and other related user functions.



|                                 |       |                                                                                                                                                     |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB08 | The Contractor shall work with the Systems Integrator and the Department to establish required interfaces as defined in the detailed scope of work. |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will work with the Systems Integrator (SI) and the Department to establish required interfaces as defined in the detailed scope of work. The new model of delivering multi-vendor product modules rather than a monolithic single vendor MMIS requires clear communication, collaboration, and governance. Establishing interfaces is one of the most vital areas of collaboration needed with the SI and other product vendors.

The Department will benefit from DXC's three decades of experience providing systems integration and integration services for Medicaid environments. We are highly qualified to successfully facilitate the secure exchange of data with other systems and applications in the Department's MPATH environment. Our solution design connects, mediates, and manages interactions among heterogeneous services, legacy applications, and multiple ESB instances across an enterprise-wide service network. The ESB services comprise messaging and processing components. The messaging component, which comprises process-specific .xsd schemas and related maps, provides high-throughput message mapping using xslt translation with a toolset designed for accommodating rapid change.

|                                 |       |                                                                                                                                                         |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB09 | The Contractor shall provide office space for Contractor staff and meeting rooms as necessary to support the scope of work and contractual obligations. |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide office space for our staff as well as meeting rooms needed to support the scope of work and contractual obligations. An important element of a new contract is acquiring, establishing, and maintaining appropriate facilities that will house the project and its operations for each phase. DXC is committed to acquiring facilities that will provide a professional business environment to facilitate a productive working atmosphere.

|                                 |       |                                                                                                                                                        |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB11 | The Contractor shall develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting requirements. |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC has developed auditing and general controls to confirm the effective use of the technical architecture and data in meeting requirements. Our enhanced enterprise approach to program management is known as the Healthcare Enterprise Enabling Delivery and Global Excellence (EDGE) Process Framework Systems Development Life Cycle (SDLC). The EDGE SDLC is based on the Project Management Institute's (PMI's) Guide to the Project Management Body of Knowledge (PMBOK® Guide) and aligns with the Software Engineering Institute's (SEI's) Capability Maturity Model Integration (CMMI), and ISO 900x standards.

This strong foundation provides clear standards, automated processes, audits, and measured controls to manage activities, tasks, deliverables, work plans, budgets, staffing, issues, risks, and milestones for individual projects in an enterprise context. This integrated approach reduces project risk by avoiding deviations from Department-approved requirements and reinforcing agreed-on project standards and disciplines. Our methodologies and processes promote a



common language, effective communication, efficient linkages, asset reuse, and information sharing.

Moreover, this approach yields the following benefits:

- Common understanding of project responsibilities across the organization
- Traceability from requirements to solution components to testing results
- Consistent use of repeatable processes and documentation, during DDI and operations
- Verification that critical tasks are monitored and controlled
- Predictable project performance
- Timely, comprehensive project management communication and reporting
- Ability to proactively plan, execute, and monitor the entire portfolio of project schedules

Our approach to project management covers the entire life cycle of the project from start-up to turnover, with special focus on transparency, communication, collaboration, and coordination.

|                                 |       |                                                                                                                                                                    |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB12 | The Contractor must provide all technology and equipment for contractor staff necessary to support and complete the scope of work and the contractual obligations. |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide our staff the needed technology and equipment to support and complete the scope of work and the contractual obligations. We make sure our staff are equipped with the tools needed to provide service excellence throughout the project. We will create and maintain a bill of materials on rTRACE, making it accessible to staff with a need to know the current technology and equipment being used by the Provider Services solution.

|                                 |       |                                                                                                                                                                    |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB13 | The Contractor shall be responsible for operating and maintaining any software needed to support all module components and project tools in use by the Contractor. |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be responsible for operating and maintaining the software needed to support the Provider Services module components and project tools in use by our staff. We provide maintenance and operation of our internal tools and equipment to make sure our staff can focus on service delivery to the Department.

|                                 |       |                                                                                                                                                                                                                 |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB14 | The Contractor's solution shall have the ability to print a properly formatted representation of the entire screen (including sections not displayed without scrolling) and associated data in the application. |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services components from DXC provide the ability to print a properly formatted representation of the entire screen and associated data in the application. This includes sections of the screen not displayed without scrolling. Our solution provides options to print or download HTML and PDF documents. The user can use the browser's print and save as functions for HTML. The portal offers print preview for specific pages—such as claims submit and authorization submit—and XLS and PDF as download options.





|                                 |       |                                                                                                                      |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB15 | The Contractor shall provide recommendations for simplified business rules and business processes to the Department. |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------|

DXC will provide the Department with recommendations for simplified business rules and business processes. We will actively collaborate and assist the Department in the overall efficient and effective oversight of rules and processes. We will provide recommendations for improvement and assist with implementing them. Examples would include recommendations for improvements in the edits and audits of claims, rule changes, processes, and procedures that will streamline business or provide cost savings.

By supporting Medicaid program operations for 21 different state programs, DXC managers often share improvements for efficiency and effectiveness with their peers in other states. We will support the Department with our experienced team, corporate experts, and professionals in other states.

|                                 |       |                                                                                                                                                               |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB18 | The Contractor shall configure, support and maintain all components of the solution in a manner that reflects performance expectations described in this RFP. |
|---------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will configure, support, and maintain the components of the Provider Services solution in a manner that reflects performance expectations described in this RFP. The DXC team understands that having comprehensive performance measurements will facilitate quality in service delivery for the provider community.

|                                 |       |                                                                                                                       |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB19 | The Contractor's solution shall be free of any software components that are the result of legacy code transformation. |
|---------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution is free of any software components that are the result of legacy code transformation. We have a team of 700 Agile developers spread across 65 scrum teams creating and enhancing our Modular Payer Solutions. We have built the components from the ground up, embracing MITA and the CMS Conditions and Standards, and building in efficient business processes.

|                                 |       |                                                                                                                                            |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB20 | The Contractor's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible. |
|---------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------|

The Web based content in our Provider Services solution is supported by standard web browsers and are mobile and tablet compatible. Responsive web design is built into our solutions. The presentation layer of the Provider Portal is browser-based and uses common standards such as HTML 5, CSS and responsive web templates, with no browser or platform-specific plugins required. We designed the DXC User Experience (UX) to be compatible with relevant customer branding standards such as the Department user interface standards and policies. The UX has responsive design that will reformat pages for mobile devices and tablets.



|                                 |       |                                                                                                                                                                                              |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Design, Configuration and Build | DCB21 | The Contractor's solution shall allow the Department to edit and change any static text in the application and correspondence templates. All static text must be approved by the Department. |
|---------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will allow the Department to edit and change any static text in the correspondence templates. Customer-facing text and many user elements, especially those referring to state-specific processes will be editable by the Department. Static text in the application, especially in the user interface, is created by the product team and not editable for a specific customer. The Department can give input to the product development, including static text within the application, as a part of the user group. We value customer input, and will solicit Provider Services feedback regularly from the Department for product release updates and functional enhancements necessary to meet your business needs.

Our letter generator solution uses standard language on correspondence templates that can be changed and edited by the Department. The user-configured templates provide repeatable format, text, variables, and branding on each letter sent. Static text in the correspondence templates will be approved by the Department before being placed into production.

### 3.10.2.5 Data Conversion, Cleansing, and Migration

Data conversion, cleansing, and migration activities required to support the scope of work contained in this RFP include planning, identifying and analyzing conversion specifications, testing, execution and coordination of all data and file conversion, migration and data cleansing processes.

Data conversion often encounters risks and issues related to the complexities in defining the relationship between source and target data structures, differences in the data required for processing between legacy and new systems and the historical changes to processing requirements and valid codes that may result in data inconsistencies and missing data conditions. The Offeror must describe their approach to meet each of the detailed data conversion, cleansing and migration requirements defined in Attachment F, Requirements Matrix.

## DXC Response

One of the fundamental building blocks of a successful module implementation is the conversion of historical data from the existing system to the new module. This activity is critical for historical accuracy of services provided to the clients and the establishment of quality provider records that match the detailed claims in the payer system. The importance of this detailed activity cannot be emphasized enough. DXC provides a comprehensive, accurate and low-risk data conversion for our customers using the following elements:

- **DXC's established data conversion processes**—which have been refined during our multiple MMIS implementations—provide a secure, iterative approach to data conversion that maximizes the quality of the result.
- **The DXC Conversion team's experience** after having performed multiple MMIS data conversions minimizes the learning curve as the team members are already familiar with the new data structures, the business functional areas, and terminology.

Using our established tools, processes, and the skills of our expert data conversion personnel, the DXC team has converted more legacy systems to the new relational database MMISs than



all other vendors' data conversion efforts combined. For example, as part of the implementation of the interChange MMIS for Florida, the Conversion team converted more than 650 million claims and the first post go-live financial payment cycle completed successfully as scheduled. Our conversion processes are fast, accurate, and an integral aspect of the overall solution.

## Attachment F Requirements for Data Conversion, Cleansing and Migration

In the following narratives, we provide a response to each of the Attachment F requirements for Data Conversion, Cleansing and Migration. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                          |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC01 | The Contractor shall convert all member and provider data history for any member or provider that has been active within the past three years and three (3) years of all applicable operational data from the State's legacy systems. The Department may require additional data to be converted on an exception basis to support ongoing business needs (e.g., TPL recovery, SURS recovery and drug rebate). The Contractor shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source system. |
|------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will convert the following data as part of the Provider Services contract with Montana:

- Provider data history for any provider that has been active within the past three years
- Three years of applicable operational data from the Department's legacy systems

We understand the Department may require additional data to be converted on an exception basis to support ongoing business needs. DXC will produce comparative reports for converted data. We understand that data quality issues will be addressed by the Department within each source system.

The Provider Module, as defined by CMS and designed by DXC, will not include Member, TPL recovery, SURS recovery, or drug rebate data. Therefore these conversions would not be completed as part of the Provider Services contract.

DXC's established data conversion processes—which have been refined during our multiple Medicaid and commercial healthcare implementations—provide a secure, iterative approach to data conversion that maximizes the quality of the result. The tools used by the DXC Conversion team aid in the data profiling activities and mapping processes that make identification of data anomalies faster while providing meaningful documentation linking the source data to the Provider modules target data structures.

### The DXC Data Conversion Strategy

DXC recognizes that a complete and accurate data conversion is critical to each modular solution implementation. Our approach to data conversion is a mature process that has been continually improved across the years through lessons learned and toolsets enhanced with each successive Medicaid and commercial healthcare implementation. This continual maturity of the



data conversion approach and standardization of conversion processes leads to a complete, accurate, efficient, fast, and cost-effective quality data conversion. DXC recognizes that each data conversion is unique and that understanding the data and its use is critical to making each conversion successful.

The DXC approach to a successful data conversion is simple and involves using the following concepts—iterative methodology and divide and conquer.

- **Iterative Methodology**—This starts with conversion data mapping and continues throughout the various testing phases. With each step of the DDI implementation process—data mapping reviews, unit testing, system testing, UAT testing and policy parallel testing—the conversion mapping rules and converted data are reviewed, validated and the conversion processes continually updated to resolve issues found with the converting data. The goal and expectation from this iterative conversion verification process is that conversion issues will be uncovered and resolved before final conversion, making for a successful go-live transition to the new Provider solution.
- **Divide and conquer**—For high-volume areas, our conversion philosophy is to develop the conversion process once and reuse that process. For example, after conversion has successfully tested converting a provider record, the same program logic can be used to convert the three years of provider history. That is, the process can be multi-threaded by running multiple months of data through the same conversion process at the same time. This is what gives the Conversion team the run time speed and efficiency necessary to convert the historical data in the minimum amount of time necessary. The less time conversion requires to convert the data also maximizes the time available for testing and validating the converted data results.

## The DXC Overall Conversion Approach

Our Data Conversion team's overall approach and goal is to thoroughly test and validate the converted data result and resolve identified conversion issues before final conversion and go-live. This is accomplished by coordinating conversion planning with the Department and the Implementation team and by making live converted data available for testing and verification during the various project testing phases.

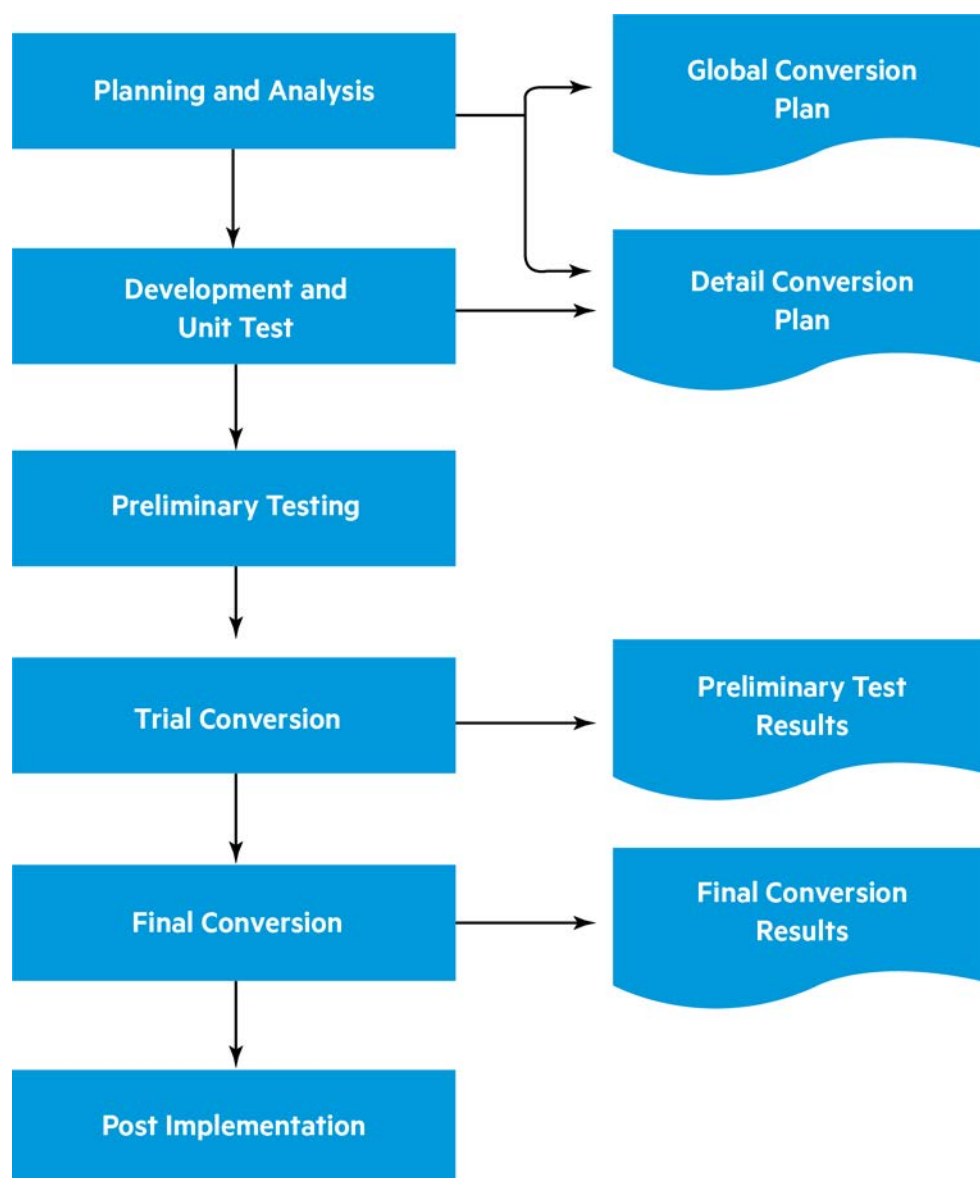
We know the conversion of data is one of the most critical tasks in the development phase: the data has to be accurate and complete. DXC brings the experience, the approaches, and the lessons learned based on conversions in more than 30 state Medicaid programs over the past 45 years.

The Conversion team that will work on the Provider conversion has successfully performed conversions of monolithic MMISs and commercial healthcare systems. Conversion for just a single module like provider presents much lower risks, especially for a vendor with our level of experience in large conversions.

The following figure provides the high-level flow of the conversion development process and the outputs of those processes.



## High-Level Conversion Process Flow



- **Planning**—The Planning Phase identifies the initial tasks, schedule and resources needed to complete the data conversion, along with the processes required to manage the conversion effort. The planning phase also identifies the processes, tools and procedures the DXC Conversion team will use to convert the data.
- **Analysis**—During the Analysis Phase, we work with the Department to identify the data sources from the legacy MMIS and other identified external data sources that will be required for conversion. The DXC Conversion team will analyze the source data and work with the application team to confirm the transformation logic meets the integrity and compatibility requirements of the Provider Services modules. In Business Function Review meetings with the Department, DXC will review and resolve any issues and action items discovered during the analysis phase.



- **Development**—During the Development Phase, DXC develops automated and manual processes to migrate data from the legacy MMIS and other identified external data sources into the Provider Services modules. The development phase also includes unit testing of each process, program, or script developed to migrate the identified data source component. The unit testing progresses from smaller to larger data samplings with internal review and resolution of identified issues completed before progressing to larger samples.
- **Testing**—The Testing Phase expands on the unit testing completed during the development phase by increasing to full volumes. Internal reviews and resolution of identified issues occurs before progressing to external reviews with the Department. Testing also includes running multiple conversion functional areas through the process, taking results from one conversion and applying these results into the subsequent conversion processes. System testing verifies that unit tested components integrate properly and produce desired results. Testing is an iterative process that verifies results and identifies and corrects discrepancies with each iterative execution.
- **Preliminary Conversion**—The preliminary conversion test is a full volume test, run from beginning to end, for conversion functional areas. The preliminary conversion test results are loaded into the production equivalent environment for review and the Department approval before use in user acceptance testing (UAT). DXC provides the Department a set of Functional Area Status Reports that include settlement statistics and issues encountered. DXC will also create conversion test plans to support review of the converted data results by DXC and the Department. The testing results will be reviewed by DXC and the Department to determine how and what type of corrective action may be necessary. After the action is taken, the Department can revisit and verify that the result is satisfactory. After the Department approves the preliminary test results, the converted data is available for UAT.
- **Final Conversion**—The Detailed Implementation Plan (DIP) details the project schedule. The conversion section of the DIP details the final conversion and implementation schedule. Included in the DIP will be the project plan detailing tasks from receipt of the source data for final conversion to the running of the last conversion process. Dependencies between each conversion functional area also will be detailed. A final set of Functional Area Status Reports will be created and made available for review as part of the Final Conversion Results deliverable.
- **Post Implementation Review**—The Conversion team verifies the final conversion results, and performs agreed-on corrective action should any post go-live issues with the converted data be identified.

|                                          |      |                                                                                                                                                                                      |
|------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC02 | The Contractor shall provide authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort. |
|------------------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort. The overall approach and goal of the DXC Conversion team is to collaborate with the Department to thoroughly test and validate the converted data and resolve identified conversion issues before final conversion and go-live.



This goal is accomplished by coordinating conversion planning with the Department and the implementation team and by making live converted data available for testing and verification. This approach provides multiple opportunities to review live converted data during Conversion team testing, application system testing, Department user acceptance testing (UAT) review, and policy parallel testing. The UAT environment is where the Department staff and designees will validate the conversion results. The goal is that conversion issues will be identified and resolved well before final conversion making for a smooth transition to go-live.

|                                             |      |                                                                                                                                                                                                                                                                                    |
|---------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion,<br>Cleansing and Migration | DC03 | The Contractor shall work with the State to identify the data elements from existing legacy systems that will or will not be converted to the Contractor's solution. The Contractor shall work with the State to achieve desired business outcomes without familiar data elements. |
|---------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will work with the Department to identify the data elements from existing legacy systems that will or will not be converted to the Provider Services solution. We will collaborate closely to help the Department achieve desired business outcomes without familiar data elements. DXC understands the importance of having a complete understanding of the source data to be converted.

We will analyze the source data to gain this complete understanding. Without understanding the relationships of the data in the source system, the data cannot be properly converted into the correct modules. Having converted more legacy systems to a new relational database MMIS than the other vendors' data conversion efforts combined, DXC will accomplish this goal.

We will use DXC Maptool to define the relationship between source and target data structures. Using Maptool mapping functions, a unique conversion data map is created for each grouping of source input files to specific target tables. This conversion data map includes rules for data cleansing and data conversion. The first step in the DXC conversion process is identifying the legacy source data and any third-party trading partner or vendor files necessary to be converted. From experience, a good starting point is identifying the source files designated as required to be restored during a production cycle disaster recovery effort.

The DXC Conversion team has used Maptool to develop a process that can take several states mappings and display them side by side. This can facilitate mapping as the Conversion team in Montana can see how other states mapped similar source data.

The Source Files Master document is updated as source data files are identified. This document is available for Department review and is used to keep track of identified source files.

|                                             |      |                                                                                                                                                                                                                                                               |
|---------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion,<br>Cleansing and Migration | DC04 | The Contractor shall work with the State to identify data elements or fields in the Contractor's solution that are not available to be converted from the legacy system, and whether the conversion programs should fill them with default or initial values. |
|---------------------------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will work with the Department to identify data elements or fields in our Provider Services solution that are not available to be converted from the legacy system. We will collaborate on a plan filling these fields with default or initial values. The DXC Conversion team uses Maptool to document the conversion mapping transformation rules between the source and target data attributes. When there is no source data for a particular target data attribute, the mapping indicates the default value or business transformation rule to be used to populate the target data attribute.

*The conversion goal is that converting data must adhere to the new solution processing rules. Each mapping transformation rule is reviewed and approved by the DXC implementation team and the Department.*

|                                          |      |                                                                                                                                                    |
|------------------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC05 | The Contractor must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State. |
|------------------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State. The preliminary conversion test is a full volume test, run from beginning to end, for conversion functional areas. The preliminary conversion test results are loaded into the production equivalent environment for review and Department approval before use in user acceptance testing (UAT). DXC provides the Department a set of Functional Area Status Reports that include settlement statistics and issues encountered.

DXC will also create conversion test plans to support review of the converted data results by us and the Department. The testing results will be reviewed to determine how and what type of corrective action may be necessary. After a corrective action is taken, the Department can revisit and verify that the result is satisfactory. After the Department approves the preliminary test results, the converted data is available for UAT.

|                                          |      |                                                                                                                                    |
|------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC06 | The Contractor shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process. |
|------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------|

DXC will produce reports necessary to demonstrate adequate checks and balances within the data conversion process. The conversion run process produces conversion run result reports—also known as Functional Area Status Reports or FASR—that provide source and target table row counts and load counts along with reporting informational and error messages encountered. The mapping logic criteria will include when an informational or error message would be generated.

The DXC Conversion team has developed the process to automatically create the FASR detailed conversion run result reports in an XML format that can be transformed into Excel spreadsheets.

The following examples are from a recent Indiana DXC conversion full file data refresh and load into the UAT environment. RUN ID PC7—indicates this is the seventh full file conversion run for the Indiana DDI project and PC indicates preliminary conversion.





## Sample Run/Load Statistics

| A                               | B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | C                   | D                   | E              |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|----------------|
| Functional Area                 | der                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                     |                |
| Conversion Manager              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                     |                |
| Conversion Resource             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |                     |                |
| Report Creation Date            | 7/18/2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                     |                |
| Source Data Retrieval Date      | 7/17/2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                     |                |
| Conversion Run Date             | 7/17/2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                     |                |
| Run ID                          | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                     |                     |                |
| Target Database                 | innisa1                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |                     |                |
| Target Database Population Date | 7/18/2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                     |                |
| Overall FA Status               | <p>The Provider conversion was run using data retrieved July 17, 2016. The full provider data set was included in this conversion.</p> <p>- Total run time 00:01:01</p> <p>- Total records to be converted 6,345,336</p> <p>- Total records with errors 16,212</p> <p>- Total records converted 6,329,124</p> <p>- Overall % converted 99.74%</p> <p>The conversion ran to completion and the resulting data was loaded to the User Acceptance Test (UAT) database (INMISA1).</p> |                     |                     |                |
| Program                         | Run ID                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Start Time          | End Time            | Total Run Time |
| PRV_PROVIDER                    | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:41:18 | 2016-07-17 09:41:28 | 00:00:10       |
| PRV_BILLING                     | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:41:47 | 2016-07-17 09:42:02 | 00:00:15       |
| PRV_RENDERING                   | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:42:14 | 2016-07-17 09:42:25 | 00:00:11       |
| PRV_OPR                         | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:42:33 | 2016-07-17 09:42:34 | 00:00:01       |
| PRV_MCO                         | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:42:39 | 2016-07-17 09:42:39 | 00:00:00       |
| PRV_RATES                       | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:45:24 | 2016-07-17 09:45:28 | 00:00:04       |
| PRV_EDI                         | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:45:24 | 2016-07-17 09:45:25 | 00:00:01       |
| PRV_OTHERDATA                   | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:45:25 | 2016-07-17 09:45:29 | 00:00:04       |
| PRV_GROUPS                      | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:45:23 | 2016-07-17 09:45:26 | 00:00:03       |
| PRV_PERSON                      | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 09:45:24 | 2016-07-17 09:45:36 | 00:00:12       |
| MANUAL_LOADS                    | PC7                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2016-07-17 11:13:05 | 2016-07-18 11:17:44 | 0:03:49        |

The Excel FASR spreadsheet contains four tabs—Conversion Summary, Sources, Targets, and Messages. The Conversion Summary tab summarizes the conversion run result for the business area (provider) in this example and lists the provider conversion programs developed (see Program column) created to support the provider conversion effort.

The Sources tabs, as seen in the following graphics, contain results for each program referenced in the conversion summary – the following figure shows the run results for PRV\_PROVIDER and PRV\_BILLING programs.

- **Bypassed by business rule**—Represent source records excluded from conversion consideration by preapproved business mapping rules
- **Orphan Records bypassed**—Represent source records with referential integrity issues such as a child record with no corresponding parent record
- **Source Records to be converted**—Records to be run through the conversion program logic
- **Conversion errors**—Are records that rejected based on mapping rule criteria. When a record rejects, it is written to the “redo” file where if subsequent refinements to the



conversion mapping rules allow – the conversion process can limit a rerun to only the “redo” file

- **Source Records converted**—Represent the records to be converted less errors encountered
- **Source Records Conversion Percentage**—Calculates the percentage based on source records to be converted less errors encountered

#### Sources Tab of the Functional Area Status Reports

| Conversion Source Balance Report |                           |                        |                                |                   |                          |                                      |
|----------------------------------|---------------------------|------------------------|--------------------------------|-------------------|--------------------------|--------------------------------------|
| PRV_PROVIDER                     |                           |                        |                                |                   |                          |                                      |
| PC7                              |                           |                        |                                |                   |                          |                                      |
| 2016-07-17 09:41:18              |                           |                        |                                |                   |                          |                                      |
| 2016-07-18 10:45:40              |                           |                        |                                |                   |                          |                                      |
| Source Record Count              | Bypassed by Business Rule | Orphan Record Bypassed | Source Records to be Converted | Conversion Errors | Source Records Converted | Source Records Conversion Percentage |
| 140,164                          | 13,401                    | N/A                    | 126,763                        | 350               | 126,413                  | 99.72%                               |
| 290,476                          | 4,623                     | 113                    | 285,740                        | 48                | 285,692                  | 99.98%                               |
| 418,258                          | 10,742                    | 23                     | 407,493                        | -                 | 407,493                  | 100.00%                              |
| 30,768                           | 12                        | 9                      | 30,747                         | 102               | 30,645                   | 99.67%                               |
| 286,609                          | 14,424                    | 146                    | 272,039                        | 234               | 271,805                  | 99.91%                               |
| 7,503                            | 1                         | 6,102                  | 1,400                          | -                 | 1,400                    | 100.00%                              |
| 104,804                          | 4,049                     | -                      | 100,755                        | -                 | 100,755                  | 100.00%                              |
| 140,221                          | 13,401                    | 27                     | 126,793                        | 1                 | 126,792                  | 100.00%                              |

| RV_BILLING          |                           |                        |                                |                   |                          |                                      |
|---------------------|---------------------------|------------------------|--------------------------------|-------------------|--------------------------|--------------------------------------|
| C7                  |                           |                        |                                |                   |                          |                                      |
| 016-07-17 09:41:47  |                           |                        |                                |                   |                          |                                      |
| 016-07-18 10:45:38  |                           |                        |                                |                   |                          |                                      |
| Source Record Count | Bypassed by Business Rule | Orphan Record Bypassed | Source Records to be Converted | Conversion Errors | Source Records Converted | Source Records Conversion Percentage |
| 104,804             | 4,063                     | N/A                    | 100,741                        | 95                | 100,646                  | 99.91%                               |
| 26                  | -                         | -                      | 26                             | -                 | 26                       | 100.00%                              |
| 412                 | -                         | -                      | 412                            | -                 | 412                      | 100.00%                              |
| 66                  | -                         | -                      | 66                             | -                 | 66                       | 100.00%                              |
| 314,277             | 12,189                    | 87                     | 302,001                        | 63                | 301,938                  | 99.98%                               |
| 1,472               | -                         | -                      | 1,472                          | -                 | 1,472                    | 100.00%                              |
| 222                 | -                         | -                      | 222                            | -                 | 222                      | 100.00%                              |
| 94,425              | 1,221                     | 10                     | 93,194                         | 5                 | 93,189                   | 99.99%                               |
| 111,648             | 4,063                     | 19                     | 107,566                        | 95                | 107,471                  | 99.91%                               |
| 104,804             | 4,063                     | -                      | 100,741                        | 95                | 100,646                  | 99.91%                               |
| 22,675              | -                         | 269                    | 22,406                         | 1                 | 22,405                   | 100.00%                              |
| 151,582             | 4,122                     | 67                     | 147,393                        | 10                | 147,383                  | 99.99%                               |
| 220,991             | 4,159                     | 65                     | 216,767                        | 46                | 216,721                  | 99.98%                               |
| 115,167             | 4,110                     | 116                    | 110,941                        | 17                | 110,924                  | 99.98%                               |
| 60,627              | 1,242                     | 10                     | 59,375                         | 2                 | 59,373                   | 100.00%                              |
| 104,804             | 4,063                     | 78                     | 100,663                        | 17                | 100,646                  | 99.98%                               |
| 1,086               | -                         | 27                     | 1,059                          | -                 | 1,059                    | 100.00%                              |
| 5,950               | 6                         | 889                    | 5,055                          | 4                 | 5,051                    | 99.92%                               |

|                                          |      |                                                                                                                        |
|------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC08 | The Contractor shall convert electronic documents identified by the Department in a format approved by the Department. |
|------------------------------------------|------|------------------------------------------------------------------------------------------------------------------------|

DXC will convert electronic documents identified, in a format approved by the Department. We are providing IBM Content Management OnDemand as the Enterprise Content Management



solution for the Provider Services project. During Final Conversion we will move the legacy provider-related electronic documents into IBM OnDemand for safe and secure storage.

We have decades of experience in conversion of high volumes of documents and images. For example, the DXC Florida document management team converted and loaded seven years of reports and images.

|                                          |      |                                                                                                     |
|------------------------------------------|------|-----------------------------------------------------------------------------------------------------|
| Data Conversion, Cleansing and Migration | DC09 | The Contractor shall provide convenient access to electronic documents from systems being replaced. |
|------------------------------------------|------|-----------------------------------------------------------------------------------------------------|

DXC will provide convenient access to electronic documents from provider-related systems being replaced. IBM OnDemand enables efficient management of documents and images regardless of source. Automated rules, classification, and workflow capabilities facilitate the easy capture, secure management, and simple retrieval.

### 3.10.2.6 Testing

Testing is a critical component for successful implementation of any system configuration/development effort, therefore, in depth, process driven, fully documented testing processes are required for all implementations and configuration changes within the Montana Healthcare Programs enterprise. The testing activities shall include planning, managing and executing a comprehensive testing effort to include unit, system, regression, parallel, integration and UAT.

Prior to implementing a new release, the Contractor is responsible for ensuring that all required tests are performed and evidence that each component meets or exceeds all relevant functional, technical, security, and performance requirements is provided. The Offeror must describe their approach to meet each of the detailed testing requirements defined in Attachment F, Requirements Matrix.

## DXC Response

Testing is one of the most important parts of the implementation effort because of the need to confirm the solution is ready, from one end to the other. DXC emphasizes testing, and the Department will see that reflected in the rigor and consistent use of the tools our process includes, beginning with the test plan. The test plan identifies the testing task objectives and includes entrance and completion criteria and reporting metrics. It documents the process for deliverable reviews, identifies testing roles and responsibilities, and introduces the testing tools used for the testing functions. The test plan also describes the testing methodology for the Provider Services solution, including infrastructure and hardware environments, Requirements Traceability Matrix (RTM) updates, test concepts, and types of testing: unit, system, system integration, user acceptance, operational readiness, stress/performance, and regression. The plan documents testing assumptions and describes testing with external entities.

The DXC team will develop a test plan that identifies the necessary environment requirements, tools, resources, responsibilities, activities, processes, and procedures. The plan will include, but not be limited to, the following information:

- Objective
- Entrance and completion criteria
- Tools
- Test cases (high level descriptions of what will be tested)



- Reporting metrics

We will submit test plans to the Department for a collaborative review. To provide ample time for development, internal walkthroughs, and Department review of test plans before the start of testing, the test lead, Gay Todd, will begin writing test plans while other team members are involved in requirements verification activities.

Key to testing success is a committed, experienced healthcare team executing tasks in iteration. To support testing, DXC will provide two such teams to work with the Department and other stakeholders on the testing task: A team of application experts and a Montana team of Medicaid business and provider services experts.

## Attachment F Requirements for Testing

In the following narratives, we provide a response to each of the Attachment F requirements for Testing. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|         |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Testing | TEST02 | <p>At a minimum, the Contractor shall provide sufficient segregated environments to support testing processes that are equivalent to the following:</p> <ul style="list-style-type: none"><li>a. Integration Testing: End-to-end testing performed to expose defects in the interfaces and in the interactions between integrated module components or other systems and validate the system's readiness to meet non-functional requirements.</li><li>b. System testing: The process of demonstrating that a program, function, or integrated system components meets its requirements and objectives as stated in the requirements specification.</li><li>c. Regression Testing: Testing of a previously tested function following modification to ensure that defects have not been introduced or uncovered, as a result of the changes made. It is performed each time the software or its environment is changed, and typically involves automated testing scripts.</li><li>d. Parallel Testing: Validates that the system achieves the same results as compared to another system (e.g., a legacy system) or previous software version.</li><li>e. Performance and Load Testing: Verifies the performance of a system will meet service level agreements and also measures the behavior of the system with increasing load (e.g. number of parallel users and/or numbers of transactions to determine what load can be handled by the system).</li><li>f. User Acceptance Test: Testing conducted by the user or customer to determine whether or not a system satisfies the defined user acceptance criteria in an isolated environment.</li></ul> |
|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will provide sufficient segregated environments to support testing processes that are equivalent to those listed in this requirement. The DXC team will establish test environments to support the different levels of testing.

As we move to the modular Medicaid enterprise environment, it is important to note that much of the testing that occurs with a legacy MMIS will not occur during the Provider Services implementation. The Provider Services solution is a product implemented in a Software-as-a-Service model. Some of the testing levels required by the RFP may have already taken place, conducted by our product team while developing the products we are proposing. The descriptions are presented here to comply with the RFP requirements and to reiterate to the Department that our product is well designed and tested before delivery to customers.

## Integration Testing

Integration testing of the Provider Services occurs within the product team environment before delivery to the Department. Integration testing is performed to make sure the two or more modules within the solution have been tested and are combined into the larger, single structure. This testing is done on the interfaces between the modules and the larger Suite being constructed.

Integration testing is considered another level of developer testing of the product and occurs following the promotion of code into the integration test environment. The integration testing level also is the first level of testing to incorporate automated testing activities and initial regression testing.

Following a unit test, the product team conducts an integration test to verify the assembly and combined operation of component groups—for example, individual components and interface components. With this exercise, we confirm that interactions between components function correctly before code promotion to System Testing.

Integration testing will cover multiple aspects including features, services, data access operations, and framework. A suite of automated test scripts is developed during the construction life cycle to provide testing coverage throughout the application, creating a master integration test suite. The master integration test suite contains tests of varying levels of complexity.

## System Testing

System testing verifies that related groups of functional capabilities are correct and that the solution is free from defects. We also validate that the modules function as required by approved requirements and system design documents. For initial implementation System testing, DXC will utilize converted data. Following completion of System testing, DXC assures the Department that the solution functions as required by the approved design before initiation of User Acceptance Testing.

The overall objective of System testing is to verify that the business processes and the enabling technology of the Provider Services solution provides the expected business functions. This is when the developers turn the system over to the Testing Unit to validate end-to-end functioning. These tests validate the reliability, security, and maintainability of the modules individually and the Provider Management Suite as a whole.

Test scenarios developed will span across provider services application components and verify functional capabilities across the portal, management, enrollment, and eligibility work as expected.



After the Development team provides the interface code, the Testing team performs System testing. For System testing, the team creates a test plan that will identify variations or deviations from this test strategy.

## Regression Testing

Regression Testing allows a consistent, repeatable validation of each new release of the Provider Services components. This testing validates that reported defects have been corrected for each new release and that no new quality problems were introduced in the maintenance process.

Regression testing involves selectively retesting previously tested functions and running selected test cases to verify that new development and defect fixes have not introduced or revealed new faults. For iterative builds and new releases that involve application changes that need to be tested, DXC will execute the regression tests.

Regression testing can occur throughout testing. DXC anticipates at least three focused regression rounds every year and two full regression rounds. During test case development, we identify candidates for regression testing. Typically, we select those cases that test the correct workings of the critical system components and functions. We can then use these cases to test future application releases.

The following changes typically require regression testing:

- Addition of new business features—new modules or submodules, new business transactions, or new business processes
- Implementation of the current application to new locations
- Upgrades to more recent versions of the application or operating system software
- Hardware upgrades

Business regression testing focuses on the critical, high-volume business processes for business functions introduced up to or including the previous software release. Our approach is to build on previous regression tests by adding new scripts with tests based on the last release's functions. We focus specifically on known high-risk areas. We also may do regression testing after completing a major type of testing—such as system testing—but before releasing the application to the next test level. In this way, we verify that the required defect remediation has been applied and that new and previous functions work correctly.

## Parallel Testing

Parallel testing will not typically be performed in the Provider Services solution. This type of testing is traditionally used in claims, to verify that the new system applies policy and business rules correctly and pays the claim at the same rate as the legacy system. DXC looks forward to discussions with the Department on how parallel testing may be applied to Provider Services.

## Performance and Load Testing

Performance or Load Testing will demonstrate that the software and hardware will provide the intended functional capability and meet SLA requirements under production conditions. This testing further validates the technical, application, data, and network architectures meet the anticipated transaction volume or workload.



We approach performance testing as a project with a goal to understand the performance requirements from the Department, determine the types of performance tests and the test volumes that best meet those requirements, and test the performance of the Provider Services solution. We also assist the Department with performance tuning recommendations to help fix performance-related issues.

Our Performance Testing methodology includes the following actions:

- Identify and scope requirements:
  - Performance test requirement analysis, review of volume metrics, and performance goals
  - Performance test strategy and planning
  - Arrive at scope effort, cost, and time line
- Determine performance testing type:
  - Load testing
  - Stress testing
  - Volume testing
  - Scalability
  - Failover testing
- Review and provide recommendations of performance test scenarios and workload targets developed for Load testing
- Develop performance test strategy, test plan, scripting standards, and test harness
- Test environment setup and maintenance
- Prepare test data for Department review before baseline
- Design, execute, and analyze performance test for approximately four performance test scenarios
- Provide required support for the Performance Tuning team, such as re-execution of scripts to identify replicating issues

## User Acceptance Testing

User Acceptance Testing (UAT) is performed by the Department after the Testing team has concluded their tests. UAT occurs before the Provider Services modules are implemented into the production environment. DXC's Testing Unit releases the modules to the intended users at this point.

UAT's primary purpose is to allow users to test the system in a production-like environment to verify that it is performing to established specifications. The UAT allows users to validate that the business needs have been satisfied through the performance of daily activities in a controlled, production-like environment.

The UAT includes testing of the interfaces, transport protocols, production-like activities, and operations procedures across major components and interfaces. This is the time also to make sure the infrastructure works within the defined constraints.

Before we approve the application for production use, the user community confirms that the application is acceptable. Our goal in UAT is to accomplish the following:



- Verify that the application meets users' specifications and requirements
- Validate that the application operates under regular working conditions

DXC manages and coordinates while the Department performs the UAT. The DXC-led UAT team typically comprises staff representatives for each functional area within the Department organization. The UAT plan identifies and documents the types of personnel on the team.

The Department is responsible for the execution of UAT with support from the DXC Testing team in the form of training, technical support, and functional support. The DXC Testing team will support the UAT effort in the following ways:

- Conduct training to prepare Department users, staff members, and providers for UAT. This training provides an overview of module functions.
- Provide functional and technical support for Department personnel who are responsible for the creation and execution of the UAT test cases. Technical support includes helping to identify test data in the test environment and running batch cycles. Functional support includes helping the Department testers interpret the results of their UAT test cases.
- Assist in coordinating test execution and assist in managing defect tracking or resolution activities.

To prepare for UAT, we work with the Department project manager and staff to develop UAT acceptance criteria and document them in the UAT plan. We load conversion data into the UAT environment. UAT is conducted in an environment that mirrors production.

The DXC Testing team works with and supports the Department UAT team by resolving questions and problems that could delay test progress. This support helps the UAT team evaluate test outcomes, generate reports, and trace requirements. The UAT plan has a complete list of the test cases to conduct.

Our goal is to meet the acceptance criteria and document workarounds or defects that must be repaired before the Provider Services solution is deployed into production. The UAT team documents changes to or effects on business processes.

We update the RTM with the results from UAT and give the Department a test summary report to review and approve. The UAT report provides result details including approach, activities, potential impact on business processes, and outstanding defects deferred to a later time.

DXC will support the Department in their UAT testing throughout the testing life cycle and as needed for contract enhancements and modifications.

|         |        |                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Testing | TEST03 | The Contractor must identify and resolve interdependencies that restrict or impede required testing of the Contractor's solution, other enterprise modules, or module components from performing required testing. Unless otherwise identified by the State strategies to resolve interdependencies must be reviewed and approved by the State prior to implementing the resolution strategy. |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will identify and resolve interdependencies that restrict or impede required testing of our solution, other enterprise modules, or module components from performing required testing. We understand that, unless otherwise identified by the Department, strategies to resolve





interdependencies must be reviewed by the Department prior to implementing the resolution strategy.

Interdependencies may be related to equipment, software, or services. We protect the project from interdependencies in these areas that might restrict or impede the testing. We use standard policies and procedures for monitoring and maintaining the hardware components, along with automated alarms and back-up equipment in the event of a mechanical failure. Similarly, we use coding standards and other quality controls along with software and data backups to protect the project from software failures. In the case of services, we use redundancy where possible, as in the case of electrical power where we use two vendors and have additional battery backup.

|         |        |                                                                                                                                                                                                                                                                                                                             |
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| Testing | TEST04 | The Contractor shall perform testing and present the results for each of the following test levels: Performance Test results, System Test results, Parallel Test results, Regression Test results, Integration Test results. Test results shall be traced to the use case/user story and design documentation being tested. |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will perform testing and present the results each of the test levels: Performance, system, parallel, regression, and integration. We will trace test results to the use case/user story and design documentation being tested.

In the Provider Services modular component implementation, we will focus on Business Function Review as opposed to requirements analysis, which is more active during a traditional MMIS DDI project. Through business function review sessions with the Department, we will define Department-specific configuration within the Provider Services components and add clarifications, questions, issues, and answers to each requirement within rTRACE, our interactive project management tool.

Anywhere the DXC team will need to develop or configure change controls to the Provider Services solution, these change controls will be added to rTRACE and linked to the requirements after requirements have been further elaborated.

As the Testing team receives validated testable functional requirements, the team will be involved to design and establish traceability of the test cases to these requirements and facilitate appropriate test coverage. As test cases and test results are created for requirements, test cases and results will be added to DXC Application Lifecycle Management (ALM) and linked to the requirements in rTRACE.

The level of detail in the requirements and design documentation will affect the resulting test specifications and the test results. Approved requirements and design documents are essential to the creation of comprehensive test plans and cases. Late delivery of requirements and design documents will affect the timing and construction of these testing deliverables. We gather the information we use to develop the test scenarios from the following sources:

- Requirements
  - Business
  - User—such as user and operations user—including performance
- System
  - Design specifications—such as architectural, functional, and non-functional



At the lowest level within a test scenario is one or more test cases. Each test case contains several test steps and conditions. Each test condition has a measurable expected result. These test conditions are assigned to a requirement, supporting traceability and verifying that the requirements have been tested successfully. Results of test case execution are recorded and the results are documented in the test results report, which indicates a status for each test case as passed, failed, blocked, or not started.

|         |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Testing | TEST05 | <p>The Contractor shall provide sufficient environments and resources for the following:</p> <ul style="list-style-type: none"> <li>a. Synchronize the software and the data from the production environment and testing and impact analysis environment at a minimum on a quarterly basis or at the discretion of the Department.</li> <li>b. Synchronize the software and the data from the production environment and training environment following software deployments.</li> <li>c. Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems.</li> <li>d. Provide technical and functional support to create and analyze "what-if" scenarios and compare results between scenarios in the impact analysis environment. Provide an analysis of outcomes in impact analysis environment and another environment, such as production or test.</li> <li>e. Provide State, Contractor, and IV&amp;V staff a minimum of read-only access to all environments and tools.</li> <li>f. Provide sufficient resources to support the execution of automated regression testing.</li> <li>h. Provide comparative analysis support of regression testing results.</li> <li>i. Conduct testing of approved system configuration changes, corrections or enhancements or before implementation.</li> <li>j. Allow Department resources and contractors designated by the Department to create and edit appropriate data to support testing efforts, including provider, member, and reference data.</li> </ul> |
|---------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide sufficient environments and resources to support the items in this requirement, as outlined in the following table.

| Department Requirement                                                                                                                                                                     | DXC Solution                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Synchronize the software and the data from the production environment and testing and impact analysis environment at a minimum on a quarterly basis or at the discretion of the Department | DXC has documented processes in place to routinely load production and other data into the test environment, at the Department's request, to perform automated processes—reference values such as system parameters, system lists, reference tables, edits, dispositions, and security tables |



| Department Requirement                                                                                                                                                                                                                                                          | DXC Solution                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Synchronize the software and the data from the production environment and training environment following software deployments                                                                                                                                                   | The DXC data is loaded to the training environment on a routine basis to synchronize the production, test, and training data                                                                                                                                                           |
| Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems                                                                                                                                                    | The Department will have the User Acceptance Test environment which includes batch and online programs, files, and supporting systems                                                                                                                                                  |
| Provide technical and functional support to create and analyze "what-if" scenarios and compare results between scenarios in the impact analysis environment. Provide an analysis of outcomes in impact analysis environment and another environment, such as production or test | The DXC testing toolset supports "What if" scenarios or test cases.                                                                                                                                                                                                                    |
| Provide State, Contractor, and IV&V staff a minimum of read-only access to environments and tools                                                                                                                                                                               | The Department, IV&V, and DXC staff will have role-based access to the environments and tools in the Provider Services components. The role-based access will determine the ability to read-only or ability to edit information.                                                       |
| Provide sufficient resources to support the execution of automated regression testing                                                                                                                                                                                           | As part of the development of test cases, candidates for future regression test automation will be identified. Typically, those test cases that test the correct workings of the critical components and functional capability of the system will be selected as regression test cases |
| Provide comparative analysis support of regression testing results                                                                                                                                                                                                              | If a test case fails during regression testing, we will perform analysis of the failure to determine the cause.                                                                                                                                                                        |
| Conduct testing of approved system configuration changes, corrections or enhancements or before implementation                                                                                                                                                                  | Configurations changes are tested by DXC staff prior to promotion to the User Acceptance Test environment. Once the Department approves the changes, they are promoted to production.                                                                                                  |
| Allow Department resources and contractors designated by the Department to create and edit appropriate data to support testing efforts, including provider, member, and reference data                                                                                          | Department approved resources can create and edit data in the User Acceptance Test environment to support the testing efforts. Within the Provider Services contract, this includes provider and provider-related reference data.                                                      |



|         |        |                                                                                                                                                                                                                                                              |
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| Testing | TEST06 | The Contractor shall ensure, in order to release code to UAT or production, it must meet the minimum acceptable defect levels: <ul style="list-style-type: none"><li>• Critical: 100% have been resolved.</li><li>• High: 100% have been resolved.</li></ul> |
|---------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure, in order to release code to UAT or production, the code meets the minimum acceptable levels for critical and high defects of 100 percent resolved.

Code releases to the Provider Services components will be handled through the Release Management process for the products. Configurations of the product handled at the local level follow the defect management process.

ALM provides real-time visibility of defects and the release management process—helping us coordinate activities in our iterative cycles for Provider Services solution and other product configuration sprints. Besides being an important tool supporting configuration management, DXC ALM helps measure progress and effectiveness of quality activities, allows teams to collaborate, and centrally manages various project assets.

Our defect management process contains a root-cause analysis step and reporting. This information will be available through the ALM tool, which will be used to create and track defects identified throughout the project. The source of the defect will be identified, and appropriate work orders will be documented to verify that the defect is tracked through completion. The defect data in ALM also may feed the change control process for approval of workarounds or resolution of disputes regarding the nature of a defect.

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| Testing | TEST07 | The Contractor shall plan and execute testing for all inbound and outbound interfaces, ensure accurate and secure data transmission between the solution and the ESB and coordinate with external entities as appropriate. |
|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will plan and execute testing for the inbound and outbound interfaces, make sure data transmissions between the solution and the ESB are accurate and secure, and coordinate with external entities as appropriate.

Testing transactions that involve interfaces and EDI is a type of process testing. Process testing validates the batch processing that occurs daily, weekly, monthly, and at other intervals. This involves the various engines and programs that apply policy and rules logic in the consumption of data transactions across the solution. This testing focuses on two aspects:

- **Cycle monitoring**—Do the cycles complete?
- **Reporting**—Do the cycles generate accurate reporting, notices, and transactions?

These transactions go through their own system testing life cycle, which begins with systems integration testing. The application consumes or creates test transactions and the tester validates them for consumption, compliance, and acknowledgment.

The UAT includes testing of the interfaces, transport protocols, production-like activities, and operations procedures across major components and interfaces. The UAT team identifies needed test data from multiple data sources such as production data, conversion data, interface data from external entities, and Provider Services module-created data.



|         |        |                                                                                                                                                                                                                                                                 |
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| Testing | TEST08 | The Department plans to perform UAT on all software releases as part of the contract. The Contractor's approach to establishing testing environments should not impact the Department's ability to conduct continuous UAT in a separate, dedicated environment. |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC understands that the Department plans to perform UAT on all software releases as part of the contract. DXC's approach to establishing testing environments will not impact the Department's ability to conduct continuous UAT in a separate, dedicated environment. DXC will establish and maintain the physical UAT environment.

The UAT environment will be available to the Department for its UAT and continually throughout the contract. User Acceptance Testing (UAT) is performed by the Department after the Testing team has concluded their tests. UAT occurs before the Provider Services modules are implemented into the production environment. The UAT includes testing of the interfaces, transport protocols, production-like activities, and operations procedures across major components and interfaces.

|         |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Testing | TEST09 | <p>The Contractor shall facilitate UAT as follows:</p> <ul style="list-style-type: none"> <li>a. Provide test cases and scripts from previous test levels.</li> <li>b. Assist the Department in developing UAT test cases.</li> <li>c. Provide a dedicated UAT environment to the Department and maintain the environment as needed to support continuous UAT throughout design, configure/build and testing.</li> <li>d. Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule.</li> <li>e. Provide test data.</li> <li>f. Provide a mechanism for the Department to enter defects into the online defect-tracking tool.</li> </ul> |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will facilitate UAT as described in this requirement as outlined in the following table.

| Department Requirement                                                                                                                                                | DXC Solution                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Provide test cases and scripts from previous test levels                                                                                                              | DXC will identify test cases from our existing repository and provide test cases from prior testing "as is."                       |
| Assist the Department in developing UAT test cases                                                                                                                    | DXC will help develop new test cases to meet requirements. These requests will be handled through the formal change order process. |
| Provide a dedicated UAT environment to the Department and maintain the environment as needed to support continuous UAT throughout design, configure/build and testing | The UAT environment will be available to the Department for its UAT and continually throughout the contract.                       |



|                                                                                                                |                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule | DXC has documented processes in place to refresh data by routinely loading production and other data into the test environment. We migrate releases and code fixes as new product releases are available. |
| Provide test data                                                                                              | DXC technical support includes helping to identify test data in the test environment.                                                                                                                     |
| Provide a mechanism for the Department to enter defects into the online defect-tracking tool                   | The Department will have access to enter defects in DXC's rTRACE tool.                                                                                                                                    |

|         |        |                                                                                                                                                                                                                              |
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| Testing | TEST10 | The Contractor shall provide Department resources or their designee access to test cases, test results and defect tracking via online tools. The Department reserves the right to inspect artifacts and results at any time. |
|---------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide Department resources or designee access to test cases, test results and defect tracking via our online tool, ALM. We understand that the Department reserves the right to inspect artifacts and results at any time.

ALM consists of four modules—Requirements manager, test plan, test lab, and defect manager. These modules are well integrated, allowing for integrated information flow between various testing types, including allowing authorized users' access to real-time test results and status reports direct from the tool. Department resources or their designees will have ALM access.

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| Testing | TEST11 | The Department reserves the right to conduct independent testing of the solution at any time. The Contractor must cooperate with the Department or its designee, and provide environments, data, and technical support for independent testing. |
|---------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges that the Department reserves the right to conduct independent testing of the solution at any time. DXC will cooperate with the Department or its designee, and provide environments, data, and technical support for independent testing.

At the Department's request, DXC business analysts and testers will provide technical support and functional support to assist independent testers in preparing for and conducting tests as well as reading results. Early in the contract negotiations the Department and DXC will determine the frequency of independent testing so as not to divert resources from the structured schedule, depending on the phase of the project.

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| Testing | TEST12 | The Contractor's testing environments shall be sized to be capable of mirroring the production System in its infrastructure, files, databases, processing, and reporting. |
|---------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will size testing environments to be capable of mirroring the production system infrastructure, files, databases, processing, and reporting. The DXC design team responding to



this RFP have studied the State's requirements for testing environments and sized them to meet this mirroring requirement.

The UAT environment for Department testing mirrors production, with frequent updates to keep in sync.

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| Testing | TEST13 | The Contractor shall work proactively with the State's designated testing resources to review all test results and provide the necessary system and functional information to create verification procedures and user acceptance test cases. |
|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will work proactively with the State's designated testing resources to review the test results and provide the necessary system and functional information to create verification procedures. We will identify possible user acceptance test cases for the Department from our repository of existing cases.

Our approach uses common global systems and tools that help achieve consistency, quality, and improvements on projects, enabling DXC to deliver quality service to the Department. DXC project teams will deliver test results and metrics to the Department for collaborative review. The Department then can review the testing details to evaluate specific test cases.

Testing success relies on using a proactive, comprehensive strategy that defines an overall testing approach for the Provider Services solution. To give guidance and establish a framework for defining, planning, executing, and managing the testing activities, DXC will work with the Department to determine the level of strategy that best meets your needs. DXC will capture and document testing requirements based on clearly understood business needs and priorities. We will develop test project strategies with focus on specifying and facilitating an efficient and cost-effective approach to the testing act

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| Testing | TEST14 | The Contractor shall coordinate with the Department and specific module component vendors to conduct integration testing. |
|---------|--------|---------------------------------------------------------------------------------------------------------------------------|

DXC will coordinate with the Department and specific module component vendors to conduct integration testing. Integration testing will be performed for each of Provider Services Solution's modules, namely provider eligibility and enrollment, provider management, and the provider portal.

The focus of integration testing is on demonstrating that the required data flows operate correctly throughout the systems and maintain business integrity, in accordance with their respective requirements. Particular attention is paid to the physical mechanics of the interfaces, such as data. Some of this testing may be performed using stubs, drivers or other emulators. To accomplish this testing, DXC will coordinate with the Department and module component vendors on scheduling and requirements.

|         |        |                                                                                                                 |
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| Testing | TEST19 | The Contractor shall develop test criteria and algorithms for expected outcomes prior to production of reports. |
|---------|--------|-----------------------------------------------------------------------------------------------------------------|



DXC will develop test criteria and algorithms for expected outcomes prior to producing reports.

The test lead will identify test entry and exit criteria and diagram the test input, processing steps, and expected output, making it clear when reports are produced whether or not the expected result was achieved.

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| Testing | TEST20 | The Contractor shall ensure that the Project Work Plan allocates sufficient time to the State's user acceptance testing activities relative to the detailed scope of work, requirements and gaps, the number of manually executed test cases, and the complexity of module integration. The Contractor will be responsible for extended user acceptance testing if the proposed testing duration is not sufficient for the State to validate the module. |
|---------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure that the Project Work Plan allocates sufficient time to the Department's user acceptance testing activities relative to the detailed scope of work, requirements and gaps, the number of manually executed test cases, and the complexity of module integration. DXC will be responsible for supporting extended user acceptance testing if the proposed testing duration is not sufficient for the State to validate the module.

We will check the UAT dates in the work plan against the Department's calendar to confirm that sufficient testing time will be available during UAT, moving the start dates forward if necessary. DXC business analysts and testers will provide training, technical support, and functional support for Department testers to be sure they are prepared to carry out the user acceptance testing activities. We will provide remote and chair-side support to help new testers get started and help resolve issues that arise with submitting cases.

### 3.10.2.7 Training

The Contractor must provide training to designated MPATH team members, DPHHS training staff and other staff responsible for training to achieve an understanding of the new system, services, or release. The training will incorporate a train-the-trainer model so that participants can, in turn, provide training to additional users. Users must become proficient in using and viewing information in the Contractor's solution in order to ensure effective and efficient business operations and service delivery. The Offeror must describe their approach to meet each of the detailed training requirements defined in Attachment F, Requirements Matrix.

## DXC Response

Experience has taught us that successful training relies on relevant and up to date course content, delivery methods tailored to the audience learning styles, and adequate time for both instruction and learning. DXC will develop training that matches organization learning objectives, addresses core competencies, and provides the functional knowledge required for users to integrate the Provider Services Solution capabilities into their daily business routines. DXC will use a variety of delivery methods, such as online self-paced training presentations, in-person classroom training, written material, and demonstrations, to best meet the training objectives.

DXC follows the Medicaid Information Technology Architecture (MITA) model in identifying training courses for the Provider Services solution. Courses will include introductory overview





courses that also can function as prerequisites for participating in functional-area-specific courses. We will develop specialized courses specifically for users who require further in-depth instruction, such as Department technical support staff.

Our approach to training development is to use the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) process to develop and revise training courses. ADDIE is a process-driven, dynamic, and flexible methodology for building an effective training and performance support tool. We will invite the Department to participate throughout training planning, design, delivery, and evaluation to verify training materials meet the goals and objectives outlined in the Training Plan.

DXC's training staff is well-versed in developing course content, verifying that the level of detail is appropriate and accurate, and confirming that the course structure fits user job functions. We emphasize providing the right training to the right individuals at the right time. Well trained and knowledgeable staff members are fundamental to meeting the Department's expectations, contract requirements, and performance standards.

Please note: the State's responses to bidder questions clarified that:

- TRN15 (identified on Attach F as an Option B requirement) must be answered in the Option B response
- TRN17 (identified on Attach F as an Option B requirement) must be answered in the Option B response
- TRN16 (identified on Attach F as an Option A requirement) must be answered in the Option A response

## Attachment F Requirements for Training

In the following narratives, we provide a response to each of the Attachment F requirements for Training. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|          |       |                                                                                                                                                                                                                                                                              |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN01 | The Contractor shall provide technical training to agency project resources and designated contractors to develop an understanding of how to monitor the system using available tools and dashboards while leveraging technical and functional documentation and/or reports. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide technical training to Department project resources and designated contractors to develop an understanding of how to monitor the system using available tools and dashboards while leveraging technical and functional documentation and/or reports. A defined process for status reporting and performance monitoring brings the Department and DXC to a common understanding of project operations. The reporting and monitoring allow the project stakeholders to address roadblocks to success and enable circumvention before they negatively affect operations. The communication matrix in the communication plan will delineate how performance reporting information is distributed to the stakeholders. Authorized users will be trained on the reporting of performance data and monitoring of the system.



|          |       |                                                                    |
|----------|-------|--------------------------------------------------------------------|
| Training | TRN04 | The Contractor shall update training materials when changes occur. |
|----------|-------|--------------------------------------------------------------------|

DXC will update training materials when changes occur. These materials will be stored in SharePoint. The versioning feature of SharePoint will manage version control of materials to support smooth operations. Utilizing SharePoint makes it easy to verify that the user has the current version and to know the entire document is there.

We proactively verify training materials meet the goals and objectives outlined in the training plan. We use a continual approach and structure that allows for the evaluation of the development or delivery of training and materials and make adjustments if needed.

As new releases of the product are installed for the Department, our team will evaluate the release notes to determine changes needed to training materials.

|          |       |                                                                                   |
|----------|-------|-----------------------------------------------------------------------------------|
| Training | TRN05 | The Contractor shall collaborate with the agency to finalize a training schedule. |
|----------|-------|-----------------------------------------------------------------------------------|

DXC will collaborate with the Department to finalize a training schedule. The Training Plan will include numerous elements, such as a comprehensive rollout schedule of courses, locations, the enrollment process, pre-training course instructions, the training materials, supporting infrastructure and equipment, passwords, logon, and connectivity to the testing and training environments. Also delineated in the schedule will be mechanisms to resolve issues or address questions that may be identified during training.

|          |       |                                                                                                                   |
|----------|-------|-------------------------------------------------------------------------------------------------------------------|
| Training | TRN06 | The Contractor shall maintain and update the training environment with training data to use during user training. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------|

DXC will maintain and update the training environment with training data to use during user training. The training environment will enable users to test and manipulate data without interfering with other testing and developmental environments. Participants will access this non-production environment using PCs. The environment will be a replica of the online components of the production system, providing participants the opportunity to navigate through the system, access system screens, and practice using the screens to complete tasks.

DXC will load the training environment with non-PHI training information so that as the instructors discuss scenarios and windows, they can direct the participants to access those windows and view training information. This information will be realistic and emulate production data, but we will not use actual working provider names, numbers, or addresses. The environment will provide a safe system that participants can access to gain hands-on experience with the system. This type of experience allows the user to practice the skills covered during the training session, which increases the amount of information they will retain and their confidence in the ability to use the system, as well as allows them to understand the relevance of the information they are learning.

|          |       |                                                                                                                                                       |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN07 | The Contractor shall provide train-the-trainer sessions for Agency resources or designated agency resources and other staff responsible for training. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will provide train-the-trainer sessions for Department resources or designated Department resources and other staff responsible for training. Department staff performing in a training role will receive Train-the-Trainer education from the DXC training team to prepare them for training delivery.

Our Train-the-Trainer agenda includes the following items:

- Recommendations on training for proposed software
- Completion of at least one live course with each Department trainer
- Practice training sessions
- Configuration of training environment to support business process scenarios
- Business processes and system functional capability that will be addressed in training
- Process for customizing training materials and set-up specific reference data in training environment

The Department trainers will benefit from the experience and expertise of DXC training staff members who have been training a myriad of user groups on our products and processes. DXC staff members will provide Department trainer candidates with recommendations and models for training best practices developed during our years supporting state Medicaid programs during previous and current implementations.

DXC will supply Train-the-Trainer materials that include instructor guides and speaker notes created in Microsoft Word and PowerPoint, as well as the process for customizing user training materials, such as student guides. Department trainer candidates can participate in classes delivered by seasoned DXC training staff members geared to the specific business area they will be responsible for training. Trainer candidates can engage in training practice sessions in their specific business area.

|          |       |                                                                                                                                                                                                                                |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN08 | The Contractor shall utilize a variety of delivery methods to best meet the training objectives. Examples include online self-paced training presentations, in-person classroom setting, written material, and demonstrations. |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will use a variety of delivery methods to best meet the training objectives. Training will include online self-paced training presentations, in-person classroom training, written material, and demonstrations.

The value of the training experience DXC brings to the Department includes the following:

- Strategies and approaches that have been developed, used, and perfected specifically for Medicaid agencies
- A series of courses that have been used to train providers and users across the nation will form the basis for the curriculum
- Proven innovative training techniques tested thoroughly in real-world Medicaid environments, such as the use of web-based virtual training
- A DXC Training team that understands the importance of the timing of training for the various stakeholders to be most effective



- The most current industry-based training techniques, proven in practice across the country

We bring lessons learned and proven practices to the training plan and approach for the Provider Services training.

The DXC in-person classroom training will be led by seasoned professionals experienced in adult education. Courses will be hands-on and designed based on the participant's roles or functions. DXC also uses virtual training, when appropriate, for training personnel in remote locations, and for remedial training and support. These courses are created using the same training materials used for in-person classroom training.

Written materials will take the form of a course training manual that participants may read online or print. The materials will feature illustrations and step-by-step instructions for accessing information.

Trainers will demonstrate actions in a training environment and ask participants to follow the same steps in class. Participants also will perform exercises designed to build comfort with and confidence in their ability to use the application.

|          |       |                                                                                                                                                         |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN09 | The Contractor must provide training necessary to support new functionality and/or major software releases that materially change the user interaction. |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide training necessary to support new functionality and/or major software releases that materially change the user interaction. We will update, replace, or add training, depending on to what degree the function or software release materially changes the user interaction. We will determine the best training method or methods to be sure that users are prepared in advance of changes.

|          |       |                                                                                                                                                                                                           |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN10 | The Contractor shall provide training to Agency staff and other designated module vendors on the overall data management strategy and investigating data or process issues related to module integration. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide training to Department staff and other designated module vendors on the overall data management strategy and investigating data or process issues related to module integration.

DXC understands that data is extremely powerful and it must be usable, accurate, and accessible to the appropriate parties. We will provide the Department an overview of our unified data exchange solution for successful data exchange, including our service-oriented architecture (SOA) framework, our audit, balance, and control (ABC) framework, and our issue-management process.

|          |       |                                                                                                                                  |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN11 | The Contractor shall develop and maintain electronic training guides and materials to support the Train the Trainer instruction. |
|----------|-------|----------------------------------------------------------------------------------------------------------------------------------|



DXC will develop and maintain electronic training guides and materials to support the train-the-trainer instruction. DXC will provide electronic guides and materials in a format that facilitates efficient and immediate updating and dissemination of new or modified data.

DXC will verify that user documentation is written and organized so that users not trained in applications can learn from reading the documentation how to access the online help windows/screens, read module reports, and perform other related user functions.

|          |       |                                                                                                                                                                                                                                                                        |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN13 | The Contractor shall provide training and support to State staff and individuals designated by the State (e.g., IV&V, QA/QC vendor), on the use of DDI tools provided by the contractor. This may include traceability tools, document repositories and testing tools. |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide training and support to Department staff and individuals designated by the Department — such as the IV&V and QA/QC vendor — on the use of DDI tools DXC provides, which may include traceability tools, document repositories, and testing tools.

## Traceability tools

DXC will create a Requirements Traceability Matrix (RTM) that includes correlations between requirements and test cases. A test case is a set of conditions under which a tester can determine whether the system or one of its features is working as it was intended to work.

The RTM is housed in our interactive project management tool, rTRACE. We will provide rTRACE training for Department users. Fundamentals familiarize participants with rTRACE features and navigation.

## Document repository

We have chosen SharePoint to support collaboration and communication between project stakeholders for the Department. We will create document libraries and use them to organize and store project-related documentation. For documents that require configuration management—such as deliverables, user manuals, training material, and system documentation—updates will take place under the governance of SharePoint version control.

DXC will provide SharePoint training that covers topics such as: SharePoint access, site organization, navigation, finding documents, opening documents, document check in/check out, editing, and the ribbon.

## Testing tools

DXC will train Department and vendor staff as needed on the UAT environment used for Department testing. We will instruct users on navigation, use of test cases, writing test scripts, and other items needed to deliver a smooth UAT experience.

We will also train the UAT testers on how to enter defects and test results into the rTRACE tool used to provide traceability of the tests to requirements.



|          |       |                                                                                                                                                                                   |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN14 | The Contractor shall provide training on the system for UAT testers. The Contractor shall provide updated User and System Documentation to UAT testers to support the UAT effort. |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide training on the system for UAT testers. We will provide user and system documentation to UAT testers to support the UAT effort.

DXC will use product user documentation as the basis for UAT and training, unless otherwise specified by the Department. We will update and complete final versions for training before the start of the operations. We will invite the Department to participate throughout training planning, design, delivery, and evaluation to verify training materials meet the goals and objectives outlined in the training plan and are improved to incorporate user-feedback.

### 3.10.2.8 Implementation and Acceptance

Prior to implementation, the Contractor must demonstrate readiness to implement the solution and to provide operational support and maintenance of the proposed solution(s) for the remainder of the Contract term. The Contractor is responsible for managing the end-to-end implementation of the proposed solution. DPHHS expects the Contractor to help formulate strategies for a successful transition.

DPHHS must formally approve the implementation of the solution based on pre-defined acceptance criteria. DPHHS's acceptance of the solution will initiate the Operations, Maintenance and Configuration phase of the contract. The Offeror must describe their approach to meet each of the implementation and acceptance requirements defined in Attachment F, Requirements Matrix.

## DXC Response

"End-to-end implementation"—the final phases of our end-to-end management of the DDI phase is Implementation and Acceptance. In this phase, we will work with the Department to demonstrate that the Provider Module is ready for the remainder of the contract term.

The DXC structured program management approach provides the foundation for deploying technology infrastructure and architecture that will evolve and provide support to the Department's modular solutions vision. DXC will maximize our success through adherence to program and project management disciplines and project governance. We will apply our proven practices and processes while taking advantage of lessons learned from similar implementations.

Our team will work with the Department during the Provider Services modules configuration and the implementation of the Provider Services solution.

For higher-quality implementation outcomes, the Provider Services project will maximize success through adherence to program management disciplines. Our disciplines include the following:

- Project governance
- Application of industry best practices and processes

Taking advantage of lessons learned from previous government and commercial healthcare implementations, we will manage this final phase of the DDI and prepare for the new system's operation.

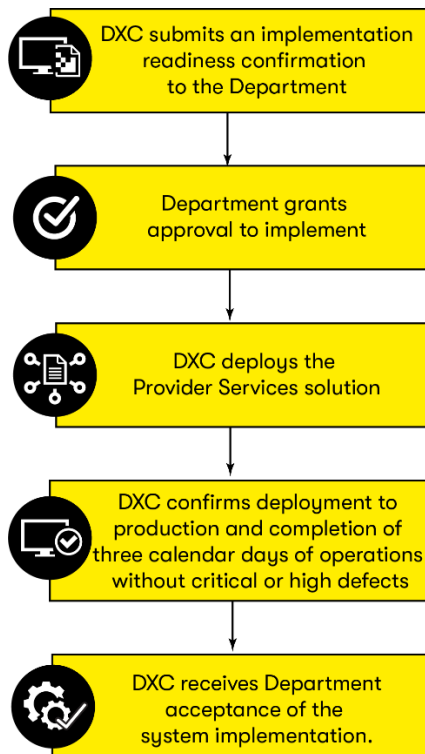


## Attachment F Requirements for Implementation and Acceptance

In the following narratives, we provide a response to each of the Attachment F requirements for Implementation and Acceptance. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                               |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA01 | <p>The Contractor shall follow the following process for deploying each proposed solution(s) to production:</p> <ol style="list-style-type: none"> <li>Submit an implementation letter to the State confirming that the solution is ready for implementation.</li> <li>Receive the State's approval of the implementation letter, accepting the Contractor's confirmation.</li> <li>Deploy the solution according to the approved Implementation Plan.</li> <li>Provide confirmation that the solution has been deployed to production and the Contractor has completed three (3) calendar days of operations without significant operational issues defined as no critical or high defects.</li> <li>Receive the State's acceptance of the system implementation.</li> </ol> |
|-------------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will follow the process shown in this figure for deploying each proposed solution(s) to production:



Our enhanced enterprise approach to program management is known as the Healthcare Enterprise Enabling Delivery and Global Excellence (EDGE) Process Framework Systems Development Life Cycle (SDLC). The EDGE SDLC is based on the Project Management Institute's (PMI's) Guide to the Project Management Body of Knowledge (PMBOK® Guide) and aligns with the Software Engineering Institute's (SEI's) Capability Maturity Model Integration (CMMI), and ISO 900x standards. This strong foundation provides clear standards, automated processes, and measured controls to manage activities, tasks, deliverables, work plans, budgets, staffing, issues, risks, and milestones for individual projects in an enterprise implementation. This integrated approach reduces project risk by avoiding deviations from Department-approved requirements and reinforcing agreed-on project standards and disciplines. Our methodologies and processes promote a common language, effective communication, efficient linkages, asset reuse, and information sharing.

|                               |      |                                                                                                                                                                                                                                                          |
|-------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA02 | The Contractor shall monitor the initial operation of the solution to ensure that there are no immediate or ongoing adverse effects on the Department's programs according to the performance expectations identified in the Contractor's scope of work. |
|-------------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will monitor the initial operation of the Provider Services solution to confirm there are no immediate or ongoing adverse effects on the Department's programs according to the performance expectations identified in the scope of work. DXC will deliver thought leadership, best practices, and a deep bench of technical and subject-matter expertise to provide a smooth implementation—from requirements through finished deliverables, implementation and final acceptance. Our approach is innovative, certifiable by CMS, compliant with HIPAA, aligned to MITA, and process-driven.

We monitor operations through reports, feedback, and direct observation. The DXC team will be attentive to system and business operations to make sure each SLA is met and Department expectations are satisfied.

DXC knows how important it is for the Department to have post-implementation checks to make sure the system is functioning properly and stakeholders are satisfied with the results. Our overall approach to post-implementation is to apply our established processes, work patterns and templates from prior MMIS implementation successes to the Montana implementation. Our track record of more successful implementations in the past decade than all other vendors combined is a direct result of this repeatable, shared approach to the implementation. We perform the necessary tasks and produce the specified deliverables to verify the scope and performance requirements of the project are met. Post-implementation work will conclude with the Department's final acceptance of the newly implemented Provider Services solution.

|                               |      |                                                                                                                                                                                                                                                                  |
|-------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA03 | The Contractor shall demonstrate that the System infrastructure (hardware, software, and interfaces) is operational and meets federal and State architectural, technical, security and privacy requirements as well as the business and functional requirements. |
|-------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will demonstrate that the Provider Services infrastructure—including hardware, software, and interfaces—is operational and meets federal and State architectural, technical, security and





privacy requirements as well as the business and functional requirements. During post-implementation, we will identify, measure, monitor, and report the technical and operational performance. Our tracking and management processes will demonstrate to the Department that they have received a solid solution.

Requirements tracking takes place in rTRACE, our project management tool. We monitor system performance reports, review system logs, and perform system testing periodically to make sure the requirements are met or exceeded.

Our Provider Services solution embodies the vision of the Medicaid Information Technology Architecture (MITA) and Centers for Medicare & Medicaid Services (CMS) Conditions and Standards. DXC offers a user interface that aligns with the specific user's assigned tasks, automated workflow, and business rules that promote process consistency and efficiency. We offer a flexible, scalable, and configurable solution that maximizes loosely coupled commercial off-the-shelf (COTS) technology and is built on a foundation of proven practices. Each detail of the solution meets federal and State architectural and technical requirements as well as the business and functional requirements.

Our privacy and security features built into the Provider Services solution provides protection the Department can rely on to keep the Provider Master File and other sensitive data secure. DXC policies and practices reflect healthcare best practices and privacy excellence. In fact, Gartner—an information and technology research and advisory firm serving customers such as government agencies—has rated DXC a Leader in application security and network access control and a Visionary in data security. These are the highest-level ratings they provide.

We design our privacy policies and data protection practices to comply with the law and earn trust and confidence. These practices apply to DXC and our agents, suppliers, and trading partners. Our privacy policies and practices reflect and reinforce our company values of trust, integrity, and quality. Internal and external audits confirm our compliance with federal and state laws and regulations, state and DXC policies, and best practices.

*"During the security assessment, the [DXC] team identified risks and proposed solutions to mitigate current and future vulnerabilities. We implemented the [DXC]-proposed solutions and are extremely pleased with the security quality assessment, as well as recommendations."*

*– Wallace B. Rogers,  
Program Manager, E-Government*

*State of Oregon*

|                               |      |                                                                                                                                                                                            |
|-------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA04 | The Contractor shall provide Operational Readiness test results demonstrating that the solution meets all Service Level Agreements for system performance as defined in the scope of work. |
|-------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide Operational Readiness test (ORT) results demonstrating that the solution meets Service Level Agreements for system performance as defined in the scope of work. The Operational Readiness test is designed to demonstrate that the DXC solution will meet the requirements defined in the scope of work.

The ORT demonstrates that the modules are ready to process the inputs, meet reporting requirements, use a properly functioning data communications network, and have a demonstrated backup capacity. DXC will develop an ORT test plan that describes our approach and commitment to testing the system including the following:

- Roles and responsibilities throughout the ORT testing



- Process for applying fixes to the solution and supporting services and regression testing of fixes
- Assurance of parity between technical environments
- Description of the proposed system or tool for identifying, prioritizing, tracking, fixing, and retesting system defects or enhancements

ORT will occur in the production environment before the go-live date. For the core functions of daily operations, DXC will verify processing results using the internal operational department guidelines and procedure manuals.

|                               |      |                                                                                                                                                                                                                                                                                                      |
|-------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA05 | The Contractor shall conduct an Operational Readiness Walkthrough with the Department to validate the operational readiness of the Contractor, the solution, and the Department. The Department must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation. |
|-------------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will conduct an Operational Readiness (OR) Walkthrough with the Department to validate the operational readiness of the DXC staff, the solution, and the Department. We understand the Department must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation.

DXC will conduct an OR walkthrough with the Department leadership before the implementation rollout. The OR walkthrough will validate the Provider Services operational readiness. The Department leadership will formally agree on each OR walkthrough before implementing the next implementation processes.

The OR Walkthrough will focus on the Operational Readiness Checklists. These checklists provide the specific measures which allow all parties to see the application and operational readiness state. In addition, during the Walkthrough we will jointly confirm the Department's readiness to proceed to implementation.

The decision to proceed to implementation is based on a number of factors that extend beyond system and application readiness to provider communication and provider response to that communication, an indication of whether the provider community is prepared, training status, readiness of integration partners, and review and communication of the implementation plans. The walkthrough, combined with the OR testing, will allow the Department, the MPATH stakeholders and the DXC team to develop a go/no-go strategy, and any remediating actions if necessary for a successful implementation.

|                               |      |                                                                                                                                                                                                                                                                                                                          |
|-------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Implementation and Acceptance | IA06 | The Contractor shall develop Operational Readiness Review Checklists (ORR) that will examine the actual solution characteristics and the procedures of the product's operation to ensure that all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system. |
|-------------------------------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop Operational Readiness Review Checklists (ORR) that will examine the actual solution characteristics and the procedures of the product's operation to confirm that the



hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system.

Working with the Department, the DXC team develops specific Operational Readiness checklists. We make checklists available to the owners before conducting the OR so that owners of items on the checklist know what needs to be in place before the OR occurs. We assign an owner to each business function, the documentation needed to pass the checklist, and the evidence needed to support the documentation.

The owners then prepare for each business function, a go/no-go checklist to demonstrate performance of key activities and processes. We develop specific go/no-go decision factors. Categories on the go/no-go checklist include completion (yes or no), percent of completion, and capturing of issues and comments related to the checklist. Business areas receive a go indicator on successfully demonstrating or completing their area-specific business decision factors.

During ORR these checklists provide the yardstick against which the application and supporting business processes are measured. We compare operational components against these pre-defined ORR checklists as verification to the Department that the Provider Services operations and the hardware, software, and other aspects of the solution are in place and ready for release into the production environment.

### 3.10.3 Certification

The Contractor must work with DPHHS and other contractors as necessary to ensure that all solutions provided by the Contractor meet requirements specified in the Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule (CMS 2392-F) and relevant federal certification requirements as described in the most current version of the MECT Toolkit available at <https://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/mect.html>.

The Contractor will be responsible for providing and maintaining a solution that meets all applicable checklist items in the most current version of the Medicaid Enterprise Certification Toolkit (MECT), and supporting the review and validation of those items by the Department, IV&V Contractor, and CMS. The Contractor must become knowledgeable of all MECT-related items associated with the solution offered. The MECT Mapping document, found as Attachment D, contains the most current version of the MECT checklist items applicable to the Contractor's scope of work, mapped to the associated business requirements.

The Contractor must provide staff and other resources to support and to participate in MECT milestone reviews and other Certification activities that occur before, during and after implementation of the proposed solution(s). The Offeror must describe their approach to meet each of the Certification requirements defined in Attachment F, Requirements Matrix.

### DXC Response

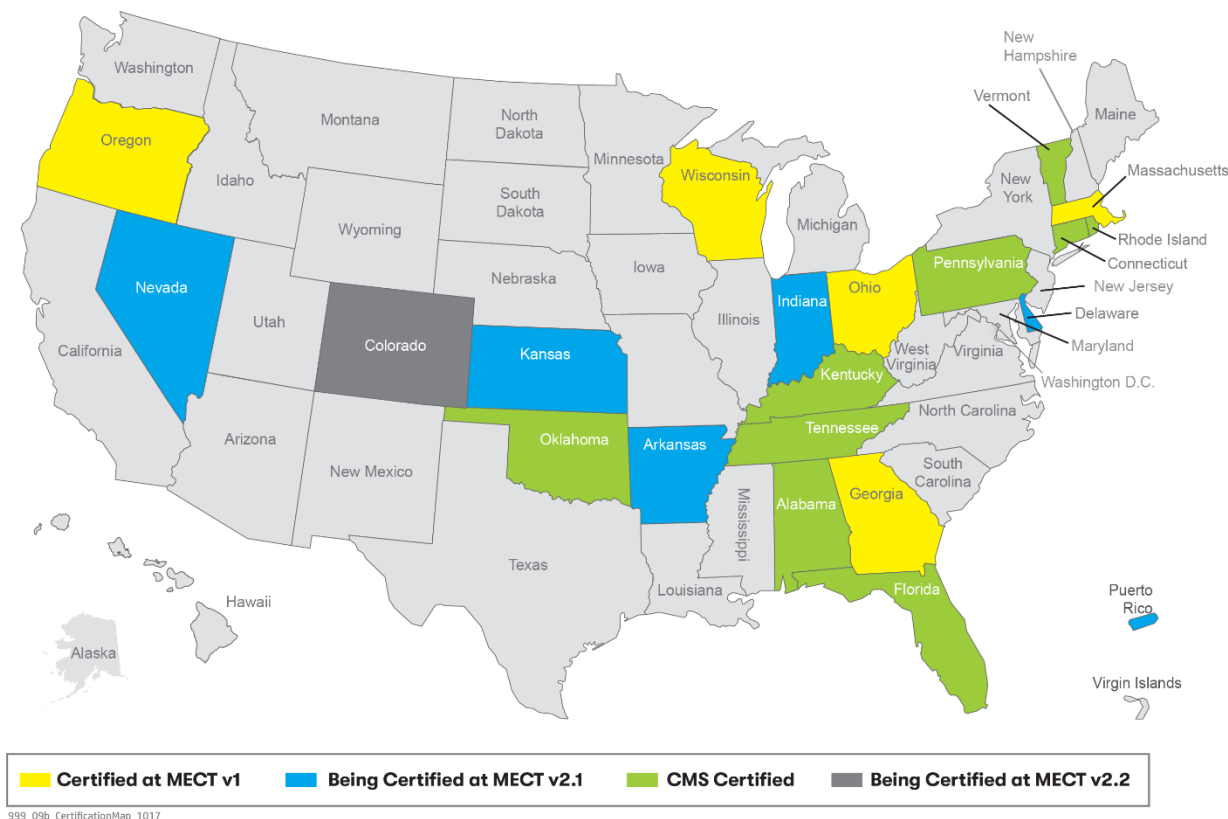
Over the years, the CMS certification process has steadily evolved, and DXC has kept pace with this continuous evolution. We have built our Medicaid solutions around the CMS MECT checklists and MITA business processes. Our solution is aligned to the MITA 3.0 Framework and CMS Conditions and Standards requirements. We also have created an interactive certification tool to support the review and validation of certification checklist items by the Department, the IV&V contractor, and CMS.



Montana needs a vendor with relevant experience with the CMS MECT and the new MECT v.2 MITA-based or Module-based checklists to maximize federal funding for Provider Services as quickly and successfully as possible. DXC has current relevant experience with MECT v.2.1 and v2.2. We recommend using the new MECT Provider Management MITA checklist for certifying the Provider Services solution. This will enable the Department to achieve successful completion of the certification process—including enhanced funding retroactive to day one of go-live of the Provider Services modules—independent of other MPATH module implementations.

The following map depicts our successful CMS Certification experience:

#### DXC CMS Certification Success



We are actively in the certification process of five MMIS states—Delaware, Nevada, Indiana, Arkansas, and Kansas—using the new MECT 2.1 Toolkit, MITA-based and module checklists, and CMS's Life Cycle Process, and one state—Colorado—using MECT 2.2 and using the MECT MITA Business Area Module Checklist Set. DXC will use the MITA-based checklists in five of the six states, with Kansas using the module-based checklists.

Our approach to certification starts as soon as we sign the contract, when we begin the collection of certification validation items and artifacts during the DDI Phase. Our time-tested practice creates early understanding of the certification process and the goal for the project teams. Recently, we refined our process by adding the eight CMS Exchange Life Cycle (ELC) gateway reviews as part of our standard operating procedure during DDI. Our work plan includes a monthly task for certification planning throughout the DDI process and the CMS-specific tasks after implementation.



## Attachment F Requirements for Certification

In the following narratives, we provide a response to each of the Attachment F requirements for Certification. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|               |        |                                                                                                                                                                                                           |
|---------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certification | CERT01 | The Contractor shall develop a Certification Crosswalk that describes how the Contractor's deliverables and other documentation align with federal certification requirements and MECT milestone reviews. |
|---------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Department's Provider Services solution, DXC will develop a Certification Crosswalk that describes how our requirements, deliverables and other documentation align with the CMS certification requirements and MECT milestone reviews. Our project and certification tools and methods look at each requirement to map the RFP requirements to system artifacts, Department-documented business processes, and plans to demonstrate compliance with the requirement. DXC will provide the validations required for the MECT 2.1 Operational Milestone with hyperlinks to the plans and artifacts needed.

To address the detailed requirements of the new MECT 2.1 checklists, DXC developed an interactive checklist tool that provides a crosswalk from the checklist items to the solution elements. We use the tool to add checklist validation items that define how the State's system and documented business processes meet each requirement; and to capture the production artifacts for presentation to CMS during the Certification Milestone Review. DXC will use this interactive checklist tool for the Montana certification process.

To illustrate how our tools comply with the MECT 2.1 checklists, the following figure illustrates the Beneficiary Management section of the tool we are using in our Delaware certification. (Delaware refers to program participants as members.)



## DXC Certification Tool

SharePoint

Project Repository Home MITA Business MITA Technical MITA Information Deliverables PMO Site

### 06 BA Member Management

Project Repository > MITA Information > Certification > 06 BA Member Management

Certification

- 01 BA Business Relationship Management
- 02 BA Care Management
- 03 BA Contractor Management
- 04 BA Eligibility and Enrollment Management
- 05 BA Financial Management
- 06 BA Member Management
- 07 BA Operations Management
- 08 BA Performance Management
- 09 BA Plan Management
- 10 BA Provider Management
- 11 IA Components
- 12 TA Access and Delivery
- 13 TA Intermediary and Interface
- 14 TA Information and Interface

+ new document or drag files here

✓ Name Modified

Requirement: BE1.1 (2)

Requirement: BE1.10 (2)

Checklist Type: Checklist Validation (1)

BE1.10 Validation\_1 October 29, 2015

Checklist Type: Checklist Artifact

BE1.10 Navigation Artifacts\_1

Each checklist item is categorized by the CMS MECT identifier for easy crosswalk.

| Reference # | Navigation Item # | System Review Criteria                                                                                                                              | Source | RFP Source ID | Requirement Description | Navigation     |
|-------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------|-------------------------|----------------|
| BE1.10      | 1                 | Maintains record/audit trail of a Beneficiary's requests for copies of personal records (including time/date, source, type, and status of request). | PRI    |               |                         | 1.<br>2.<br>3. |

Drilling down takes the user to the navigation steps of the artifacts.

| Name                               | Modified             | Modified By | DocumentCategory | DocumentType            | MITA Business Process     | Requirement |
|------------------------------------|----------------------|-------------|------------------|-------------------------|---------------------------|-------------|
| BE1.1 Navigation Artifacts_1.docx  | 10/29/2015 4:31 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.1       |
| BE1.11 Navigation Artifacts_1.docx | 10/29/2015 4:49 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.11      |
| BE1.12 Navigation Artifacts_1.docx | 10/29/2015 5:04 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.12      |
| BE1.13 Navigation Artifacts_1.docx | 10/29/2015 5:09 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.13      |
| BE1.1 Validation_1.xlsx            | 10/29/2015 4:28 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.1       |
| BE1.11 Validation_1.xlsx           | 10/29/2015 4:49 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.11      |
| BE1.12 Validation_1.xlsx           | 10/29/2015 5:03 anon |             | Checklist        | 06 BA Member Management | Manage Member Information | BE1.12      |

Reports from the tool can be exported to Excel for easy tracking.

461,060,02,076

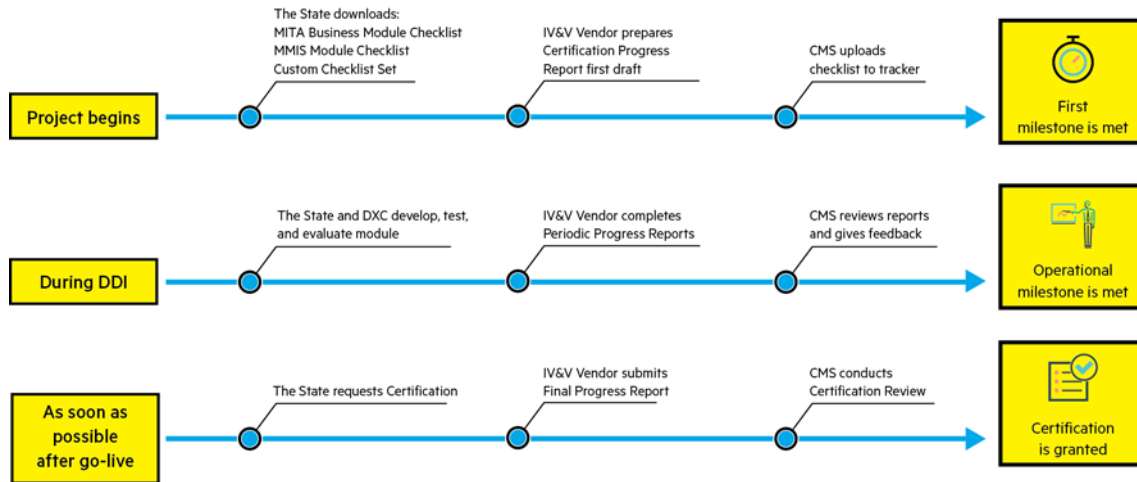
This tool requires interaction by the Department to review and approve proposed validation artifacts, before DXC begins work on them. This is critical to minimize rework. Having appropriate resources from the Department available early in the process, engaged with DXC for this activity, will add to the success of the certification effort.

|               |        |                                                                                                                              |
|---------------|--------|------------------------------------------------------------------------------------------------------------------------------|
| Certification | CERT02 | The Contractor shall complete quarterly and milestone updates of the CMS Certification Checklists as requested by the State. |
|---------------|--------|------------------------------------------------------------------------------------------------------------------------------|

DXC will complete quarterly and milestone updates of the CMS Certification Checklists as requested by DPHHS. Our Certification processes follow the CMS timeline, as depicted in the following graphic.



## CMS Certification Timeline



As validation items are completed during DDI, the DXC certification staff adds navigation steps to production examples of the solution objects and processes identified in the validation items. We create a data repository within the DXC certification tool with these production examples including screen shots for presentation to the CMS reviewers for each checklist requirement. These links become the review packets or virtual folders required by the CMS Review team. Users can create reports from the tool to show items complete and items pending.

|               |        |                                                                                   |
|---------------|--------|-----------------------------------------------------------------------------------|
| Certification | CERT03 | The Contractor shall validate the system against the CMS Certification Checklists |
|---------------|--------|-----------------------------------------------------------------------------------|

DXC will validate the Provider Services system against the CMS Certification Checklists. We have created an interactive certification tool to guide the certification process—from day one of development through receipt of the certification letter from CMS.

For this project, we will focus on the Provider Management MITA Business Area, Provider Critical Success Factors, and Provider Module Checklist—mapping requirements to system artifacts and processes, compiling documentation, defining artifacts that will be collected using production data post Go-Live, and validation narratives to clearly explain how they support and meet the CMS checklist requirement needed by CMS for each MECT 2.1 requirement. DXC will support the IV&V Progress Report's "Evidence Column" by providing a hyperlink to each Detailed System Design (DSD) artifact for each requirement and applicable checklist, including the five new technical checklists as defined by CMS's new MECT 2.1.

|               |        |                                                                              |
|---------------|--------|------------------------------------------------------------------------------|
| Certification | CERT04 | The Contractor shall contribute to the quarterly IV&V certification reports. |
|---------------|--------|------------------------------------------------------------------------------|

DXC will contribute to the quarterly IV&V certification reports. As depicted in the graphic in response to requirement CERT02, we assist the IV&V vendor with the Certification Progress Reports required by CMS. We collaborate with the IV&V vendor to make sure each CMS Gate Review is met and the written documentation is submitted timely.



|               |        |                                                                                                                                                                                                              |
|---------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Certification | CERT05 | The Contractor shall provide staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS. |
|---------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide staff to support MECT milestone review and certification activities. We will participate in planning activities, meetings and other activities required by CMS. The DXC Certification team will assist the Department's certification staff with training using the certification tool, holding certification meetings to monitor progress, and planning the steps to request the certification site visit with CMS. DXC Certification Lead Kelly Nabozny will also help validate that requirements that apply to the Provider Management solution are met and properly demonstrated in the certification tool.

The Department's certification staff will work with DXC to plan a pre-site visit conference and virtual certification checklist walkthrough to verify the larger and more complex checklists have enough time for review during the time CMS is on-site at the State. DXC will also help state staff members talk about their checklists with their assigned CMS reviewers, and provide requested material to CMS for review before the site visit to expedite review and approval.

DXC will participate in certification meetings, answer questions, and explain the solution capabilities. Our continuing experience in successful CMS certifications enables us to minimize the risks and delays to certification our customers might otherwise face as they prepare for the on-site certification review. DXC's record of accomplishment should provide confidence in our ability to succeed in the Montana certification.

We recognize that this is the Department's moment and that you need to take center stage with confidence. We will support the efforts to achieve this success. We will provide experienced personnel to brief appropriate staff members on certification procedures, system operations, and other information necessary to make presentations at the time of certification. Department staff members can depend on our Certification team's support as we provide the following:

- Guide and mentor the Department's certification staff through the process
- Develop a certification process outlining the tasks, assignments, and clearly defined roles and responsibilities
- Prepare required solution documentation and production samples for the MITA business process areas for which DXC has responsibility
- Prepare informative presentation materials
- Participate in the on-site review

Although the Certification process is never routine, DXC can make it more predictable and rewarding.





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| Certification | CERT06 | The Contractor shall assist the Agency in preparing certification artifacts, evidence and presentation materials, e.g., Requirements/ user stories and/or use cases for functional and non-functional requirements, data, business, capacity/performance, security/privacy/HIPAA compliance, usability, maintainability, interface, 508 compliance, disaster recovery, traceability to test plans or test cases. |
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DXC will assist the Department in preparing certification artifacts, evidence, and presentation materials as described in the response to requirement CERT05 including the following:

- Requirements/user stories and/or use cases for functional and non-functional requirements
- Data, business, capacity/performance
- Security/privacy/HIPAA compliance
- Usability, maintainability, interface, 508 compliance
- Disaster recovery
- Traceability to test plans or test cases

Our approach initiates certification activities as soon as we sign the contract. CMS certification activities start as requirements are reviewed and refined, and aligned with CMS requirements. The Department will review and approve proposed validation artifacts before we begin collection and creation.

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| Certification | CERT07 | The Contractor shall participate and support as needed in CMS certifications of the other modules |
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DXC will participate and support as needed in CMS certifications of the other modules. We will collaborate with the other module vendors to help the Department achieve enterprise-wide certification. We have certified more Medicaid solutions than any other vendor. The Department will benefit from our experience and knowledge. We will work with the other vendors in a teamwork fashion, providing consultation and guidance where needed. This collaboration will be led by Certification Lead Kelly Nabozny.

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| Certification | CERT08 | The Contractor shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State. |
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The Department can count on DXC to expeditiously conduct required remediation activities related to certification findings on a schedule to be approved by CMS and the State. Although DXC does not anticipate the need for remediation based on CMS certification, this activity is part of the planning and execution for certification.

We will have systems and operations staff members available during the CMS site review to address and create needed additional statistics or information. This minimizes follow-ups and delays because of requests pending at the end of the site visit when CMS leaves. DXC will work to move the Department swiftly and successfully through the certification process with careful planning, mentoring, and tracking.



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| Certification | CERT09 | The Contractor shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process. |
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DXC will use appropriate testing, configuration, and change control procedures for changes made to the solution during the certification process. If CMS requires remediation of a system issue during the Certification process, the standard change control processes will be followed.

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| Certification | CERT10 | The Contractor shall update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process. |
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DXC will update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process. We will use several software packages to facilitate the management of changes to software and documentation throughout this project.

We will use our innovative requirements Tracking Repository and Collaboration Exchange (rTRACE) tool and SharePoint to apply our project management methods to implement and support the document management process. By following this controlled process, we define, document, approve, baseline, monitor, manage, and report changes consistently.

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| Certification | CERT11 | The Contractor shall ensure system CMS Certification through correct design, implementation, documentation and certification support. |
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The DXC Provider Services solution is CMS Certifiable. We will provide a solution that can assist with timely Certification through correct design, implementation, documentation, and certification support. DXC used MITA checklists and the Medicaid Enterprise Certification Toolkit (MECT) as a framework for development of a Provider Management solution that supports the CMS Conditions and Standards. Meeting these standards allows states to gain enhanced Federal Financial Participation (FFP).

We provide a Provider Management environment of continuous improvement and efficiency. The Provider Management module supports and maintains the provider business functions, files, and data elements necessary to meet the requirements of CMS Certification Standards and the State Medicaid Manual (SMM).

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| Certification | CERT12 | The Contractor shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement. |
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DXC will coordinate with the Department to develop CMS Certification Checklist documentation for each MECT Checklist requirement. To address the detailed requirements of the new MECT 2.1 checklists DXC developed an interactive checklist tool. We use the tool to add checklist validation items that define how the Department's system and business processes meet each requirement; and to capture the production artifacts for presentation to CMS during the Certification Milestone Review. DXC will use this interactive checklist tool for the certification process. Our response to CERT01 shows the checklist tool we developed to facilitate a smooth Certification.

*Our interactive checklist tool will make available the systems-related planning and DDI-related activities, output, documentation, and test results to substantiate the solution meets related CMS certification checklist items as defined for the review.*

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| Certification | CERT14 | The Contractor shall populate the certification document repository, as each required item/artifact is completed and approved. |
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DXC will populate the certification document repository, as each required item/artifact is completed and approved. As validation items are completed during DDI, the DXC certification staff adds navigation steps to production examples of the solution objects and processes identified in the validation items. We create a data repository within the DXC certification tool with these production examples including screen shots for presentation to the CMS reviewers for each checklist requirement. These links become the review packets or virtual folders required by the CMS Review team. Users can create reports from the tool to show items complete and items pending. The certification checklist tool supports adding the appropriate checklists as needed for each state or commonwealth.

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| Certification | CERT16 | The Contractor shall present at milestone reviews and other certification meetings as directed by the State. |
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At the request of the Department, DXC will present at milestone reviews and other certification meetings as directed by the State. Our experienced Certification Lead and project leaders will brief appropriate Department staff members on certification procedures, module operations, and other information necessary to make business area and technical checklist presentations at the time of CMS certification. If the Department prefers DXC to make the presentations, our staff are prepared to do so.

### 3.10.4 Operations, Maintenance, and Configuration

*A note on the format for our response to 3.10.4:* As required in the instructions for responding to Section 3, DXC is repeating the entire text of 3.10.4, including subsection numbers, and inserting the Attachment F requirements into the text, following the corresponding 3.10.4 subsection.

Any Attachment F requirements that do not exactly match to one of the subsections are answered at the end of this response to 3.10.4.

System Enhancement requirements specific to Option A or Option B (both DDI and Operations) have been answered in the Option A and Option B portions of our proposal.



The Contractor shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Contractor will follow project management and system development processes throughout the life of the Contract.

#### **3.10.4.1 Maintenance and System Enhancements**

Throughout the life of the contract there are two distinct classifications of work that all MPATH Module Contractors will perform maintenance and system enhancements.

#### **Maintenance**

DPHHS defines maintenance for each MPATH module as follows:

1. Making configuration updates as requested by DPHHS. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic.
2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications.
3. Correcting deficiencies (defects) found in the solution(s) based on a failure to meet the detailed requirements in completed enhancement, configuration or maintenance requests.
4. Conducting research requested by DPHHS or required to support the Department. For example:
  - a. System behavior and results
  - b. New healthcare initiatives
  - c. Best practices research across states and industry
  - d. Impacts of new State and federal legislation
5. Performing mass adjustments or mass changes as requested by DPHHS or required to support Montana Healthcare Programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).
6. Performing regular maintenance as needed by DPHHS required to support Montana Healthcare Programs. Examples of maintenance include but are not limited to:
  - a. Performance optimization.
  - b. Database management.
  - c. Software, hardware, and tools (e.g., patches, upgrades, and replacement).
  - d. Interface, report, and correspondence changes.
  - e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy).
7. Using appropriate testing, configuration, and change control procedures.
8. Updating system, user, and training documentation and online help to reflect changes that have been made to the solution.
9. Performing the activities above to maintain customizations implemented as part of an approved enhancement.
10. Perform incremental integration services to retrofit previously implemented modules to accommodate integration with modules in the design, configuration and build phase. Incremental integration services should be included in the DDI costs.

If incremental integration can be handled using configuration, the integration will fall under the definition of maintenance, if the incremental integration requires system development and testing efforts the integration will fall under the definition of enhancement.

All maintenance activities will be performed at no additional cost to the State in the Contractor's response. The Contractor will be required, at no additional cost, to add resources necessary to complete all activities by the required due date. Maintenance activities and any associated hours will not be applied to the system enhancement hourly pool.



## Attachment F Requirement for “Maintenance” and DXC Response

|                                            |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Operations, Maintenance, and Configuration | OMC04 | <p>The Contractor shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Contractor will follow project management and system development processes throughout the life of the Contract.</p> <p>The Agency defines maintenance for each module as follows:</p> <ol style="list-style-type: none"> <li>1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic.</li> <li>2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications.</li> <li>3. Correcting deficiencies (defects) found in the solution(s) based on a failure to meet the detailed requirements in completed enhancement, configuration or maintenance requests.</li> <li>4. Conducting research requested by the State or required to support the Department. For example: <ol style="list-style-type: none"> <li>a. System behavior and results</li> <li>b. New healthcare initiatives</li> <li>c. Best practices research across states and industry</li> <li>d. Impacts of new State and federal legislation</li> </ol> </li> <li>5. Performing mass adjustments or mass changes as requested by the State or required to support the State's healthcare programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes).</li> <li>6. Performing regular maintenance as needed by the State required to support the State's healthcare programs. Examples of maintenance include but are not limited to: <ol style="list-style-type: none"> <li>a. Performance optimization.</li> <li>b. Database management.</li> <li>c. Software, hardware, and tools (e.g., patches, upgrades, and replacement).</li> <li>d. Interface, report, and correspondence changes.</li> <li>e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy).</li> </ol> </li> <li>7. Using appropriate testing, configuration, and change control procedures.</li> <li>8. Updating system, user, and training documentation and online help to reflect changes that have been made to the solution.</li> <li>9. Performing the activities above to maintain customizations implemented as part of an approved enhancement.</li> <li>10. Perform incremental integration services to retrofit previously implemented modules to accommodate integration with modules in the design, configuration and build phase. Incremental integration services should be included in the DDI costs.</li> </ol> |
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DXC will provide operations support, maintenance, and ongoing configuration of the Provider Services solution throughout the life of the Contract. We understand this requirement includes providing operations support as described in the scope of work, as well as providing maintenance and enhancements to the provided solution. DXC will follow project management and system development processes throughout the life of the Contract.



DXC will perform the following maintenance for each Provider Services module:

- **Make configuration updates as requested by the Department**—In the DXC Provider Services solution changes to table values, parameters, codes, and business logic are maintained by business analysts rather than developers. The configurable aspects of the solution are managed through the change control process. Hardcoded business logic, if any, is handled by the corporate product team and delivered in product releases.
- **Correct defects found in the solution**—In the module product delivery model, defects in configuration or business rules are corrected at the local level; product defects are resolved by the DXC product team and included in a future release. Configuration defects that are found through testing will be documented and linked to their respective requirement and test cases. Our defect management process contains a root-cause analysis step.
- **Conduct research requested by the Department or required to support the Department**—DXC will conduct research and report results to the Department as needed to support an efficient and effective provider management program. Research we conduct will fall into several categories, including the following:
  - System behavior and results: we will monitor the system behavior, maintaining logs and reports to assist in research as needed.
  - New healthcare initiatives: we will leverage our knowledgeable professionals at the corporate level and on our 21 Medicaid accounts to stay abreast of initiatives across the nation. If the Department has a specific initiative in mind, we can assess the project, conduct research among our peers, and provide guidance as needed on outcomes, lessons learned, and best practices related to the project.
  - Best practices research across states and industry: The DXC Delivery Capability model, alive within our account model, lets us share best practices across our fiscal agent accounts so each capability, such as Provider Management, is optimized and uses the best practices in the industry. The capability structure allows organizations supporting our healthcare contracts and performing similar processes to share knowledge management, best practices, and enhancement opportunities. It provides ready access to accounts seeking qualified help in areas such as application testing, reference, provider, prior authorization, pharmacy, and immunization registry. The staff capability model is where DXC employees regularly share new ideas and innovations across a broad spectrum of Medicaid accounts nationwide.
  - Impacts of new State and federal legislation: the DXC Healthcare Solution Framework (HSF) team is an internal team of industry professionals focused on our Medicaid solutions. They embody the CMS Seven mandate of promoting the shared use of enterprise-wide technology-based solutions and increasing the use of COTS products. A main focus of HSF is to keep current on the legislative changes that are coming to Medicaid so that our products are aligned with those changes. The team analyzes and documents the requirements and effects of an initiative and evaluates the potential for shareable development effort, thus sharing artifacts in implementation of similar mandates. It is likely that each customer will implement a federal mandate differently or have a different business use, such as the ability to use ICD-10 codes and how they are used in policy. A solution flight plan is developed and shareable deliverables produced when feasible, reducing effect on operational accounts and helping customers maximize their program dollars.
- **Perform mass adjustments or mass changes as requested by the Department or required to support the State's programs**—DXC will perform mass changes to provider



data as needed to support the Department. Mass disenrollment of providers based on criteria defined by the Department will be possible in future releases of our Provider Services solution.

- **Performing regular maintenance**—DXC maintenance of the Provider Services solution will include:
  - Performance optimization: DXC incorporates multiple enterprise-level tools and processes to monitor system performance and manage infrastructure using ITIL-compliant processes. The system collects, analyzes, and reports capacity and performance statistics and assesses the effect on critical business systems. This allows us to make adjustments as needed to maintain optimal performance.
  - Database management: DXC performs intelligent database partitioning to improve overall application performance and simplify database management and administration. As databases grow in size, there is a direct correlation with declines in overall system performance. Partitioning tables into smaller units enhances overall system performance and facilitates database management.
  - Software, hardware, and tools: DXC uses prearranged downtime to perform required infrastructure maintenance including, patches, upgrades, and replacement. We perform this infrastructure maintenance to mitigate outages.
  - Interface, report, and correspondence changes: DXC's goal is to verify that each change to the Provider Services solution is documented and adequately controlled through a proven change control methodology. We will implement a standardized change control process to manage changes to the configuration of interfaces, reports, and correspondence.
  - Making corrections or changes to maintain the integrity of the system or the data within it: (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures or adding redundancy).
- Use appropriate testing, configuration, and change control procedures: Our change control methodology and approach manage tasks such as backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, and adding redundancy. Change management is the cornerstone to managing critical and complex programs. As part of our overarching approach to project management, we will create a change management plan and implement a standardized change control process.
- Update system, user, and training documentation and online help: Our Documentation Management Plan lists the documentation and deliverables that will be produced during the Provider Services implementation and operations phases. Updates to the documentation follow the formal change control process. As a step in the change control process, documents are updated to reflect each configuration change.
- Perform the activities to maintain customizations implemented: During Operations, DXC uses our project management and systems development lifecycle processes that were deployed during implementation. Work patterns are tailored to meet the needs of each project. Through these controlled processes and procedures, we maintain configurations to the Provider Services modules.
- Perform incremental integration services to retrofit previously implemented modules: As new modules are introduced to the Department's MPATH environment, we will perform services to integrate them to the Provider Services modules as needed. If we are to implement a new



Provider module, we will make sure it integrates to our other Provider modules and to other vendor modules as needed.

### **System Enhancements**

DPHHS defines systems enhancements as follows:

1. System enhancements exclude any activities defined in "Maintenance" above.
2. New features or functionality that fall outside the scope of all RFP requirements, Offeror's RFP response, the contract, or agreements of any supplemental negotiations.

The State must approve both the design and level of effort prior to the start of development or configuration for system enhancements. DPHHS must approve any changes to the design or level of effort that occur after the original approval. The level of effort billed cannot exceed the level of effort approved by DPHHS. The level of effort incurred to complete an enhancement will be applied to the System Enhancement Pool once the enhancement is implemented and approved by the Department. If the level of effort exceeds the System Enhancement Pool hours remaining, the Department may choose to utilize hours from the next Contract operations year or have the Contractor invoice the Department for the balance at the rates defined in Attachment G, Provider Pricing Schedules, Schedule E – Resource Hourly Rates.

The Contractor must provide an estimate of any impact to annual operations cost, for the enhancement during the operations phase of the Contract if applicable. Reimbursements for any additional operations costs must be addressed in a contract amendment.

### **System Enhancement Pool**

DPHHS recognizes that enhancements to the solution may be required periodically throughout the life of the contract to meet mandated Federal or State rules or regulations or to provide increased efficiency in operations or promote cost savings. The Contractor will add resources as necessary to complete enhancements by the required due date.

### **System Enhancement Pool for DDI Base Scope of Work**

The Contractor will provide 1,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 1,500 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.

The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one-month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.





## ***Attachment F Requirement for “System Enhancement Pool for DDI Base Scope of Work” and DXC Response***

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| Operations, Maintenance, and Configuration | OMC17 | <p>The Contractor shall provide 1,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 1,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.</p> <p>The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.</p> |
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DXC acknowledges this requirement and will comply. We will provide 1,500 system enhancement pool hours to be used during the duration of the DDI phase of the contract. These hours are included in our fixed price.

### **System Enhancement Pool for DDI Option A Scope of Work**

The Contractor will provide 500 system enhancement pool hours for the duration of the DDI phase of the contract for the Option A Scope of Work. The cost of these 500 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.

The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one-month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.

## ***Attachment F Requirement for “System Enhancement Pool for DDI Option A Scope of Work” and DXC Response***

This requirement is for Option A. The associated Attachment F response is found in our response to Option A. Please see pages 447 through 449 for our response to the OMC requirement that corresponds to the System Enhancement Pool for DDI Option A.

### **System Enhancement Pool for DDI Option B Scope of Work**

The Contractor will provide 250 system enhancement pool hours for the duration of the DDI phase of the contract for the Option B Scope of Work. The cost of these 250 enhancement pool



hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.

The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one-month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.

### ***Attachment F Requirement for “System Enhancement Pool for DDI Option B Scope of Work” and DXC Response***

This requirement is for Option B. The associated Attachment F response is found in our response to Option B. Please see pages 489 through 491 for our response to the OMC requirement that corresponds to the System Enhancement Pool for DDI Option B.

#### **System Enhancement Pool for Operations Base Scope of Work**

The Contractor will provide 00 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 500 system enhancement pool hours are included in the Offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort. (Please note: State's response to bidder question fixed this error: changed hours to 500).

Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D – Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G, Provider Pricing, Schedule D – Enhancement Pool Hours.

### ***Attachment F Requirement for “System Enhancement Pool for Operations Base Scope of Work” and DXC Response***

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| Operations, Maintenance, and Configuration | OMC21 | <p>The Contractor will provide 500 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 500 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.</p> <p>Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of</p> |
|--------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



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|  |  | the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. |
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DXC acknowledges this requirement and will comply. We will provide 500 system enhancement pool hours annually during the Operations phase of the contract. These hours are included in our fixed price.

#### **System Enhancement Pool for Operations Option A Scope of Work**

The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year for the Option A Scope of Work. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.

Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D – Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G, Provider Pricing, Schedule D – Enhancement Pool Hours.

### ***Attachment F Requirement for “System Enhancement Pool for Operations Option A Scope of Work” and DXC Response***

This requirement is for Option A. The associated Attachment F response is found in our response to Option A. Please see pages 447 through 449 for our response to the OMC requirement that corresponds to the System Enhancement Pool for Operations Option A.

#### **System Enhancement Pool for Operations Option B Scope of Work**

The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year for the Option B Scope of Work. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.

Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D – Enhancement Pool Hours. The cost of the contract will be reduced proportional to



the cost of the unused hours using the rates provided in Attachment G, Provider Pricing, Schedule D – Enhancement Pool Hours.

### ***Attachment F Requirement for “System Enhancement Pool for Operations Option B Scope of Work” and DXC Response***

This requirement is for Option B. The associated Attachment F response is found in our response to Option B. Please see pages 489 through 491 for our response to the OMC requirement that corresponds to the System Enhancement Pool for Operations Option B.

The Offeror must describe their approach to meet each of the detailed Operations, Maintenance, and Configuration requirements defined in Attachment F, Requirements Matrix.

## **DXC Response to Remaining Attachment F Requirements**

The following pages present DXC's responses to the OMC requirements that pertain to audit and review support, disaster recovery and business continuity; module maintenance and related notification; system access restriction, updates, and events; help desk and online help; and system enhancement and reference materials. Each response is labeled with the corresponding requirement number.

|                                            |       |                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC01 | The Contractor shall cooperate and assist the Department in responding to all law enforcement, federal and State audit and review requests. The Contractor shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information. |
|--------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will cooperate and assist the Department in responding to law enforcement, federal, and State audit and review requests. We will provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information. As a long-term vendor of MMIS and fiscal agent services, we understand the requirement for periodic Federal and State audit reviews, including Medicaid Eligibility Quality Control (MEQC) and SSAE16 Type II.

We appoint a staff member as the primary point of contact for PERM, OIG, and other federal/state audits. The audit coordinator/liaison tracks audit requests through completion with internal subject-matter experts (SMEs) and account management. As needed, DXC team members will assist the State in responding to any questions during the audit processes.

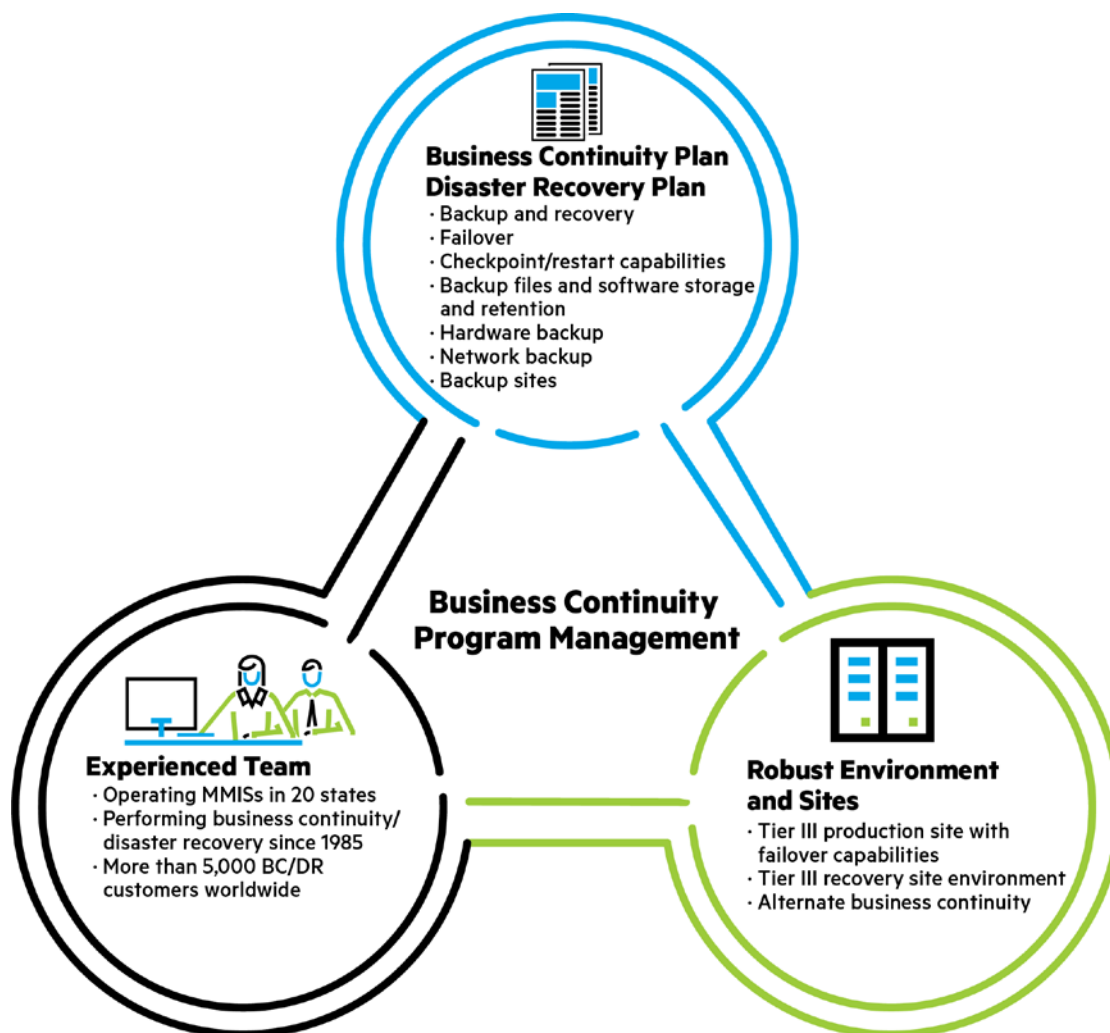
We will work with the Department to determine the predefined electronic format and delivery schedule for data extracts from the Provider Services data store. We will work with the Department to establish target population or target data sampling using State or Federal criteria. We will produce these sample reports according to the predefined delivery schedule, and submit sampling information in a predetermined format.

|                                            |       |                                                                                                                                                                                 |
|--------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC02 | The Contractor shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery. |
|--------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery. Our solution provides the Department with virtually uninterrupted provider services delivery. Microsoft's Azure Site Recovery capability provides automatic redundant servers and data between geographically-separated data centers, with high-speed fiber links that provide continuous replication of data. This replication method allows a near real-time, asynchronous update of data to secondary data center's failover environment. Regular processing and services can continue if a disaster or major hardware problem occurs at the primary site. The following figure summarizes the components of our business continuity and disaster recovery approach.

#### DXC's Business Continuity and Disaster Recovery Approach



We have technology expertise in multiple platforms from major suppliers besides multivendor expertise in designing and implementing business continuity and disaster recovery solutions for IBM, Oracle, Dell, EMC, VMware, AWS, and Microsoft Azure environments. DXC is recognized as a pioneer and leader in technologies such as clustering and data mirroring, which are the foundation for disaster-tolerant computing. We propose use of Microsoft Azure Government cloud and Azure Site Recovery, which is well prepared to meet the Department's requirements for preparing for, responding to, and recovering from disasters.



|                                                     |       |                                                                                                                                                                                                                                                                |
|-----------------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC03 | The Contractor shall conduct an annual test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the Department. |
|-----------------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will conduct an annual test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the Department. Working with the Department and the SI vendor, DXC will conduct annual, comprehensive technical and operational tests of the business continuity and disaster recovery plans. We will conduct role plays and update the business continuity and disaster recovery plans based on the results of testing, with findings for improvement after each annual test being added to the Disaster Recovery Plan.

During the development of the infrastructure, the DXC Disaster Recovery team will develop the technical recovery plan (TRP) for the production environment. The plan is used throughout the disaster recovery planning process from the disaster recovery plan to disaster recovery rehearsals or simulations to actual recovery events.

During each periodic rehearsal, the Rehearsal team—comprising members of the Department and DXC Disaster Recovery team—will review the TRP. During this review, the infrastructure information—such as hardware, software, and network information—is verified and updated as necessary to align the documentation with the infrastructure. Additionally, previous rehearsal and procedures notes are reviewed and updated so the latest standards and practices have been incorporated.

The following is an actual case study of the effectiveness of our disaster recovery and business continuity plans put into action.

#### Case Study

| Customer                   | DXC Offering and Performance Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Navy Marine Corps intranet | <ul style="list-style-type: none"> <li>Disaster—In 2010, flood waters overran U.S. Navy support facilities in Tennessee, testing the DXC Emergency Preparedness plan.</li> <li>What Happened—Within a matter of days—or in some cases within hours—DXC reconstructed and installed numerous services.</li> <li>DXC Response—DXC restored data and email services using virtual exchange servers rebuilt at an alternate site in Norfolk.</li> </ul> <p>“The team spirit and extraordinary effort displayed by everyone working together was <i>superlative</i>. The teams' efforts showed exceptional dedication, pride and professionalism. Many Navy personnel on the base commented several times how impressed they were with our swift response in restoring and recovering operations.”</p> <p>– Bob Hathaway, BUPERS Customer Relations Manager</p> |

|                                                     |       |                                                                                                                                                     |
|-----------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC05 | The Contractor shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages. |
|-----------------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------|





DXC will provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages. Our solution provides a response to users who attempt to access a solution component or content that is unavailable because of scheduled maintenance notifying them of the reason for non-availability and an expected service-resumption time.

For the Provider Portal, DXC will verify the website users are notified of the scheduled maintenance on the website's main page. We use the broadcast message feature to post scheduled downtime information on public and secure home pages. The following figure is an example notification.

**Scheduled Maintenance Notification**

The MES Provider Web Portal will be unavailable while we conduct scheduled maintenance On Saturday, 2/23, 8:00 AM – 10:00 AM Eastern time. We apologize for any inconvenience. If you have any questions, please contact us at: [serviceteam@DXCMES.com](mailto:serviceteam@DXCMES.com)

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|                                            |       |                                                                                                                         |
|--------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC06 | The Contractor shall have processes in place to restrict access when inappropriate system access or misuse is detected. |
|--------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has processes in place to restrict access when inappropriate system access or misuse is detected. Outside entities must enter the DXC solution through an area bounded by edge routers and firewalls with intrusion defense or detection devices. Intrusion detection system/intrusion prevention system (IDS/IPS) solutions block aberrant patterns in network actions such as denial-of-service attacks or penetration retries by blocking or dropping undesired traffic.

We will provide compliance tools that will aid in managing users across the various component systems, monitor system activity for unusual behavior, and support individual rights as specified in the HIPAA and DPHHS regulations. These compliance tools will use data analytics functions to alert security management of unusual trends and the violations of defined thresholds.

|                                            |       |                                                                                                                                                                                                       |
|--------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC07 | The Contractor shall test and implement all production ready patches, upgrades, and releases for all software, firmware and operating systems in a timely manner, in coordination with other modules. |
|--------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will test and implement production ready patches, upgrades, and releases for software, firmware, and operating systems in a timely manner, in coordination with other modules. We provide automated timely patch deployment for operating systems and configuration management for DXC-managed servers. Standard hardware-related services supporting the Provider Services solution includes patch and system driver management.

Infrastructure components—specific hardware devices and software products we select—are pre-integrated, pretested, and certified to establish standard configurations and accelerate implementation time frames. DXC Server Automation software enables us to automatically



perform activities such as server discovery to provisioning, patching, configuration management, and script execution to comply with DXC IT configuration standards.

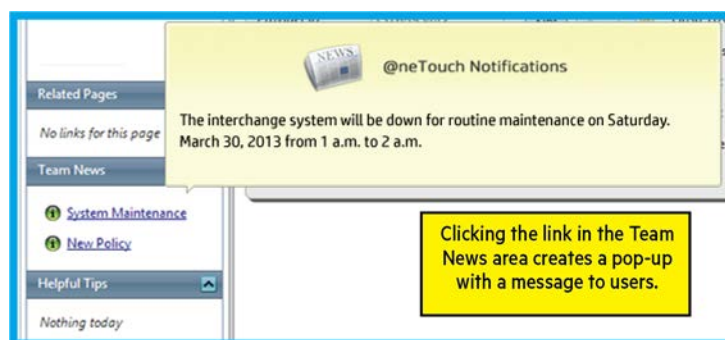
|                                            |       |                                                                                                                                                        |
|--------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC12 | The Contractor shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages). |
|--------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will notify the appropriate user community of system events such as major system changes and system outages. The user communities will be defined by the Department.

Provider and trading partner communities are notified through broadcast messages on the Provider Portal. Broadcast messages on the public web pages can communicate global information needed for population groups. On the secure web pages, messages can be focused by provider type or other variables. The Broadcast Message subsystem in the Administrator Portal gives administrators the ability to create and maintain one-way Broadcast Messages that can display on the Provider Portal. The message can be broadcast on the secure home page, public welcome page, or both pages.

The need to create a broadcast message can arise from system outages, system upgrades, new features added, important information messages, and various other reasons. An unlimited number of broadcast messages is allowed to be entered using the Administrator Portal.

Internal users receive alerts to new policy, system maintenance, new tools, and other changes through the Team News. Completely user configurable, without technical help, the Team News is a great feature to help spread messages enterprise-wide very quickly. The following figure shows a maintenance announcement and a policy update available for user's reference. When the user clicked on System Maintenance, the pop up box gave them important news.



This feature was a user favorite in our MMIS systems, so we have transferred the functionality to the modules in our Healthcare Payer Platform.

|                                            |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC15 | The module Contractor shall provide help desk services to provide level 0 (customer self-service) level 1(basic support), level 2 (moderate support) that includes as appropriate, escalation to the State and level 3 (technical/integration) support related to the functionality of the module's scope of work. Level 1 help desk is the first point of contact and is responsible for logging the issue and, if possible, assisting the user. |
|--------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide help desk services to provide the following levels of assistance.

- Level 0 — customer self-service





- Level 1 — basic support
- Level 2 — moderate support that includes escalation to the State, as appropriate
- Level 3 — technical/integration support related to the functionality of the Provider Services module

Level 1 help desk will be the first point of contact and is responsible for logging the issue and, if possible, assisting the user. DXC has a dedicated team within our organization that focuses on healthcare call center needs in provider services. We have operated Medicaid-specific call centers for more than 40 years. Each call center model is tailored to our customer's program and requirements. Although they are different, we share our knowledge base across the organization. This experience we bring will benefit the Department in the help desk service desk we provide.

The goal of our help desk approach and solution is to offer a professional and responsive experience. DXC will provide staff and technology needed to deliver appropriate and quality responses to callers. Our team will work with the Department to create the most efficient program possible while providing the best customer service experience. The Department will receive a comprehensive help desk solution that delivers prompt, professional service by highly qualified staff to each caller at each contact.

|                                                     |       |                                                                           |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC16 | The Contractor shall provide online help for external and internal users. |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------|

The Provider Services solution provides online help for external and internal users. DXC web portals include both field-level and page-level help, step-by-step guides, and other information. We also provide web-based tutorials for providers to access at their convenience, on their schedule.

DXC also posts Frequently Asked Questions (FAQs) online in an organized and searchable format. We compile the FAQs, post them on the portal, and then group questions by topic. The questions will be displayed by topic to help users easily find the information they need.

For internal module users, we provide sophisticated online help. Our context sensitive help goes beyond any other help available through the inclusion of business defined MITA Business Process Steps – directly maintained and available through the Help feature. This approach applies MITA concepts where they matter most, at the individual user level. Through standardization of process step documentation, training is easier and overall business quality is improved.

Process step documentation and help information updates are performed on-line in real time. This capability is available to the whole operational business team. Now it is much easier to update the documentation as business processes change while you climb the MITA maturity ladder.

Each type of help launches an independent help window. Three levels of help – Page Help, Tab Help, and Field Level Help – means that each user gets the help needed. Each of the three levels of help are interrelated and users can navigate through the help tree for a high level overview or a detailed description. The help documentation is only entered once but is available in each view.



Detailed online help provides the following added value:

- New staff members can use the system faster.
- Experienced users can instantly access reminders of infrequently performed processes.
- Power users need not click past levels of inappropriate help.
- Trainers or trainees can use the tree navigation and image enlargement features.
- Business Analysts use the tree to view or edit help and MITA process information.

Help is much more than a mouse-over description of a field. It indicates the definition of every field on the screen, their related data type and format, and any screen edits and validations that are performed.

|                                                     |       |                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC18 | The Contractor shall notify the Department when updated reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials) are available for review. |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will notify the Department when updated reference materials — such as Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials — are available for review. As a part of the change control process, each developer and business analyst involved in a configuration change or other change is responsible for making the needed changes to the appropriate documentation. When the updates are complete, they trigger the review and approval workflow process in the document management system. This action notifies the appropriate Department personnel that new reference material is available.

After approval of updates, DXC posts a notice that new material is available to users. This occurs in the Team News area of the Provider Services modules.

|                                                     |       |                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC19 | The Contractor shall provide 24x7 access to the Department for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials). |
|-----------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide 24x7 access to the Department for reference materials —such as Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials. Microsoft SharePoint will be the repository for operations manuals and training materials, as well as contract administration documents. This tool enables us to create and access secure content while automating records management. It provides versioning and streamlines content management. We use SharePoint for “living” documents—types of documents that typically require updating and versioning.

SharePoint is available to users around the clock, allowing them to access reference material when they need it.



### 3.10.5 Key Personnel and Resources

The Offeror must provide key personnel to be assigned to the DDI and Certification phases of the project. At a minimum, key personnel shall include a Project Manager, Contract Manager, Testing Lead, Integration Lead and a Certification Lead. DPHHS will review and approve all key personnel.

The Offeror shall provide key personnel for the Operations, Maintenance and Configuration phase of the Project. At a minimum, key personnel shall include a Project Manager, Technical Manager and a Contract Manager. The Offeror must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. DPHHS will review and approve all key personnel.

For all phases of the Project, the Offeror's Project Manager will be required to perform work at the Primary Project location (Helena, Montana) unless approved by DPHHS to work remotely. Other Offeror staff working remotely, must be available to work in Helena, Montana at the Department's request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment). For any work performed at a location other than the Helena, Montana, the Offeror must identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location.

The Offeror must propose a staffing approach to meet each of the requirements detailed in Attachment F, Requirements Matrix.

### DXC Response

DPHHS will be supported through each phase of the Provider Services contract by the experienced, knowledgeable, and highly qualified DXC team. We are delivering our highest skills for planning, organizing, managing, and reporting throughout the contract term. We reviewed the requirements, goals, and the project scope and understand the need for staff members who have completed similar project activities. To fulfill this need, we propose leaders and staff members with proven abilities and specialized skills.

DXC will provide skilled, professional key personnel for DDI and Certification and the Operations, Maintenance, and Configuration phases of the Provider Services project:

- **Brian Haw**, Project Manager for DDI and Certification Phase and Operations, Maintenance and Configuration Phase
- **Carol Pangborn**, Contract Manager for DDI and Certification Phase and Operations, Maintenance and Configuration Phase
- **Gay Todd**, Testing Lead for DDI and Certification Phase
- **George Bjorkman**, Integration Lead for DDI and Certification Phase and Technical Manager for Operations, Maintenance and Configuration Phase
- **Kelly Nabozny**, Certification Lead for DDI and Certification Phase
- **Beth Henry**, Business Operations Manager for Option B, Operations, Maintenance and Configuration Phase

Project Manager Brian Haw lives in Helena and will work at the primary project location. The other key staff will be off-site but available in Helena, as needed, to support the project.



The State will invest a significant amount of funds, resources, and time in this project and deserves a Provider Services vendor with a strong sense of stewardship and responsibility. As the leading Medicaid IT services provider, we devote the resources to successfully support the DPHHS.

## Attachment F Requirements for Key Personnel and Resources

In the following narratives, we provide a response to each of the Attachment F requirements for Key Personnel and Resources. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR01 | The Contractor can use off-shore and near-shore resources. However, offshore or near shore resources cannot develop security controls. The Contractor shall advise the Department when work is being completed by offshore or near shore resources. The Contractor shall ensure that all Contractor practices and procedures, including but not limited to secure coding practices are used by all resources. |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Department is allowing vendors to use offshore and nearshore resources. If DXC utilizes this option, offshore or nearshore resources will not develop security controls. DXC will advise the Department when work is being completed by offshore or nearshore resources. If these resources are used, practices and procedures, including but not limited to secure coding practices, will be used by our resources.

Our Global Delivery team has deep experience working with healthcare and eligibility customers to protect sensitive information. We have recently been staffing our government and healthcare account teams with globally-sourced resources, delivering the same benefits that we have provided for our private sector customers for years. Our global team already provides support for DXC applications such as our new Modular products. State and local accounts taking advantage of our Global Delivery capabilities include Kansas, Nevada, and California. Commercial healthcare accounts include BCBS Arizona, BS California, Wellmark, and Healthways. If these resources are used for this project, we will follow DXC best practices that we have executed on these accounts for a successful onboarding of bestshore resources. Our global team is ready to provide a staffing model optimized for cost and efficiency.

Each project is evaluated by DXC leadership to provide the correct staffing mix within the contract obligations. Customers can receive services from dedicated delivery teams or from a shared services team. Alternatively, a blended model can combine the Department focus and industry expertise of a dedicated team with the cost-saving potential of a shared services team.

For Montana specifically, we plan to use onshore resources for direct service delivery. We do plan to continue to use our offshore resources for product development on releases that will be delivered to all customers.

|                             |      |                                                                                                                                                            |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR02 | The Contractor, and any of its subcontractors, shall work cooperatively with module Contractors and Department staff to ensure the success of the program. |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------|



The DXC team will work cooperatively with other module contractors and Department staff to facilitate success of the program. Collaboration is critical for successful DDI, certification, and operations. The multiple vendors involved in the enterprise must work together in a spirit of teamwork and cooperation. DXC is committed to coordinate professionally with the other contractors. Project Manager Brian Haw is the Department's primary point of contact for matters relating to the project and will work cooperatively with module contractors and the Department. Brian is based in Montana and will work from the DXC project location.

The modular approach to deliver services emphasizes the importance of knowing how to integrate seamlessly with other vendors. DXC's proven performance history of working well with other companies is demonstrated by the high level of integrity, trust, and transparency we instill when working with them, for the benefit of our customers.

This collaborative way of working is nothing new to us. In fact, we have often approached our competitors to forge successful DXC Strategic Alliances based on operating principles of speed, agility, focus, and predictability for the good of our customers. Current alliances include technology partners, such as Microsoft and SAP, and systems integration partners, such as Accenture, Capgemini, and Deloitte.

|                             |      |                                                                                                                                                                                                                               |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR03 | The Contractor shall help prevent project delays and address them if they occur. This includes assurances that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule. |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Through the project management plan and project schedule, Project Manager Brian Haw and Contracts Manager Carol Pangborn will have the tools they need to track progress and understand the potential for delays. Supported by these tools and their own project experience, the leadership team will be able to recognize project delays and address them if they occur.

*DXC Assurance:* DXC has a nationwide presence in Medicaid implementation and delivery. This network will provide the resources and knowledgeable, experienced staff that is required to meet the project schedule. If needed, Project Manager Brian Haw will work with other leaders to acquire the resources needed for Montana.

|                             |      |                                                                                                                                                                                   |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR04 | The Contractor shall provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations. DXC has carefully reviewed all requirements in Section 3 and Attachment F and has developed a staffing plan that provides sufficient personnel to administer and execute project activities. The Attachment H Resource Allocation document demonstrates this sufficiency by identifying project staff by FTE and hours. We have planned the right mix of skills and the right numbers to support required project activities, including approvals, during development, implementation, and operations.



|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR06 | The Contractor shall provide key personnel that at a minimum include the Project Manager, the Contract Manager, the Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Department will review and approve all key personnel. |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC has assigned the following key personnel to the DDI and Certification Phase:

- Project Manager Brian Haw
- Contract Manager Carol Pangborn
- Testing Lead Gay Todd
- Integration Lead George Bjorkman
- Certification Lead Kelly Nabozny

We understand that the Department will review and approve key personnel.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR07 | Key personnel described in the proposal shall become named resources on the project and are subject to the following requirements: <ul style="list-style-type: none"><li>a. Key personnel shall not be transferred or removed without prior approval of the Department.</li><li>b. The Department will approve key personnel assigned to the Contract.</li><li>c. The Department reserves the right to request removal of any Contractor staff or subcontractor staff, if applicable, assigned to the project, and the Contractor shall comply with any such request immediately.</li><li>d. If a vacancy occurs in a key role, the Contractor shall fill the position in compliance with identified SLAs.</li></ul> |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges that key personnel described in the proposal will become named resources on the project and are subject to the requirements in KR07.

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|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR08 | The Contractor must designate a Project Manager to represent and oversee the day-to-day activities of the project. This individual shall serve as the Department's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other contractors, and stakeholders. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC is proposing Brian Haw as the project manager. He will represent and oversee the day-to-day activities of the project. Brian will serve as the Department's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other contractors, and stakeholders.



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|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR09 | <p>The Contractor's Project Manager must meet the following qualifications including:</p> <ul style="list-style-type: none"> <li>a. A minimum of seven (7) years' project management experience managing projects of similar size and scope, preferably in Medicaid or the healthcare industry. This experience must include relevant experience within the last three (3) years from the release date of the RFP.</li> <li>b. Project Management experience should include each phase of the system development life cycle.</li> <li>c. Project management certification through the Project Management Institute (PMI) is preferred.</li> </ul> |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following bullet points demonstrate how Project Manager Brian Haw meets the requirements in KR09:

- *“Minimum of seven (7) years’ project management managing projects of similar size and scope, preferably in Medicaid or the healthcare industry.”*—Through his 16 years of project management and systems management experience with Montana’s and Alaska’s Medicaid program, Brian meets and exceeds this requirement. All this experience is with Medicaid.
- *“This experience must include relevant experience within the last three (3) years from the release date of the RFP.”*—Going back three years (to 2014), Brian’s experience includes work with Montana’s and Alaska’s Medicaid programs.
- *“Project Management experience should include each phase of the system development life cycle.”*—Brian’s experience as systems manager and project manager; he has participated in the development of enterprise systems and major enhancements. These projects all required him to follow the standard SDLC phases.
- *“Project management certification through the Project Management Institute (PMI) is preferred.”*—Brian does not have PMI certification. However, his 16 years of project management and system implementation experience with live, statewide systems has provided the best possible training and the skills needed to manage this project.

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| Key Personnel and Resources | KR10 | <p>The Contractor must designate an Integration Lead to manage the design, configuration/build, integration, defect management, and implementation of the Contractor’s scope of work.</p> |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC is proposing George Bjorkman for the integration lead. George will manage the design, configuration/build, integration, defect management, and implementation of the DXC scope of work.



|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR11 | <p>The Contractor's Integration Lead must meet the following qualifications including:</p> <ul style="list-style-type: none"> <li>a. Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project.</li> <li>b. Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software).</li> <li>c. A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred.</li> </ul> |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following bullet points demonstrate how Integration Lead George Bjorkman meets the requirements in KR11:

- *"Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project."*—George's 22 years of experience as technical delivery manager and implementation manager. Specifically as implementation manager, he brings five years and eleven months as the Implementation Manager for DXC's MMIS implementations for the states of Kansas and Indiana.
- *"Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software)."*—George's experience with the MMIS implementations as Implementation Manager and Technical Manager in Massachusetts, Oklahoma, Indiana, and most recently Kansas provides the required experience directing multi-discipline technical teams and integration solutions.
- *"A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred"*—George has a Bachelor of Science in Mathematics from Oral Roberts University, Tulsa, Oklahoma.

|                             |      |                                                                                    |
|-----------------------------|------|------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR12 | The Contractor must designate a Testing Lead to coordinate all testing activities. |
|-----------------------------|------|------------------------------------------------------------------------------------|

DXC is proposing Gay Todd for the testing lead. Gay will coordinate the testing activities.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR13 | <p>The Contractor's Testing Lead must meet the following qualifications including:</p> <ul style="list-style-type: none"> <li>a. Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project.</li> <li>b. In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system.</li> </ul> |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following bullet points demonstrate how Testing Lead Gay Todd meets the requirements in KR13:





- *“Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project.”*—Gay brings more than three years experience as a testing manager for DXC’s MMIS implementations in Delaware, Colorado, and Puerto Rico. She brings an additional four years of experience as testing manager in various other fields.
- *“In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system.”*—Through more than three years of recent testing manager experience for DXC’s full-scale MMIS implementations, Gay has acquired the comprehensive understanding of the testing lifecycle and all artifacts required to successfully validate the system

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR14 | The Contractor must designate a Contract Manager to be the single point of contact for matters concerning the Contractor's performance under the Contract. This person shall have the authority to make decisions that are binding to the Contract, shall be responsible for timely completion of the project, and shall be responsible for meeting all contractual obligations. |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC is proposing Carol Pangborn as contract manager. She will be the single point of contact for matters concerning DXC’s performance under the contract. Carol will have the authority to make decisions that are binding to the contract, and will be responsible for timely completion of the project. Carol will also be responsible for meeting contractual obligations.

|                             |      |                                                                                                                                                                                                                                                                        |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR15 | The Contractor's Contract Manager must have a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project. |
|-----------------------------|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following bullet point demonstrates how Contract Manager Carol Pangborn meets the requirements in KR15:

- *“a minimum of five (5) years' contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in size and scope to this project.”*—In her position as account executive for DXC’s Medicaid contracts with Kansas and Mississippi (19 years), Carol managed complex contracts, managed customer relations, and made critical decisions. She brings additional contract management experience from her years with the Kentucky Medicaid project. With 21 years of contract management experience for Medicaid contracts, Carol meets and exceeds the minimum requirement for this position.

|                             |      |                                                                                                                                                                                                                                                          |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR16 | The Contractor shall submit two (2) references for each of the key personnel being proposed for the project. Each reference should depict relevant and current experience for work completed no more than seven (7) years prior to the date of this RFP. |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



**Brian Haw, Project Manager** for DDI and Certification Phase and Operations, Maintenance and Configuration Phase:

| # | Reference Name, Title                                                   | Organization                                                          | Contact Information                                      |
|---|-------------------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------------|
| 1 | Darren Steiner<br>Senior Consultant, CGS                                | Former State of Montana MMIS Coordinator                              | Phone: 1 406 202 3639<br>Email: darren.steiner@gmail.com |
| 2 | Kevin Quinn<br>Senior Health Economist at 3M Health Information Systems | Former Vice President of Payment Method Development, Conduent (Xerox) | Phone: 1 406 438 1286<br>Email: kquinn@mmm.net           |

**Carol Pangborn, Contract Manager** for DDI and Certification Phase and Operations, Maintenance and Configuration Phase:

| # | Reference Name, Title                       | Organization                           | Contact Information                                      |
|---|---------------------------------------------|----------------------------------------|----------------------------------------------------------|
| 1 | Christiane Swartz, Deputy Medicaid Director | Kansas Division of Health Care Finance | Phone: 1 785 368 6296<br>Email: christiane.swartz@ks.gov |
| 2 | LouAnn Gebhards, Senior Project Manager     | Kansas Division of Health Care Finance | Phone: 1 785 296 0609<br>Email: louann.gebhards@ks.gov   |

**Gay Todd, Testing Lead** for DDI and Certification Phase:

| # | Reference Name, Title                                          | Organization                                                                 | Contact Information                                       |
|---|----------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------|
| 1 | Gayle Fajardo-Lane<br>PR MMIS Implementation/DDI Manager (DXC) | Services performed for Puerto Rico Department of Health                      | Phone: 1 717 547 7954<br>Email: gayle.fajardo-lane@dx.com |
| 2 | Brian Johnson<br>Colorado MMIS Implementation Manager (DXC)    | Services performed for Colorado Department of Health Care Policy & Financing | Phone: 1 512 319 6254<br>Email: brian.johnson4@dx.com     |

**George Bjorkman, Integration Lead** for DDI and Certification Phase and **Technical Manager** for Operations, Maintenance and Configuration Phase:

| # | Reference Name, Title                                  | Organization                                                    | Contact Information                                                        |
|---|--------------------------------------------------------|-----------------------------------------------------------------|----------------------------------------------------------------------------|
| 1 | Maria Montgomery, Senior Manager – Business Operations | KDHE Division of Health Care Finance                            | Phone: 1 785 296 7763 or 1 785 274 4283<br>Email: mmontgomery@kdheks.gov   |
| 2 | Kevin L. Jones                                         | FSSA – Division of Strategies and Technology (State of Indiana) | Phone: 1 317 234 8825 or 1 317 619 6811<br>Email: kevin.jones2@fssa.in.gov |

**Kelly Nabozny, Certification Lead** for DDI and Certification Phase:



| # | Reference Name, Title                        | Organization         | Contact Information                                    |
|---|----------------------------------------------|----------------------|--------------------------------------------------------|
| 1 | Frank Fahey, Account Manager                 | Grit Technologies    | Phone: 1 586 322 8585<br>Email: ffahey@grittechs.com   |
| 2 | Jackie Fleener, IN CMS Certification Manager | DXC ES Tech Services | Phone: 1 512 319 4297<br>Email: Jackie.fleener@hpe.com |

**Beth Henry, Business Operations Manager for Option B, Operations, Maintenance and Configuration Phase**

|   |                                              |                                               |                                                                                               |
|---|----------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------|
| 1 | Gay L. Munyon, Chief Fiscal Agent Operations | Florida Agency for Health Care Administration | Phone: 1 850 412 3450 (Office), 1 850 570 4372 (Cell)<br>Email: gay.munyon@ahca.myflorida.com |
| 2 | Diane Evenson, DXC National DDI Director     | DXC                                           | Phone: 1 608 358 5679<br>Email: Diane.evenson@dxs.com                                         |

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR17 | The Contractor must demonstrate that it can commit an adequate level of technical and human resources sufficient to complete the project within the required time frame and to meet the quality requirements outlined in this RFP. Furthermore, the level of technical and human resources which the Contractor agrees to commit to the project at the time of proposal must be maintained throughout the life of the project at a necessary level to complete the scope of work. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will demonstrate that we can commit an adequate level of technical and human resources sufficient to complete the project within the required timeframe and to meet the quality requirements outlined in this RFP. Furthermore, the level of technical and human resources that DXC agrees to commit to the project at the time of proposal will be maintained throughout the life of the project at a necessary level to complete the scope of work.

Our processes and procedures for maintaining staffing levels will be outlined in our Staffing Plan. The Plan will also describe how the staffing levels will achieve consistent, dependable service regardless of changes that may influence work volume.

|                             |      |                                                                                     |
|-----------------------------|------|-------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR18 | The Contractor's staff shall have sufficient experience appropriate for their role. |
|-----------------------------|------|-------------------------------------------------------------------------------------|

DXC staff will have sufficient experience appropriate for their role. The responses to KR09, KR 11, KR 13, and KR 14 demonstrate the experience that our Key Personnel bring to this project. Project Manager Brian Haw and Contract Manager Carol Pangborn will confirm the experience and qualifications required for each role and confirm that applicants meet these experience requirements.



|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR19 | The Contractor must supply a Personnel Background Check Attestation (written documentation) of a favorable background check for Contractor personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the Contract. The Department may request the removal of staff for disqualifying offenses. Contractor must describe their process for performing background checks for non-US citizens or Green Card holders. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will supply a Personnel Background Check Attestation in writing of a favorable background check for our personnel who might reasonably be expected to access sensitive and confidential member data contained in any system accessed during the course of the contract. We understand the Department may request the removal of staff for disqualifying offenses.

Several of our current Medicaid customers require this kind of background check attestation. In response to these customers, we have established a specific background check process for our Medicaid accounts and will use this process for Montana. The corporate process can run background checks on non-U.S. citizens, as well. All new hires are screened the same, regardless of visa status.

|                             |      |                                                                                                                                                                                     |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR20 | The Contractor's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the Department to work remotely. |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Project Manager Brian Haw will work at the State's primary project location. Brian lives in Montana making this requirement easily met.

|                             |      |                                                                                                                                                             |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR21 | The Contractor's staff shall be available Monday through Friday as early as 7:00 AM MST and as late as 6:00 PM in the time zone of the participating State. |
|-----------------------------|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC staff will be available Monday through Friday as early as 7:00 AM MST and as late as 6:00 PM in the time zone of the participating State.

With existing Medicaid contracts in 21 states from coast to coast, DXC is familiar with the requirement to make staff available during the contractually required times in each state. Key staff and their teams understand these requirements.

|                             |      |                                                                                                                                                                                                                                                                            |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR22 | For any work performed at a location other than the primary Project site, the Contractor must identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location. |
|-----------------------------|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



For any work performed at a location other than the primary project site, DXC will identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location. These details will be included in the Staffing Plan deliverable we provide to the Department after contract award.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR23 | The Contractor's staff working remotely, must be available to work in the State's primary project location at the Department's' request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment). |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges this requirement for staff working remotely to be available to work in the State's primary project location, upon Department request. Key personnel were advised of this requirement before being named in this proposal. They are willing and able to travel to Montana for necessary functions such as the following:

- Risk review meetings
- Root cause analysis sessions
- Integration planning
- Release planning
- Operational readiness reviews
- UAT
- Implementation
- Production deployment

Other project staff will be advised of the travel requirement as their role is identified as one that requires an occasional in-person presence.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR24 | In the event that key personnel resign or are terminated, the Contractor shall provide the Department with immediate notice of the vacancy and an action plan for backfilling the position until a replacement is found and approved by the Department. A key personnel position must not be vacant for more than fourteen (14) consecutive days. The Contractor may not fill vacant key personnel positions with other existing key personnel without approval by the Department. The Department will also have the authority to approve proposed replacements of key personnel by the Contractor. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

In the event that key personnel resign or are terminated, DXC will provide the Department with immediate notice of the vacancy and an action plan for backfilling the position until a replacement is found and approved by the Department. Key personnel positions will not be vacant for more than 14 consecutive days. We understand that we may not fill vacant key personnel positions with other existing key personnel without approval by the Department and that the Department will have the authority to approve proposed replacements of key personnel.



DXC is well-versed in this practices as these are common requirements in our 21 other Medicaid contracts. We have proven practices of retention and succession planning to make sure we comply.

|                             |      |                                                                                                                                                                                                                                                                                                         |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR25 | The Contractor's key personnel and/or management replacement must meet the minimum qualifications for the position. The Contractor shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to Department approval prior to any assignment. |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC key personnel and management replacements will meet the minimum qualifications for the position. We will provide a detailed resume for a proposed key personnel and management replacement. We understand that replacements are subject to Department approval prior to any assignment.

Through our succession planning, we make sure resumes are kept current and relevant to the position a person may be asked to fill. When considering successor replacements, we work with our corporate Human Capital division to make sure they meet the minimum qualifications of the positions for which they are being considered.

|                             |      |                                                                                                        |
|-----------------------------|------|--------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR26 | The Contractor shall provide the appropriate level of knowledge transfer/training to Contractor staff. |
|-----------------------------|------|--------------------------------------------------------------------------------------------------------|

DXC will provide the appropriate level of knowledge transfer and training to our staff. Knowledge transfer and training is a vital step for staff when they join the project. With a substantial nationwide presence in Medicaid, we have an established process for onboarding staff and making them productive as rapidly as possible. Supervisors or team leaders monitor the work of newly trained staff to confirm that work is performed accurately. For key personnel replacements, if needed, we make sure that knowledge transfer is occurring on an ongoing basis with the person or persons identified as possible successors to the role.

|                             |      |                                                                                                |
|-----------------------------|------|------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR28 | The Contractor must designate a Certification Lead to coordinate all certification activities. |
|-----------------------------|------|------------------------------------------------------------------------------------------------|

DXC is proposing Kelly Nabozny for the Certification Lead. Kelly will coordinate the certification activities for the Montana Provider Services solution.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR29 | The Contractor's Certification Lead must meet the following qualifications including:<br>a. Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project.<br>b. In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system. |
|-----------------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



The following bullet points demonstrate how Certification Lead Kelly Nabozny meets the requirements in KR29:

- *“Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project.”*—Kelly brings 2.5 years of certification lead experience. Before the start of the Montana DDI (mid-year 2018), Kelly will have more than three years of certification lead experience with the Colorado system. She will bring these three years of certification lead experience to the start of the DDI.
- *“In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system.”*—In her role as the Certification Manager for DXC's MMIS implementation in Colorado, Kelly brings an in-depth understanding of current MECT certification requirements and will stay current with standards as they become available.

|                             |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Key Personnel and Resources | KR30 | The Contractor shall provide key personnel that at a minimum includes a Project Manager, Contract Manager and a Technical Manager for the Operations, Maintenance and Configuration phase of the project. Key personnel shall not hold more than one key role unless otherwise approved by the Department. The Contractor must identify other key personnel for the Operations, Maintenance and Configuration phase of the project. The Department will review and approve all key personnel. |
|-----------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide key personnel that at a minimum includes the roles listed in this requirement. Key personnel will not hold more than one key role in each phase of the contract unless otherwise approved by the Department. We understand the Department will review and approve key personnel.

As the DDI and Certification Phase successfully concludes, the project and the team will move into the Operations, Maintenance and Configuration Phase:

- Brian Haw will continue as project manager in the Operations, Maintenance and Configuration Phase
- Carol Pangborn will continue as contract manager in the Operations, Maintenance and Configuration Phase:
- George Bjorkman will conclude his duties as integration lead for DDI and Certification Phase and shift into the technical manager for the Operations, Maintenance and Configuration Phase. The intensive, in-depth understanding of the Provider Module gained through the DDI Phase makes him the best possible technical manager.

These three positions are the positions identified as “key” in the RFP, and we believe they are the correct positions needed to manage program operations. We understand the Department’s requirement to review and approve all key personnel.

### 3.10.5.1 Resource Allocation Schedules

Offerors must complete the Resource Allocation Schedules provided in Attachment H, Resource Allocation Schedules. These schedules serve as the representation of Offeror's



plan for staffing the project by resource type. Offeror should include additional information as necessary to explain the Offeror's resource allocation. If the Offeror has one or more subcontractors, the Offeror must submit a Schedule A and Schedule B with a comprehensive total for all FTE and hours representing the effort of the prime contractor and all subcontractor work in total. In addition, a separate Schedule A and Schedule B for each contractor (prime contractor and subcontractor) must be submitted.

**Table 3.10.5.1 Resource Allocation Schedules (These schedules are provided in Attachment H, Resource Allocation Schedules).**

| List of Resource Allocation Schedules |                                |
|---------------------------------------|--------------------------------|
| Schedule                              | Title                          |
| Schedule A                            | Number of Full Time Equivalent |
| Schedule B                            | Number of Hours                |

All schedules must be completed in full at the time of submittal. The resource types listed in the schedule are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

**Schedule A:** This schedule details the number of full time equivalents the Offeror plans to allocate to the project by phase and by resource type.

**Schedule B:** This schedule details the number of resource hours the Offeror plans to allocate to the project by phase and by resource type.

We have included the following Resource Allocation Schedules A and B. The Attachment H Excel also has been uploaded to question 1.5 on the eMACS Vendor Portal.





DXC's Proposal to the Montana DPHHS for a Provider Services Module  
Solicitation Number: DPHHS-RFP-2018-0127JT

| Schedule A - Number of Full Time Equivalents (FTE)                                |                           |                       |                      |                                            |                |                                                    |  |
|-----------------------------------------------------------------------------------|---------------------------|-----------------------|----------------------|--------------------------------------------|----------------|----------------------------------------------------|--|
| Resource Type                                                                     | Phase                     |                       |                      |                                            |                | Total Resource FTE by Resource Type for all phases |  |
|                                                                                   | Initiation / Requirements | Design, Build, Config | Testing              | Deployment /Implementation / Certification | Operations     |                                                    |  |
| Account Executive                                                                 | 1.00                      | 4.00                  | 2.25                 | 1.20                                       | 4.60           | 9.60                                               |  |
| Contract Manager - Key                                                            | 2.00                      | 12.00                 | 7.00                 | 12.00                                      | 29.00          | 43.00                                              |  |
| Certification Lead - Key                                                          | 2.00                      | 12.00                 | 7.00                 | 9.75                                       | 9.75           | 23.75                                              |  |
| Business Manager - Key (Option B)                                                 | 2.00                      | 12.00                 | 7.00                 | 12.00                                      | 29.00          | 43.00                                              |  |
| Sr Project Manager - Key                                                          | 2.00                      | 12.00                 | 7.00                 | 8.50                                       | 25.50          | 39.50                                              |  |
| Sr System Impl Mgr - Key                                                          | 2.00                      | 12.00                 | 7.00                 |                                            |                | 14.00                                              |  |
| Sr Testing Lead                                                                   |                           | 10.00                 | 7.00                 |                                            |                | 10.00                                              |  |
| Sr. Account Security Officer                                                      | 2.00                      | 12.00                 | 7.00                 | 3.00                                       | 11.50          | 25.50                                              |  |
| Sr. Business Analyst                                                              | 8.00                      | 40.00                 | 21.00                | 12.00                                      | 46.00          | 94.00                                              |  |
| Adv. Business Analyst                                                             | 12.00                     | 113.50                | 63.00                | 6.00                                       | 23.00          | 148.50                                             |  |
| Business Analyst                                                                  | 4.00                      | 24.00                 | 14.00                |                                            |                | 28.00                                              |  |
| Sr. Developer                                                                     | 6.00                      | 72.00                 | 42.00                | 0.60                                       | 0.60           | 78.60                                              |  |
| Adv. Developer -                                                                  | 10.00                     | 64.75                 | 35.00                | 23.10                                      | 60.50          | 135.25                                             |  |
| Developer                                                                         |                           | 12.00                 | 4.50                 | 1.50                                       | 1.50           | 13.50                                              |  |
| Sr. Architect                                                                     | 4.00                      | 19.80                 | 9.80                 | 0.60                                       | 0.60           | 24.40                                              |  |
| Sr. Project/Program Manager                                                       | 4.50                      | 26.50                 | 14.00                |                                            |                | 31.00                                              |  |
| Adv. Project Manager                                                              | 2.00                      | 12.00                 | 7.00                 |                                            |                | 14.00                                              |  |
| Sr. Tester                                                                        |                           | 10.00                 | 7.00                 |                                            |                | 10.00                                              |  |
| Adv. Tester                                                                       |                           | 16.00                 | 13.00                |                                            |                | 16.00                                              |  |
| Tester                                                                            |                           | 12.00                 | 9.00                 |                                            |                | 12.00                                              |  |
| Call Center Rep (Option B)                                                        |                           | 18.00                 | 18.00                | 39.00                                      | 141.00         | 159.00                                             |  |
| Provider Enrollment Clerk (Option B)                                              |                           | 18.00                 | 18.00                | 51.00                                      | 187.00         | 205.00                                             |  |
| Sr Provider Enrollment Lead (Option B)                                            |                           | 4.00                  | 4.00                 | 12.00                                      | 46.00          | 50.00                                              |  |
| Trainer (Option A & B)                                                            |                           | 18.00                 | 18.00                | 6.00                                       | 11.50          | 29.50                                              |  |
| Site Rep                                                                          |                           | 18.00                 | 18.00                | 24.00                                      | 92.00          | 110.00                                             |  |
|                                                                                   |                           |                       |                      |                                            |                |                                                    |  |
|                                                                                   |                           |                       |                      |                                            |                |                                                    |  |
|                                                                                   |                           |                       |                      |                                            |                |                                                    |  |
|                                                                                   |                           |                       |                      |                                            |                |                                                    |  |
|                                                                                   |                           |                       |                      |                                            |                |                                                    |  |
| Average Resource FTE Per Phase                                                    | 4.23                      | 23.38                 | 14.66                | 13.07                                      | 42.30          | 54.68                                              |  |
| Total Resources FTE Per Phase                                                     | 63.50                     | 584.55                | 366.55               | 222.25                                     | 719.05         | 1367.10                                            |  |
| DXC FTE durations of phases used for FTE per month calculations - see notes below | (Mth 1 & 2 of DDI)        | (Mth 3 to 14 of DDI)  | (Mth 8 to 14 of DDI) | (Mth 15 to 26 post DDI) -                  | (Mth 15 to 60) | (Sum of FTEs in Columns B, C & F - 60 Mths)        |  |

DXC Notes: Schedule H – assumption is that the phases as listed are not autonomous from each other, but rather are based on the vendor's deployment models, and would include resources tasked to implement the components of the overall solution even if not specifically assigned to the headings of each phase. As an example, the DXC deployment includes multiple modules, components and sub systems to meet the base and Options requirements. While DXC is implementing the provider modules, parallel to that effort is data conversion, EDI integration, and telephony systems configuration, all of which have varying phase durations that do not necessarily align to the project phases for the overall project as depicted in Schedule H. For DXC, each phase in Schedule H has cumulative staff counts that align to the months as listed in the column headings. The months listed by DXC in each phase heading represent the months to which the primary heading phase will occur. (FTEs = resources per month/resource type x months in phase) Total DDI Phase is 14 Months, Total operations phase is 46 Months - total 60 months - FTE hours per year = 2080 (per Q&A Department response)

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.



| Schedule B - Number of Hours                                                            |                           |                       |                      |                                            |                |                                                     |
|-----------------------------------------------------------------------------------------|---------------------------|-----------------------|----------------------|--------------------------------------------|----------------|-----------------------------------------------------|
| Resource Type                                                                           | Phase                     |                       |                      |                                            |                |                                                     |
|                                                                                         | Initiation / Requirements | Design, Build, Config | Testing              | Deployment /Implementation / Certification | Operations     | Total Resource FTE by Resource Types for all phases |
| Account Executive                                                                       | 173.33                    | 693.33                | 390.00               | 208.00                                     | 797.33         | 1,664.00                                            |
| Contract Manager - Key                                                                  | 346.67                    | 2,080.00              | 1,213.33             | 2,080.00                                   | 5,026.67       | 7,453.33                                            |
| Certification Lead - Key                                                                | 346.67                    | 2,080.00              | 1,213.33             | 1,690.00                                   | 1,690.00       | 4,116.67                                            |
| Business Manager - Key (Option B)                                                       | 346.67                    | 2,080.00              | 1,213.33             | 2,080.00                                   | 5,026.67       | 7,453.33                                            |
| Sr Project Manager - Key                                                                | 346.67                    | 2,080.00              | 1,213.33             | 1,473.33                                   | 4,420.00       | 6,846.67                                            |
| Sr System Impl Mgr - Key                                                                | 346.67                    | 2,080.00              | 1,213.33             | -                                          | -              | 2,426.67                                            |
| Sr Testing Lead                                                                         | -                         | 1,733.33              | 1,213.33             | -                                          | -              | 1,733.33                                            |
| Sr. Account Security Officer                                                            | 346.67                    | 2,080.00              | 1,213.33             | 520.00                                     | 1,993.33       | 4,420.00                                            |
| Sr. Business Analyst                                                                    | 1,386.67                  | 6,933.33              | 3,640.00             | 2,080.00                                   | 7,973.33       | 16,293.33                                           |
| Adv. Business Analyst                                                                   | 2,080.00                  | 19,673.33             | 10,920.00            | 1,040.00                                   | 3,986.67       | 25,740.00                                           |
| Business Analyst                                                                        | 693.33                    | 4,160.00              | 2,426.67             | -                                          | -              | 4,853.33                                            |
| Sr. Developer                                                                           | 1,040.00                  | 12,480.00             | 7,280.00             | 104.00                                     | 104.00         | 13,624.00                                           |
| Adv. Developer -                                                                        | 1,733.33                  | 11,223.33             | 6,066.67             | 4,004.00                                   | 10,486.67      | 23,443.33                                           |
| Developer                                                                               | -                         | 2,080.00              | 780.00               | 260.00                                     | 260.00         | 2,340.00                                            |
| Sr. Architect                                                                           | 693.33                    | 3,432.00              | 1,698.67             | 104.00                                     | 104.00         | 4,229.33                                            |
| Sr. Project/Program Manager                                                             | 780.00                    | 4,593.33              | 2,426.67             | -                                          | -              | 5,373.33                                            |
| Adv. Project Manager                                                                    | 346.67                    | 2,080.00              | 1,213.33             | -                                          | -              | 2,426.67                                            |
| Sr. Tester                                                                              | -                         | 1,733.33              | 1,213.33             | -                                          | -              | 1,733.33                                            |
| Adv. Tester                                                                             | -                         | 2,773.33              | 2,253.33             | -                                          | -              | 2,773.33                                            |
| Tester                                                                                  | -                         | 2,080.00              | 1,560.00             | -                                          | -              | 2,080.00                                            |
| Call Center Rep (Option B)                                                              | -                         | 3,120.00              | 3,120.00             | 6,760.00                                   | 24,440.00      | 27,560.00                                           |
| Provider Enrollment Clerk (Option B)                                                    | -                         | 3,120.00              | 3,120.00             | 8,840.00                                   | 32,413.33      | 35,533.33                                           |
| Sr Provider Enrollment Lead (Option B)                                                  | -                         | 693.33                | 693.33               | 2,080.00                                   | 7,973.33       | 8,666.67                                            |
| Trainer (Option A & B)                                                                  | -                         | 3,120.00              | 3,120.00             | 1,040.00                                   | 1,993.33       | 5,113.33                                            |
| Site Rep                                                                                | -                         | 3,120.00              | 3,120.00             | 4,160.00                                   | 15,946.67      | 19,066.67                                           |
|                                                                                         |                           |                       |                      |                                            |                |                                                     |
|                                                                                         |                           |                       |                      |                                            |                |                                                     |
|                                                                                         |                           |                       |                      |                                            |                |                                                     |
|                                                                                         |                           |                       |                      |                                            |                |                                                     |
| Total Resource Hrs. Per Phase                                                           | 11,006.67                 | 101,322.00            | 63,535.33            | 38,523.33                                  | 124,635.33     | 236,964.00                                          |
| DXC FTE durations of phases used for FTE hours per month calculations - see notes below | (Mth 1 & 2 of DDI)        | (Mth 3 to 14 of DDI)  | (Mth 8 to 14 of DDI) | (Mth 15 to 26 post DDI) -                  | (Mth 15 to 60) | (Sum of Hours in Columns B, C & E - 60 Mths)        |

DXC Notes: Schedule H – assumption is that the phases as listed are not autonomous from each other, but rather are based on the vendor's deployment models, and would include resources tasked to implement the components of the overall solution even if not specifically assigned to the headings of each phase. As an example, the DXC deployment includes multiple modules, components and sub systems to meet the base and Options requirements. While DXC is implementing the provider modules, parallel to that effort is data conversion, EDI integration, and telephony systems configuration, all of which have varying phase durations that do not necessarily align to the project phases for the overall project as depicted in Schedule H. For DXC, each phase in Schedule H has cumulative staff counts that align to the months as listed in the column headings. The months listed by DXC in each phase heading represent the months to which the primary heading phase will occur. (FTEs = resources per month/resource type x months in phase) Total DDI Phase is 14 Months, Total operations phase is 46 Months - total 60 months - FTE hours per year = 2080 (per Q&A Department response)

The resource types listed are not exhaustive, nor should the Contractor assume that DPHHS is requesting resources from each category. Use any resource type listed above and/or add resource types necessary to successfully deliver the scope of work.

Senior (Sr.) Positions are defined by a combination of education and experience and shall have a four year degree in a related field, and at least five (5) years of experience. In lieu of a four year degree, seven (7) years of experience is expected. All other positions must have a minimum of four (4) years of related experience. Please map your resource positions based on years of experience and educational requirements to the following generally named resource positions.



### 3.10.6 Project Closeout and Turnover

At least twelve months prior to the end of the contract, the Contractor will provide an initial turnover plan to detail how the Contractor will manage the completion and closure of all work for the Contract and deliver project artifacts, including deliverables, data, and anything needed to operate and maintain the integrity of the Montana Healthcare Programs and systems.

Transition activities will be dependent upon the nature of the solution or services, which may include but is not limited to:

- State Owned and hosted
- State Owned and Contractor hosted
- State Leased software and State-hosted
- State Leased software hosted by a third party
- Software as a Services (SaaS)

The Contractor must demonstrate that all contractual requirements have been met, transition operational tasks to a new Contractor and/or DPHHS completed, and provide lessons learned from the project prior to the end of the contract term. The Offeror must describe their approach to meet each of the Project Closeout and Turnover requirements defined in Attachment F, Requirements Matrix.

### DXC Response

Whether turning over the system and operations to the DPHHS or another contractor, DXC strives to provide each customer with an unmatched level of service excellence and thought leadership during the turnover phase of a project. Turning over the contract to another vendor is an occasional event, and sometimes the reality of this marketplace.

DXC will provide an initial Turnover Plan at least 12 months prior to the end of the contract. The plan will detail how we turn over the artifacts, deliverables, and data to the Department or successor.

Turning over Provider module rules, configuration, and customized objects will be a positive event, signaling that our Provider module is working well with the other modules and that the Department finds it as agreeable to run as we do. Regardless of who the takeover recipient is, we will close the door on the last day, having provided the same commitment and enthusiasm as the first day, and uphold a reputation of professionalism and service.

### Attachment F Requirements for Project Closeout and Turnover

In the following narratives, we provide a response to each of the Attachment F requirements for Project Closeout and Turnover. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.



|                               |       |                                                                                                                                              |
|-------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO01 | The Contractor shall provide a turnover approach and the services required for the transition of operations, services and module components. |
|-------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a turnover approach and the services required for the transition of operations, services and module components. We have planned, executed, monitored, and controlled system turnovers for customers and technologies under varied circumstances. Our team does not approach turnover as an afterthought. We regard it as an important part of the project life cycle. If turnover is necessary, our team provides proven plans and processes, and professional delivery of the turnover tasks, coordinating as necessary with our successor.

Our support includes accounting for documentation and records during this time of change. DXC's innovative chain-of-custody process, described in the next requirement, enables us to track the information that has left our physical site and keep a record of the reconciliation of the information after it reaches its final destination.

The turnover approach and methodology for the Department reflects our past successful turnovers with other customers. DXC brings proven experience to plan an orderly, cooperative, comprehensive, and controlled project turnover that we will accomplish with minimal disruption of processing or interaction with services provided to members, providers, or Department operations staff members.

|                               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO02 | <p>At least six (6) months prior to the final Contract year (including option years that have been exercised) and at least six (6) months prior to the end of any contract extension(s), the Contractor shall provide the following:</p> <ul style="list-style-type: none"> <li>a. An updated Turnover Plan.</li> <li>b. Complete and update system and user documentation.</li> <li>c. Statement of the resources that would be required by the Department or another contractor to fully take over solution, technical, and business functions outlined in the Contract(s). This includes quantity and types of resources and volume of tasks to support the scope of work.</li> <li>d. Operational tasks and procedures as necessary to support ongoing operations of the solution.</li> <li>e. Lessons learned report.</li> <li>f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.</li> <li>g. A detailed description of the services that would be required by another Contractor to fully take over system, technical, and business functions outlined in the Contract.</li> </ul> <p>The Department reserves the right to request this information at any time throughout the Contract.</p> |
|-------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

At least six months prior to the final contract year—including option years that have been exercised—and at least six months prior to the end of any contract extensions, DXC will provide the detailed items in this requirement. While the current requirement is to provide this information six months from closeout, DXC acknowledges that the Department reserves the right to request this information at any time throughout the contract.



## Turnover Plan

In requirement DOC37, the Department requires a detailed Turnover Plan 12 months prior to the end of the contract. As the contract closeout nears, we will provide an updated Plan to the Department.

We will start with a successfully executed turnover plan from another contract as our template and enhance it with the Department-specific tasks and activities. As part of the Turnover Plan, we will provide updated operational tasks and procedures during turnover. We will describe in the plan vendor coordination activities that will occur during the turnover task and implementation of the activities to be sure the system and services continue as the Department deems necessary. The Turnover Plan will provide a list of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.

## System and User Documentation

With our delivery excellence, DXC best practices, proven plans, and automated processes, the Provider Services solution will be well-documented. Documentation is kept current during the project, so there is no need to spend hours updating the information for turnover. Using our project management tools and the document repository on SharePoint, the system documentation, user manuals, and operations processes will be readily available to assist with the knowledge transfer. This will allow the Department or the successor contractor to take over with confidence. Our approach to this task provides continued delivery of our services with minimal disruption to providers, and the Department.

Our experience shows us that the Department's involvement in the exchange of turnover items is important, as it allows the parties directly affected to remain aware of each item's current status. It is important to account for the documentation and records during this time of change. For this, the DXC team has created and incorporated a formal process—Chain of Custody—that is vital in the transfer of program information. This innovative process enables DXC to facilitate this crucial task of tracking the information that has left our physical site and keeping a record of the reconciliation of the information after it reaches its final destination. The following figure is an example of the Chain of Custody template, which DXC will use to verify that we deliver each turnover asset.



## Example of Chain of Custody Template

| MMIS Data Transfer - Chain of Custody Log                                                                                         |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               | Control Number:               | Page# of                |
|-----------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|
| All users of this form must have read and signed the - Acknowledgement and Receipt of all Security Policies and Responsibilities. |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               | CoC Begin Date:               | CoC Lifecycle End Date: |
| SECTION 1 - DT Information                                                                                                        | AI#/<br>WBS#                                                                                                                                                                                                                                                                                   | Description of Data/Information Transferred | Encryption Type<br>(e.g., Key, WinZip 256 AES*) | Media Type<br>(e.g., Hard Drive, DVD, 3490 Tapes, Paper),<br>Assets, or Electronic File Transfer                                                                                                                                                                                                                                                                                                                                                                       | PHI<br>Y/N | SSN<br>Y/N                                                                                                                                                                                                                    | TOC & Inventory Report<br>Y/N |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             | WinZip                                          | CD                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | N          | N                                                                                                                                                                                                                             | Y                             |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   |                                                                                                                                                                                                                                                                                                |                                             |                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |                                                                                                                                                                                                                               |                               |                         |
| SECTION 2 - Chain of Custody - Use additional CC Logs if necessary                                                                | Organization<br>(e.g., H.S.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         | HP                                          | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered-Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking#   |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       | DMS                                         | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         | DMS                                         | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
|                                                                                                                                   | Organization<br>(e.g., H.A.D.)                                                                                                                                                                                                                                                                 | Custodian Signature and Printed Name        |                                                 | Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Time       | Type of Delivery: Check applicable box(es) and enter information                                                                                                                                                              |                               |                         |
|                                                                                                                                   | Sender                                                                                                                                                                                                                                                                                         |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | <input type="checkbox"/> Hand Delivered - Enter Location of pickup:<br><input type="checkbox"/> Electronic File Transfer-Enter type:<br><input type="checkbox"/> Media or key sent by secured courier- Enter Name & Tracking# |                               |                         |
|                                                                                                                                   | Receiver                                                                                                                                                                                                                                                                                       |                                             | X                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            | Enter the destination address Media is being delivered to:                                                                                                                                                                    |                               |                         |
| SECTION 3 -<br>A. Reconciliation/ B. Disposition                                                                                  | A. Data Reconciliation                                                                                                                                                                                                                                                                         |                                             |                                                 | B. Disposition of Original Media                                                                                                                                                                                                                                                                                                                                                                                                                                       |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   | <input type="checkbox"/> The receiver of the data reconciled to originator's total number of records/files/folders when loading data to MF/NMF systems.<br><input type="checkbox"/> LiveLink data - Reconciliation not required if downloaded from AR-MMIS.<br><input type="checkbox"/> Other: |                                             |                                                 | <input type="checkbox"/> Tapes/CD/DVD securely stored in xxx Library<br><input type="checkbox"/> Tapes/CD/DVD securely stored in xxx DC<br><input type="checkbox"/> Tapes/CD/DVD Destroyed<br><input type="checkbox"/> Encrypted Hard Drive erased to DoD standards<br><input type="checkbox"/> Encrypted DMS-issued Thumb Drive reformatted<br><input type="checkbox"/> Media sent to Shred vendor for secure destruction<br><input type="checkbox"/> Other, explain: |            |                                                                                                                                                                                                                               |                               |                         |
|                                                                                                                                   | Signature and Printed Name                                                                                                                                                                                                                                                                     |                                             | Date/Time                                       | Signature and Printed Name                                                                                                                                                                                                                                                                                                                                                                                                                                             |            | Date/Time                                                                                                                                                                                                                     |                               |                         |
|                                                                                                                                   | X                                                                                                                                                                                                                                                                                              |                                             |                                                 | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |                                                                                                                                                                                                                               |                               |                         |

The Chain of Custody process is particularly important for handling sensitive Protected Health Information (PHI) to verify that we successfully accomplish the transfer of sensitive data and demonstrate responsibility for its security.



## Resources

DXC will document the required resources by the Department or another contractor to take over the Provider Services solution, technical, and business functions outlined in the contract. We will include quantity and types of resources and volume of tasks to support the scope of work. We typically provide a matrix of roles and how many resources we currently have in those roles at the time of turnover. Keeping the staffing plan current during the project makes this task simple.

## Ongoing Tasks

DXC will outline for the Department the operational tasks and procedures necessary to support ongoing operations of the Provider Services solution. The Operations Procedure Manual will be kept current during the life of the contract. This manual will provide guidelines for the operation and use of the Provider Services modules and their components. The Operations Procedure Manual will contain policies, processes, and workflows for the successor contractor to maintain.

## Lessons Learned Report

Just as we bring our best practices and lessons learned to our implementation of the Montana project, we carry the best practices and lessons learned in Montana to our next project.

DXC staff members will use a SharePoint tool to document and track lessons learned so that they are available for review at any time by internal staff members and the Department personnel. We use lessons learned to improve processes, procedures, and training.

DXC develops best practices and lessons learned by repeatedly performing a task successfully numerous times, and learning more and perfecting processes with each performance. We also learn from those things that don't go well. Experience is the best teacher, so those bumps in the road provide valuable insight into how to avoid those problems in the future. As the largest fiscal agent in the nation, DXC's customers benefit from the following:

- Developed lessons learned specifically for the unique needs of Medicaid
- Implemented lessons learned from Medicaid programs across the nation
- Modified and fine-tuned lessons as time passes

While we can transfer lessons learned from one state to another, each state is unique and teaches us more. During our time as the Montana Provider Services vendor, we will document lessons that are valuable to the Department and successor vendors. We will build our library of best practices and lessons learned during the life of the contract and post it to our SharePoint site making it available to the Department for review at any time.

## Incomplete Tasks

Lists of system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests in queue at the time of turnover will be passed on to the Department and successor contractor.

## Description of Services

DXC will provide detailed descriptions of the services that would be required by another Contractor to fully take over system, technical, and business functions outlined in the contract. These descriptions will come from the turnover of our system and user documentation. The knowledge transfer needed will come from reading these documents.



|                               |       |                                                                                                                     |
|-------------------------------|-------|---------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO03 | The Contractor shall provide a Monthly Turnover Report reflecting transition activities during the turnover period. |
|-------------------------------|-------|---------------------------------------------------------------------------------------------------------------------|

DXC will provide a Monthly Turnover Report during the months leading up to closeout. The report will reflect transition activities during the turnover period. Similar to the project status reports provided during implementation, this report will be detailed and easy to read. The report will give the Department a complete picture of turnover activities completed and those still pending. We will outline issues encountered, successes completed, and planned activities to meet the deadline date.

|                               |       |                                                                                                                  |
|-------------------------------|-------|------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO04 | The Contractor shall provide operational procedures that describe how maintenance is performed for the solution. |
|-------------------------------|-------|------------------------------------------------------------------------------------------------------------------|

DXC will provide operational procedures that describe how maintenance is performed for the solution. As a suite of products available to several states, rather than a solution built for just one state, the Provider Services solution comes with documentation the successor contractor will need to maintain the solution moving forward.

*DXC will provide current operational manuals as of the time of closeout.*

|                               |       |                                                                                                                                                                                                                                                                |
|-------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO05 | The Contractor shall cooperate with the successor contractor while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the Department and the successor contractor. |
|-------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will cooperate with the successor contractor while providing the required turnover services. We will meet with the successor and develop work schedules that are agreeable for both the Department and the successor contractor. As the final stage of a contract, turnover is one more opportunity for DXC to demonstrate a spirit of collaboration and cooperation, as well as our customer focus. We will work with the Department and successor to support a smooth transition.

|                               |       |                                                                                                                    |
|-------------------------------|-------|--------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO06 | The Contractor must transfer solution and services documentation and all data requested by the State to the State. |
|-------------------------------|-------|--------------------------------------------------------------------------------------------------------------------|

DXC will transfer the solution and services documentation and data requested by the Department to the Department. Our Chain of Custody process is vital in the transfer of program information. This process enables DXC to facilitate this crucial task of tracking the information that has left our physical site and keeping a record of the reconciliation of the information after it reaches its final destination.





|                               |       |                                                                                                                     |
|-------------------------------|-------|---------------------------------------------------------------------------------------------------------------------|
| Project Closeout and Turnover | PTO07 | The Contractor shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan. |
|-------------------------------|-------|---------------------------------------------------------------------------------------------------------------------|

DXC will deliver a Turnover Results Report that documents completion of each step of the Turnover Plan. This report will list the tasks with their completion dates along with the results of each step of the turnover plan. This report will enable the Department to verify that tasks have been performed successfully according to the turnover plan.

### 3.10.7 Project Deliverables and Documentation

The documentation deliverables outlined in Table 3.10.7 have been identified for this scope of work. DPHHS will review deliverable requirements and make changes to required deliverables based on Commercial-Off-the-Shelf (COTS)/Software-as-a-Service (SaaS) versus non-COTS/Non-SaaS software. For each documentation deliverable, the Contractor shall follow the guidelines outlined in the Documentation Standards in the Procurement Library. The Contractor will submit documents that meet the specific deliverable acceptance criteria as outlined in the Deliverable Expectation Document for the specific deliverable. All deliverables must be approved by DPHHS. Project artifacts and information will be shared on the CMS Reuse Repository. The Offeror must describe their approach to meet each of the Documentation requirements defined in Attachment F, Requirements Matrix.

**Table 3.10.7 Documentation Deliverables**

| Deliverable             | Delivery and Update Frequency                      | Requirement Number | Deliverables Expectations Document Required? |
|-------------------------|----------------------------------------------------|--------------------|----------------------------------------------|
| Project Management Plan | As scheduled in approved PWP, updates as necessary | PMT18              | Yes                                          |
| Project Work Plan       | Project initiation, updates as approved.           | PMT19              | Yes                                          |
| Communication Plan      | As scheduled in approved PWP, updates as necessary | DOC15              | Yes                                          |
| Quality Management Plan | As scheduled in approved PWP, updates as necessary | DOC16              | Yes                                          |
| Risk Management Plan    | As scheduled in approved PWP, updates as necessary | DOC38              | Yes                                          |
| Issue Management Plan   | As scheduled in approved PWP, updates as necessary | DOC40              | Yes                                          |



|                                                  |                                                    |                     |     |
|--------------------------------------------------|----------------------------------------------------|---------------------|-----|
| Change Management Plan                           | As scheduled in approved PWP, updates as necessary | DOC18               | Yes |
| Defect Management Plan                           | As scheduled in approved PWP, updates as necessary | DOC22               | Yes |
| Staffing Plan                                    | As scheduled in approved PWP, updates as necessary | DOC24               | Yes |
| Data Management, Conversion, and Migration Plan  | As scheduled in approved PWP, updates as necessary | DOC03               | Yes |
| Application, Configuration, and Maintenance Plan | As scheduled in approved PWP, updates as necessary | DOC04               | Yes |
| User Interface Style Guide                       | As scheduled in approved PWP, updates as necessary | DOC46               | Yes |
| User Documentation                               | Project initiation, updates as necessary           | DOC07               | Yes |
| Operations Procedure Manual                      | As scheduled in approved PWP, updates as necessary | DOC42               | Yes |
| Business Continuity and Disaster Recovery Plan   | As scheduled in approved PWP, Annually             | DOC08, DOC09, DOC10 | Yes |
| Operations, Maintenance and Configuration Plan   | As scheduled in approved PWP, updates as necessary | DOC12               | Yes |
| Turnover Plan                                    | 12 months prior to final Contract year             | DOC37               | Yes |
| Updated Turnover Plan                            | 6 months prior to final Contract year              | PTO02               | No  |
| Technical Documentation                          | Project initiation, updates as necessary           | DOC19               | Yes |
| System Design Documentation                      | As scheduled in approved PWP, updates as necessary | DOC14               | Yes |



|                                                                        |                                                    |        |     |
|------------------------------------------------------------------------|----------------------------------------------------|--------|-----|
| System Documentation                                                   | Project initiation, updates as necessary           | DOC29  | Yes |
| Master Test Plan                                                       | As scheduled in approved PWP, updates as necessary | DOC26  | Yes |
| Training Plan                                                          | As scheduled in approved PWP, updates as necessary | DOC27  | Yes |
| System Test Plan                                                       | As scheduled in approved PWP, updates as necessary | DOC28  | Yes |
| Module Implementation Plan                                             | As scheduled in approved PWP, updates as necessary | DOC13  | Yes |
| Solution Architecture Document                                         | As scheduled in approved PWP, updates as necessary | DOC21  | Yes |
| Attachment - L-Technology Matrix                                       | Upon initial proposal, Annually                    | DOC44  | No  |
| Turnover Results Report                                                | Upon completion of turnover activities             | PTO07  | Yes |
| Monthly Status Report*                                                 | Monthly                                            | PMT17  | No  |
| System Security Plan                                                   | As scheduled in approved PWP, updates as necessary | DOC01  | Yes |
| CMS Information Security Program Plan of Action and Milestones (POA&M) | Conditional upon security risk assessment findings | SEC55  | No  |
| Risk Assessments                                                       | Annually and As Needed                             | SEC11  | Yes |
| Requirements Traceability Matrix (RTM)                                 | As scheduled in approved PWP, updates as necessary | RQM06  | Yes |
| CMS Certification Checklists                                           | As scheduled in approved PWP, updates as necessary | CERT02 | Yes |
| Certification Plan                                                     | As scheduled in approved PWP,                      | DOC02  | Yes |



|                                                   |                                                                               |        |     |
|---------------------------------------------------|-------------------------------------------------------------------------------|--------|-----|
|                                                   | updates as necessary                                                          |        |     |
| Operational Readiness Review Checklist            | As scheduled in approved PWP date                                             | IA06   | Yes |
| Operation Readiness Test Results                  | As scheduled in approved PWP date                                             | IA04   | Yes |
| Penetration Test Report                           | Annual and 6 months prior to implementation                                   | SEC15  | Yes |
| Performance Test Results                          | As scheduled in approved PWP, updates as necessary                            | TEST04 | Yes |
| System Test Results                               | As scheduled in approved PWP, updates as necessary                            | TEST04 | Yes |
| Parallel Test Results                             | As scheduled in approved PWP, updates as necessary                            | TEST04 | Yes |
| Regression Test Results                           | As scheduled in approved PWP, updates as necessary                            | TEST04 | Yes |
| Integration Test Results                          | As scheduled in approved PWP, updates as necessary                            | TEST04 | Yes |
| Disaster Recovery/Business Continuity Test Report | Annual                                                                        | OMC03  | Yes |
| Monthly Turnover Report                           | Monthly, during Turnover Period                                               | PTO03  | Yes |
| Subcontractor Usage Report                        | Annual                                                                        | SUB05  | Yes |
| System Enhancement Pool Report                    | Monthly                                                                       | PMT29  | Yes |
| Business Rules Catalog                            | Project initiation, procurement of each MPATH module and updates as necessary | BR03   | Yes |
| Certification Crosswalk                           | As scheduled in approved PWP,                                                 | CERT01 | Yes |



|                                                      |                                                    |       |     |
|------------------------------------------------------|----------------------------------------------------|-------|-----|
|                                                      | updates as necessary                               |       |     |
| Personnel Background Check Attestation*              | As necessary                                       | KR19  | No  |
| Interface Control Documents (ICD)                    | As scheduled in approved PWP, updates as necessary | INR07 | Yes |
| Deliverable Review and Acceptance Process            | Project initiation, updates as necessary           | PMT15 | Yes |
| Data Dictionary                                      | As scheduled in approved PWP, updates as necessary | DM11  | Yes |
| Conceptual Data Model                                | As scheduled in approved PWP, updates as necessary | DM55  | Yes |
| Implementation Letter                                | As scheduled in approved PWP                       | IA01  | No  |
| Security Audit Report                                | Annually on September 30                           | SEC22 | No  |
| Service Organization Control (SOC) 1 Type II Reports | Annually                                           | SEC73 | No  |

## DXC Response

DXC will provide the Deliverables and Documentation identified in Section 3 Table 3.10.7.

DXC recognizes the need to manage documentation efficiently and effectively for provider manuals, policy publications, forms, operating procedure manuals, training materials, systems documentation, and more. Our understanding of the full scope of this documentation and how it is used enables us to construct an effective approach to planning, developing, and managing it to best meet Department and stakeholder needs.



The documentation we produce during the implementation and operations phases will provide the Department with the necessary information to understand and approve details of the solution as well as fulfill business requirements for the Provider Services solution.

The Project Management Plans and technical documentation will be housed in the DXC requirements Tracking Repository and Collaboration Exchange (rTRACE) tool. rTRACE will be the content repository designed to manage documents related to implementing the Provider Services Solution. Documents such as requirements, technical diagrams, user documentation, and project status reports are managed through this centralized, browser-based tool.

*"rTRACE provides a documentation resource that supports critical project needs: issue management, risk management, operational and technical documentation, change requests and various work activities that occur as part of routine day-to-day program delivery."*

*Jeff Jacobs, Account Executive  
Georgia Medicaid*

## Attachment F Requirements for Project Deliverables and Documentation

In the following narratives, we provide a response to each of the Attachment F requirements for Project Deliverables and Documentation. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DOC01 | <p>The Contractor shall develop, execute, maintain and deliver for the State's approval, a System Security Plan (SSP) that will document the current level of security controls within the module scope of work that protects the confidentiality, integrity and availability (CIA) of the solution and its information. This is a living document and will be updated no less than annually and when new vulnerabilities are identified and mitigated and when additional functionality and/or components are implemented. The System Security Plan must be approved before any State data is transferred or entered into the solution. The State must approve all revisions of the System Security Plan. If the Contractor's solution is hosted by the State, the State will provide supporting information to the Contractor to complete the SSP.</p> <p>The SSP must address the following topics:</p> <ul style="list-style-type: none"><li>• Adherence to the State's requirements outlined in the "Security and Privacy Controls Requirements" document, included in the Procurement Library;</li><li>• Compliance with the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) to assess CIA and NIST SP 800-53 Rev 4 at a "moderate" control level;</li><li>• Data center physical security, complying with the Federal Information Processing Standards' Automatic Data Processing Physical Security and Risk Management (FIPS PUB.31);</li><li>• Network segmentation, access controls, and forensics;</li></ul> |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <ul style="list-style-type: none"> <li>• Perimeter security;</li> <li>• Application security and data sensitivity classification, including Protected Health Information (PHI) and Personally Identifiable Information (PII);</li> <li>• End-point protections such as multiple redundant firewalls and host-based intrusion detection systems;</li> <li>• Identification and prevention of the use of prohibited functions, ports, protocols, and services;</li> <li>• Network, firewall, server and other security-related configurations and changes;</li> <li>• Intrusion detection and prevention;</li> <li>• Network scanning tools;</li> <li>• Host hardening;</li> <li>• Internet filtering;</li> <li>• Remote access;</li> <li>• Encryption of data at rest and in transit;</li> <li>• User authentication and directory services;</li> <li>• Interfaces and exchange of data with external entities;</li> <li>• System penetration testing;</li> <li>• Management of operating system and security patches;</li> <li>• Anti-Virus and malware detection and email gateways;</li> <li>• Assessment and testing of system and code modifications; and</li> <li>• Allowable internal and external communication protocols.</li> <li>• Compliance with the Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment that indicates compliance or documented NIST 800-53 rev 4 at a "moderate" system risk assessment designation for Contractor hosted solutions;</li> <li>• Compliance with Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2;</li> <li>• Compliance with Statement on Standards for Attestation Engagements (SSAE-16) SOC 2 Type 2.</li> </ul> |
|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's System Security Plan will address the administrative, physical, and technical security needs of the system. Rigorous physical and operational controls that comply with federal and State confidentiality and security laws will be in place Day One to protect the confidentiality, integrity, and availability (CIA) of the solution and its information. The System Security Plan will outline the process for managing security and confidentiality controls for the module and will describe controls in place or planned for meeting those requirements. The plan will meet the Department's requirements documented in the "Security and Privacy Controls Requirements" and will comply with the Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) to access CIA and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 Rev 4. Our plan will include compliance with current HIPAA Privacy and Security Rule requirements.

The System Security Plan and associated procedures will apply to DXC facilities associated with the contract, including those that may be temporary: Office areas, computer/telecommunications rooms, junction sites between computer and telephone rooms, software and data libraries, data-preparation areas, job entry and programming areas, mailroom/loading dock pickup/delivery areas, and records retention and safe storage areas.



Data center physical security will comply with the FIPS Automatic Data Processing Physical Security and Risk Management (FIPS PUB. 31).

The following list describes examples of the tools DXC will use to execute the System Security Plan.

#### Security-Related Tools

| Tool                                         | Description                                                                                                                                                                                                                                        |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Automated code scanning</b>               | DXC performs automated scanning of module code using Fortify and Coverity, enabling security weaknesses to be detected before moving the code beyond system testing.                                                                               |
| <b>Security priority</b>                     | The account security officer reports through a separate management chain to be sure that security issues are reported above the local account level, allowing complete transparency and giving security and privacy the highest possible priority. |
| <b>Intrusion defense/detection</b>           | Outside entities must enter through an area bounded by edge routers and firewalls with intrusion defense or detection devices.                                                                                                                     |
| <b>Firewall rules</b>                        | Firewall rules allow inbound traffic only from approved ports and protocols.                                                                                                                                                                       |
| <b>Advanced Encryption Standard</b>          | Advanced Encryption Standard (AES) -encrypted virtual private network (VPN) tunnels encapsulate site-to-site traffic—including contact with outside entities.                                                                                      |
| <b>IDS/IPS solutions</b>                     | Intrusion detection system/intrusion prevention system (IDS/IPS) solutions block aberrant patterns in network actions such as denial-of-service attacks or penetration retries by blocking or dropping undesired traffic.                          |
| <b>Network monitoring</b>                    | Network monitoring identifies usage and bandwidth.                                                                                                                                                                                                 |
| <b>Problem IP address blocking</b>           | Blocking known problem internet protocol (IP) addresses at the data-center level prevents security exploits and denial-of-service attacks.                                                                                                         |
| <b>CERT-secure coding standards</b>          | Web applications and code follow CERT-secure coding standards and undergo security penetration testing before go-live.                                                                                                                             |
| <b>End point threat management software</b>  | End point threat-management software keeps DXC-managed PCs and servers clean from viruses and malware.                                                                                                                                             |
| <b>ArcSight server log analysis software</b> | ArcSight software sends server logs to a common storehouse and provides analysis tools to detect abnormal activity related to viruses or other threats.                                                                                            |

System Security Plan content will include perimeter security, intrusion detection and prevention, network scanning tools, host hardening, internet filtering, remote access, and system penetration testing. It will also include the following topics:

- Network segmentation, access controls, and forensics
- Encryption of data at rest and in transit
- User authentication and directory services
- Interfaces and data exchange with external entities





- Operating system and security patches management
- Anti-Virus and malware detection and email gateways
- System and code modifications assessment and testing
- Allowable internal and external communication protocols
- Application security and data sensitivity classification, including Protected Health Information (PHI) and Personally Identifiable Information (PII)
- End-point protections such as multiple redundant firewalls and host-based intrusion detection systems
- Identification and prevention of the use of prohibited functions, ports, protocols, and services
- Network, firewall, server and other security-related configurations and changes

The Plan will also include a description of our compliance with the Federal Risk and Authorization Management Program (FedRAMP) Certification, FedRAMP Risk Assessment. We will also cover our processes and procedures for compliance with Statement on Standards for Attestation Engagements (SSAE-16) SOC 1 Type 2 and SOC 2 Type 2.

Because it is a living document, the System Security Plan will include a section for document change history. DXC will update the plan no less than annually but always when new vulnerabilities are identified and mitigated and when we add functions and/or implement components. The plan will document roles and responsibilities and describe DXC's approach to system security. Plan sections will describe information security vulnerability assessment, continuity of information security protection, security awareness training, and information security quality assurance.

DXC will not transfer State data or enter State data into the solution until the System Security Plan is approved. We understand that the State must approve all revisions of the System Security Plan. If our solution is hosted by the State, we understand that the State will provide supporting information to DXC to complete the System Security Plan.

|               |       |                                                                                                                                                                                                                                                                                                                                                                        |
|---------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DOC02 | The Contractor shall develop and maintain a Certification Plan that defines the contractor's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements. |
|---------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The following table lists the components of the DXC CMS Certification Plan we will develop and maintain, which will define DXC's approach to CMS certification. It will describe the processes and procedures that we will use to manage certification requirements, and will comply with the most current MECT process to make sure the system will meet the certification requirements.

#### Certification Plan Content

| Content Area                         | Description                                                                                                                                               |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Introduction and purpose of the plan | This section includes amendment and version history, the table of contents, introductory text, and the executive summary stating the purpose of the plan. |



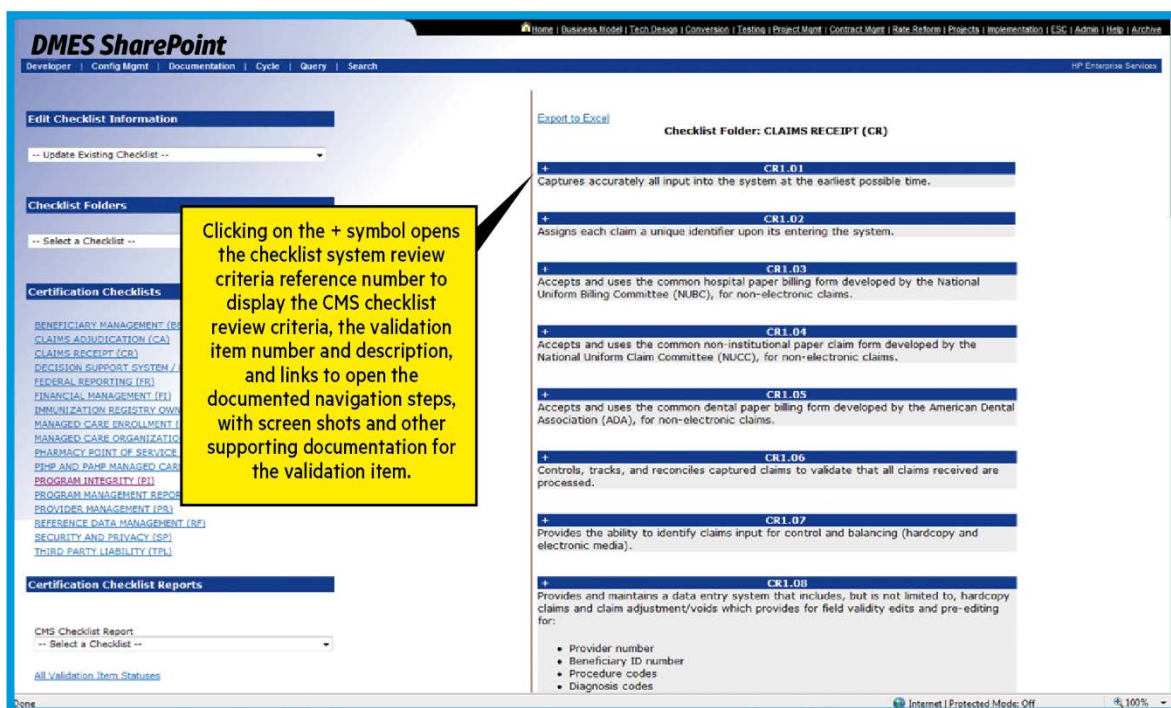
| Content Area                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Joint certification project charter                | The project charter is a formal document that sets forth the scope and authority for the certification process. As used in our recent Medicaid certification projects, the Joint Certification Charter defines project authority, executive sponsorship, expected results, staff assignments, high level schedule of events, critical success factors, assumptions, potential constraints, and Department and DXC contacts.                                                                                                                                                                                                                                                                  |
| Roles and responsibilities                         | This section describes the core certification roles and responsibilities (position descriptions) and provides a task list for each role.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Kickoff activities                                 | <p>Kickoff activities include a set of meetings, training sessions, and presentations designed to engage Department and the DXC account team in the certification process. In past certification efforts, kickoff activities have included the following:</p> <ul style="list-style-type: none"> <li>• History of the State's MMIS and its relationship to federal Medicaid rules</li> <li>• How the MMIS enhancements will be configured</li> <li>• Purpose of CMS certification</li> <li>• How the certification project is organized</li> <li>• Schedule of training and in-service sessions</li> </ul> <p>Overall project timetable</p>                                                  |
| Communication management                           | This section describes how certification project status will be communicated to Department and DXC certification project stakeholders.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Issue management protocol                          | This section of the readiness plan provides guidance for identifying issues, analyzing risks, and creating risk response plans, including escalation to the Implementation DXC Project Management Office (PMO) process.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Staff training and education                       | We will integrate training activities into the certification project schedule. Besides initial orientation and trainings, we will hold several staff training and education events throughout the project.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Quality assurance road map                         | This section pulls together items that are used to validate and evaluate the project overall as it progresses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Pre- and post- CMS review activities and schedules | <p>This section describes the events that occur up to, during, and after the on-site CMS review. Included are checklist presentations to the Department, a dry run with Department staff members, preparation of the certification material in the media format identified for the review, and clarification of how the CMS reviewer requests will be tracked, communicated, and delivered.</p> <p>Post-CMS review activities will include addressing any outstanding requests from the Department, the process for distributing and implementing lessons learned (from the quality assurance process), and DXC's plan for ongoing certification awareness during the operational phase.</p> |

To manage the detailed requirements of the MECT checklists, DXC developed an interactive checklist tool. We use the tool to add checklist-validation items that define how a state's system and business processes meet each requirement. DXC will use this interactive checklist tool for the Montana certification process. The DXC Certification Checklist tool contains the exact



information in an innovative, interactive website, as shown in the following figure. This example is from our Delaware implementation, which is in process at the time of this writing.

### DXC's CMS Certification Checklist Tool



As validation items are completed, the DXC certification team adds navigation steps to production examples of the system objects and processes identified in the validation items. We create a data repository with these production examples including screen shots for presentation to the CMS reviewers for each checklist requirement.

The DXC Certification team assists Department certification staff in learning to use the certification tool, holding weekly certification meetings to monitor progress, and planning the steps to requesting the certification site visit with CMS. We confirm that Department management and staff are well prepared for the certification process and activities.

DPHHS staff members will collaborate with DXC to plan a pre-site-visit conference and virtual certification checklist walkthrough to verify that the larger, more challenging checklists have enough time for review during the time the CMS team is on site. We will facilitate DPHHS staff members walking through their checklists with their assigned CMS reviewers. We also will provide requested material to CMS for review before the site visit to expedite their review and approvals.

DPHHS will benefit from DXC's certification-process experience in knowing what information the CMS reviewers will likely request from each checklist or need to complete their reviews. We will assist in developing these materials before the site visit.



|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DOC03 | <p>The Contractor shall develop, submit, and maintain a Data Management, Conversion and Migration Plan to include the following:</p> <ul style="list-style-type: none"> <li>a. A data management strategy that will support integration, optimization, quality, stewardship, standards, and governance of data.</li> <li>b. description of appropriate skill sets, processes, technologies/tools, and any naming conventions followed.</li> <li>c. Approach to conversion, cleansing and migration.</li> <li>d. Approach to risk management for data conversion effort.</li> <li>e. Approach for testing migration or converted data;</li> <li>f. Approach to reporting the number of records successfully converted vs. errors or exceptions.</li> <li>g. Approach for cleansing data to prepare it for loading to the proposed solution that is refined as necessary.</li> <li>h. Approach to resolving data conversion errors and issues.</li> <li>i. Approach for supporting the Department validation of converted data.</li> <li>j. Tasks, timelines, and responsible parties for all conversion and migration tasks.</li> <li>k. Entrance and exit criteria for each phase of the effort.</li> </ul> |
|---------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The detailed Data Management, Conversion, and Migration Plan documents DXC's strategy and approach from analysis through integration and UAT testing to final conversion and migration. The DXC conversion team uses proven iterative testing methodology and standardized conversion processes. For example, we have found that for performing high-quality, iterative conversion activities, it is critical to have a dedicated environment in which to work. This simplifies the conversion team's coordination of activities and segments that work from the testing being performed in the various change management environments.

Conversion team members work with their application counterparts throughout the process, constantly reviewing results and confirming that converted data adheres to the application-processing rules. The DXC team works with the Department and applicable stakeholders, communicating project status, defining and refining conversion business mapping rules, providing detailed UAT reports for the Department's review and approval, and continually tracking and resolving any issues with data management, conversion, and migration.

The plan will address the data-management strategy for supporting integration, optimization, quality, stewardship, standards, and governance of data. It provides a description of appropriate skill sets, processes, technologies/tools, and naming conventions. It also describes approaches to conversion, cleansing and migration; risk management for data conversion; testing migration or converted data; reporting the number of records converted versus errors or exceptions; cleansing data to prepare it for loading to the solution that is refined as necessary; resolving data-conversion errors and issues; and supporting the Department's validation of converted data.

The plan will identify tasks, timelines, and responsible parties for the conversion and migration tasks, as well as entrance and exit criteria for each phase of the effort. The six phases are summarized in the following table.



## Data Management, Conversion, and Migration Phases

| Phase                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Analysis and design                | This phase involves identifying the source files to be converted, analyzing the source data, determining the data-mapping conversion business rules from source to target and target to source, and designing the technical solution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Development and unit testing       | During this iterative phase, the DXC team transforms the data-mapping conversion business rules into programs and scripts. As the team completes the programs and scripts, the iterative testing process begins by running single or small data samples through the conversion routines, internally verifying the results, resolving identified issues, and rerunning the test until no issues emerge. The iterative testing process continues using larger and larger test data samples until full files are tested or, in the case of claims, monthly samples of claim history run through the conversion process until no issues are identified.                                                                                                      |
| Systems integration testing        | The DXC team begins running multiple scripts through the conversion process, loading the results into the conversion test region, verifying the results, resolving issues, and rerunning until no more issues emerge. This iterative testing phase continues until the team has completed a full integration test from start to finish. Also during this phase, the team determines the conversion dependencies, identifies the order in which conversion scripts and processes need to run, performs run-time improvements, and gathers statistics about the expected run time of each process. When this testing phase is complete, we are ready to schedule the conversion, run the preliminary conversion, and provide data for the UAT test region. |
| Preliminary conversion and UAT     | The DXC team runs the preliminary conversion and loads the converted data into the conversion test region, performs a final internal verification check, and reports to the conversion stakeholders that the converting data is ready to be loaded into the UAT test region for Department review. The DXC team produces and provides to the Department the UAT conversion status report, which provides statistics about the conversion run results, including the number of rows loaded into the conversion target tables. The team works with the application team and the Department to review the UAT results and identify and resolve defects in the converted data. This review process continues until DMS approves the conversion UAT results.  |
| Final conversion phase             | This phase involves planning, creating, and meshing the final conversion run schedule with the application implementation go-live schedule. After the Department gives operational readiness and final conversion approval to proceed, the DXC team begins executing the final conversion schedule. DXC provides continuing final conversion run status and progress updates to the go-live command center and conversion stakeholders until final conversion is complete.                                                                                                                                                                                                                                                                               |
| Post final conversion review phase | DXC and the Department review and resolve issues identified after go-live related to converted data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DOC04 | <p>Prior to beginning design and configuration/build activities, the Contractor must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Contractor's approach to applications configuration and enhancements including:</p> <ul style="list-style-type: none"> <li>a. Approach to conducting design sessions or walkthroughs.</li> <li>b. Approach to conducting sprints or iterations.</li> <li>c. Configuration management.</li> <li>d. Schedule of major and minor releases.</li> <li>e. Tasks, timelines, and responsible parties for design and configure/build tasks.</li> <li>f. Approach to system enhancements</li> <li>g. Programming and coding standards</li> </ul> <p>The plan must be maintained through the system implementation. Revisions must be approved by the State.</p> |
|---------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Prior to beginning design and configuration/build activities, DXC will develop and submit to the Department an Application Configuration and Maintenance Plan that describes our approach to applications configuration and enhancements, including: Approach to conducting design sessions or walkthrough, approach to conducting sprints or iterations, configuration management, schedule of major and minor releases, tasks, timelines, and responsible parties for design and configure/build tasks, approach to system enhancements, and programming and coding standards. We will maintain the plan through the system implementation and revisions must be approved by the Department.

The Application Configuration and Maintenance Plan will document the agreed-on approach and schedule we use to analyze, configure, test and implement product releases and other configuration changes into the Provider Services solution environments. The DXC project management team will document the overall release-management process that we will coordinate with the change-management and configuration-management processes.

The release-management process includes packaging each release of the Provider Services solution and necessary infrastructure components for implementation in production and gaining final approval for the release. Release management has the following objectives:

- Balance the capacity of the organization to enact change using a schedule to deliver planned business capabilities
- Use personnel efficiently and control costs
- Manage user expectations regarding benefit realization time frames
- Control risk to the organization by bundling product releases and other configuration changes to achieve economies of scale in training, testing, deployment, and maintenance

The development and maintenance teams follow programming standards stored in a shared area. These includes the standard programming language, standard scripts, and standard utilities. DXC's Healthcare Enterprise Delivery and Global Excellence (EDGE) system development lifecycle (SDLC) is a comprehensive systems development methodology that integrates agile, iterative, and waterfall approaches. Healthcare EDGE is aligned with the Software Engineering Institute (SEI) Capability Maturity Model Integration (CMMI), the Project



Management Body of Knowledge (PMBOK) Guide, and International Organization for Standardization (ISO) Institute of Electrical and Electronics Engineers (ISO/IEEE) 12207-2008 System and Software Engineering—Software Lifecycle Processes for Quality Management approach.

DXC's global software-delivery model is based on Agile principles and the scrum delivery model, and includes scrum teams and sprint delivery. During sprint 0, project initiation, the Department will work closely with DXC to make sure the business requirements have been identified and approved.

The DXC team will use a standard overlapping schedule of planned releases to implement product releases and major configuration changes and monthly releases for maintenance activities and minor configuration updates. For time-critical issues, we will schedule exception releases.

We promote the release according to the defined release schedule. The release team uses the work item implementation plan to promote each part, using the configuration-management tools for the environment's component and data management promotion processes. The changes to the environments are formally controlled so that no changes to hardware, configuration components, or operational procedures are implemented without leader review and approval.

As changes are implemented collaboration and communication are key to successfully managing them. Coordinating with the Department PMO, the ISS contractor, and other affected MPATH contractors, the DXC project management team will verify that the necessary communications, notifications, education, and training are provided to affected stakeholders, including the provider and member communities.

|               |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DO07 | <p>The Contractor shall provide during the initiation phase of the project and maintained throughout the project user documentation.</p> <p>The State requires User Documentation for use by a novice business user to understand the automated system or application from a business function perspective. The Contractor shall provide comprehensive, well-organized user documentation. The Contractor's User Documentation shall include at a minimum:</p> <ul style="list-style-type: none"><li>• Written in a procedural step-by-step format. (Instructions for sequential functions must follow the flow of actual activity).</li><li>• Manuals that helps users understand the purpose and operation of the module/module component(s) for each business process/major program/functional area.</li><li>• Acronyms used in user instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary.</li><li>• Cover system navigation, online help, and policies and procedures.</li><li>• The documentation must be available on-line and provide an on-line search capability with context-sensitive help.</li><li>• Provide the ability to produce a PDF version upon request</li><li>• Use version control to retain historical versions of</li></ul> |
|---------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>documentation and revisions must be clearly identified.</p> <ul style="list-style-type: none"> <li>• User documentation must be written and organized so that novice users can learn from reading the documentation how to access the on-line windows/screens, read reports, and perform all other user functions.</li> <li>• User manuals must contain a table of contents and an index.</li> <li>• Definitions of codes used in various Sections of a user manual must be consistent.</li> <li>• Descriptions of error messages for all fields incurring edits must be presented and the necessary steps to correct such errors must be provided.</li> <li>• Abbreviations must be consistent throughout the documentation.</li> <li>• Each user manual must contain a Section describing all reports generated within the subsystem, which includes the following: <ol style="list-style-type: none"> <li>1.) A narrative description of each report.</li> <li>2.) The purpose of the report.</li> <li>3.) Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals.</li> <li>4.) Definitions of all user-defined, report-specific code descriptions; and a copy of representative; and pages of each report.</li> </ol> </li> <li>• Instructions for requesting reports or other outputs must be presented with examples of input documents and/or screens.</li> <li>• Instructions for making on-line updates must clearly depict which data and files are being changed.</li> </ul> |
|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide user documentation during the initiation phase of the project and maintain the documentation throughout the project. We understand that, like most states, Montana requires User Documentation for use by a novice business user to understand the automated system or application from a business function perspective. DXC will provide comprehensive, well-organized user documentation that will include, at a minimum, the items in this requirement. We provide current, accurate, easy-to-use user documentation for each component of the solution we deliver.

User documentation is essential to help users do their daily jobs effectively and without errors. It also accelerates new users' familiarization with the system. DXC will provide the Provider Enrollment and Management User Manual and Online help documentation that comes with the Provider Services product. The documentation is written in a procedural, systematic format with step-by-step guides, navigation paths, screenshots, code definitions, error messages, and glossaries of terms and acronyms. Each contains a table of contents and index to allow users to quickly find what they need.

Our user documentation is written and organized so that users not trained in software applications can learn from reading the documentation how to access the online help windows/screens, read module reports, and other related user functions.

For ad hoc reporting of provider data, we use SQL Server Report Services within the Provider Services solution. The user documentation for this reporting tool will meet the same requirements as documentation for the other products. For standard reports, our user manuals





contain a description of each available report generated. The report description includes a narrative description of each report, the purpose of the report, and a definition of each field in the report. For derived fields in a report, the documentation contains detailed explanations of calculations used to create the data and explanations of subtotals and totals.

Our solution will make provider user documentation available on the provider portal, system and technical documentation will be available to internal users on our rTRACE solution, and user documentation is available using online help. rTRACE will be the content repository designed to manage documents such as requirements, technical diagrams, user documentation, and project status reports. rTRACE provides fully organized and thorough system and user documentation throughout the contract.

DXC will use product user documentation as the basis for UAT and training. Final versions will be updated and completed for training before the start of the operations. Documentation can be downloaded from rTRACE in PDF format.

Current and historical versions are maintained. Versioning is controlled through role-based authorization.

|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Documentation | DOC08 | The Contractor shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any Department data is transferred or entered into the solution. The Plan must contain procedures for data backup, restoration, and emergency mode operations in the event of: <ul style="list-style-type: none"><li>a. Hardware or Software Failures;</li><li>b. Human Error;</li><li>c. Natural Disaster; and/or</li><li>d. Other unforeseeable emergencies.</li></ul> The Business Continuity and Disaster Recovery Plan must be approved by the Department. |
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DXC will develop and maintain annually a Business Continuity and Disaster Recovery Plan to provide detailed procedures for continuing operations and accessing electronic protected health information (ePHI) in an emergency. If an error or failure occurs in an access control system, DXC uses disaster recovery procedures to provide continued protection of information and provide continued access to authorized users. We will be sure the plan is in place before transferring Department data or entering it into the solution. The plan will contain procedures for data backup, restoration, and emergency mode operations in the event of hardware or software failures, human error, natural disaster, and/or other unforeseeable emergencies. We understand that the Department must approve the plan.

The Department requires a business continuity and disaster recovery methodology inclusive of defined processes that work together in the event of a disruption or disaster. DXC knows from experience how important planning and processes are to both business continuity and disaster recovery. Our performance record of 100 percent success in responding to more than 850 disaster declarations over 30 years demonstrates the strength of our methodology.

*When a series of flash floods hit Western Europe, one of six customers to call on DXC was Goodbody, a leading financial firm. Goodbody escalated to DXC at 8:30 p.m. At that time, water in their facility was three feet high. Three hours after the initial call, DXC had operations up and running. By 1:00 a.m. the water had risen to 12 feet, but the company's response team had relocated to 67 seats in the DXC Recovery Center.*



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| Documentation | DOC09 | <p>The Contractor's Business Continuity portion of the plan must include the following:</p> <ul style="list-style-type: none"> <li>a. Identification of the core business processes involved in the production solution. For each core business process include: <ul style="list-style-type: none"> <li>1) Identification of potential failures for the process;</li> <li>2) Risk analysis;</li> <li>3) Impact analysis; and</li> <li>4) Definition of minimum acceptable levels of service/output.</li> </ul> </li> <li>b. Definition of triggers for activating contingency plans.</li> <li>c. Procedures for activating any special teams for business continuity.</li> <li>d. A plan for recovery of business functions, units, processes, human resources, and technology infrastructure.</li> <li>e. Communication protocols and process for restoring operations in a timely manner.</li> </ul> |
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The business continuity portion of the plan will outline the DXC processes for maintaining or managing the system's essential functions when confronted with adverse events. This plan includes comprehensive procedures that we follow to support continuity of operations during disruptions, including power failure, fire, flood, earthquakes, and civil disturbances.

The plan will include identifying the core business processes involve in the production solution and, for each core business process, will include four elements: 1) Identifying potential process failures, analyzing risk, analyzing impact, and defining minimum acceptable levels of service/output.

The plan will define triggers for activating contingency plans. DXC categorizes module outages using five triggering levels, where Level 1 is the worst and the backup site must be activated, to a Level 5, with minor operational problems having little or no effect on the module. These five levels are similar to the disaster recovery and business continuity plan criticality classifications in that the levels are numbered from most to least critical. We will apply the Department's priority levels so that tickets and escalation responses reflect the Department's requirements.

The plan will also include procedures for activating special teams for business continuity, and it will describe the process for recovering business functions, units, processes, human resources, and technology infrastructure. We use two primary recovery metrics: Recovery point objective (RPO) and recovery time objective (RTO). RPO describes the acceptable amount of data loss measured in time. RTO is the amount of time expected, after a declaration is made, until the module is back online (in "recovery mode"). The recovery process will start immediately after authorized account personnel have declared a disaster. DXC will transfer critical production operations to the recovery facility, redirect associated network traffic, and return to regular operation.

Finally, the business continuity portion of the plan will contain communication protocols and the process for restoring operations in a timely manner.



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| Documentation | DOC10 | <p>The Contractor's Disaster Recovery portion of the plan must address, at a minimum:</p> <ul style="list-style-type: none"> <li>a. Retention and storage of backup files and software;</li> <li>b. Hardware backup for critical solution components;</li> <li>c. Facility backup;</li> <li>d. Backup for any telecommunications links and networks;</li> <li>e. Backup procedures and support to accommodate the loss of any online communications;</li> <li>f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility.</li> <li>g. The off-site storage facility must provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations.</li> <li>h. An enumeration of the prioritized order of restoration for Contractor's proposed solution.</li> <li>i. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss.</li> </ul> |
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DXC's disaster recovery planning will enable the module to run with minimum disruption during a disaster; meeting the Department's expectations. The DXC disaster recovery team will work with the Department to develop the technical recovery plan (TRP) for the production environment. In our practices for healthcare accounts, the plan is used throughout the disaster recovery planning process—from the development of the disaster recovery plan to disaster recovery rehearsals, including actual recovery events. The TRP includes document versioning, contact information for Department and DXC personnel, technical team assignments, platform component details, facility location information, a recovery checklist, and pre- and post-rehearsal activities list.

DXC will be prepared to provide support in situations ranging from the partial loss of function or data for a brief amount of time to a "worst-case" scenario that could involve a manmade or natural disaster or data center failure. DXC uses a companywide operations alerting system, the Response to Operational Problems (RtOP). The system is based on varying degrees of severity that are determined by the effect on business.

The disaster recovery portion of the overall plan will address storage and retention of backup files and software. By maintaining a system backup schedule, storing backup information off-site, identifying backup sites, maintaining a readied staff, and creating a comprehensive plan, DXC can provide the Department with full system-recovery capabilities should circumstances create such a need. Microsoft Azure's Azure Site Recovery capability provides automatic redundant servers and data between geographically-separated data centers, with high-speed fiber links that provide continuous replication of data. This replication method allows a near real-time, asynchronous update of data to secondary data center's failover environment. Regular processing and services can continue if a disaster or major hardware problem occurs at the primary site. DXC will perform daily or checkpoint backups and include data changes that occurred that day and also perform a full backup weekly. Backups receive equal protection using off-site storage. We use encryption stored data on-site and off-site and apply appropriate rotation and retention periods.

The plan will detail the file backup plan, procedures, and schedules, including rotation to a secure off-site storage facility that provides protections against unauthorized access or



disclosure of information, fire, sabotage, and environmental considerations. The plan will contain the prioritized order of restoration for DXC's solution. In addition, the plan will describe the uninterruptible power supply and diesel generator backup systems DXC uses at both our primary and backup processing centers.

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| Documentation | DOC11 | The Contractor shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project. |
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DXC does not consider a system or business process change complete and successful unless we have reviewed and updated documentation. Our plans, such as quality and change-management plans, include steps to confirm the documentation is ready for users to access and employ in the production environment. We also include in the operations review checklists tasks to test the availability and accuracy of the documentation to support research and daily reference.

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| Documentation | DOC12 | <p>The Contractor shall provide and maintain an Operations, Maintenance and Configuration Plan for the Department's approval that describes post-implementation processes for areas such as:</p> <ul style="list-style-type: none"><li>a. Architecture/hosting operations.</li><li>b. Monitoring daily operations performance.</li><li>c. Performing routine maintenance.</li><li>d. Maintaining user documentation.</li><li>e. Online help approach and documentation, as appropriate.</li><li>f. Configuration and change management.</li><li>g. Approach to enhancements and other new requirements.</li><li>h. Maintaining system documentation.</li><li>i. Maintaining training documentation.</li><li>j. Archiving requirements.</li><li>k. Tasks, timelines, and responsible parties for design and configure/build tasks.</li><li>l. Reporting status against relevant Service Level Agreements (SLAs)</li><li>m. Schedule of major and minor releases.</li></ul> <p>The Department must review and approve all revisions of the Operations, Maintenance and Configuration Plan.</p> |
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DXC will provide and maintain an Operations, Maintenance, and Configuration Plan for the Department's approval that describes post-implementation processes for areas such as architecture/hosting operations, monitoring daily operations performance, performing routine maintenance, and maintaining user documentation. Other example areas are those on the following list.

- Configuration and change management
- Maintaining system documentation



- Maintaining training documentation
- Archiving requirements
- Schedule of major and minor releases
- Online help approach and documentation, as appropriate
- Approach to enhancements and other new requirements
- Tasks, timelines, and responsible parties for design and configure/build tasks
- Reporting status against relevant Service Level Agreements (SLAs)

We understand that the Department must review and approve the revisions of the Operations, Maintenance, and Configuration Plan.

DXC's operations and maintenance documentation includes detailed specification design, requirements traceability matrix, user manual, and online help documentation, along with training material such as manuals and processes. DXC's online help provides current and accurate information, and our portals include both field-level and page-level help, step-by-step guides, and information regarding reports and forms.

The DXC team identifies, defines data capture points, measures, monitors and reports status against relevant Service Level Agreements, documenting the data capture points in design documents and the information architecture. We also track trends and pinpoint areas for improvement, and we use a corrective action plan to effectively resolve performance issues.

Smoothly implementing system changes and enhancements is critical to the quality and effectiveness of the Provider Services solution. DXC's change-control process maintains rigorous, repeatable steps to control changes to scope, cost, schedule, quality, and other approved configured items. Our change-control process supports system changes, updates, and maintenance of system components and affected operating processes. Change control includes identifying and tracking enhancements to the system as well as changes to the scope of requirements agreed to by the Department and DXC.

In the start-up phase, DXC identifies stakeholders who will comprise the Change Control Board (CCB). We document status meetings and provide minutes following each CCB meeting. We provide monthly reports of system changes implemented during the month. The report includes a three-month projection of change request to be implemented each month, as well as updates on milestones for major projects requiring more than three months to complete.



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| Documentation | DOC13 | <p>The Contractor shall develop a Module Implementation Plan in conjunction with the State that describes, at a minimum:</p> <ol style="list-style-type: none"> <li>The rollout approach, including phased implementation, if necessary.</li> <li>Overall integration approach</li> <li>Approach to continuous integration of other modules or data from other data providing entities.</li> <li>The proposed implementation schedule.</li> <li>The rollback strategy.</li> <li>Communication and Contractor support procedures.</li> <li>Contractor and State roles and responsibilities.</li> <li>Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Contractor, solution, and State readiness.</li> <li>All critical tasks that are required for cutover.</li> <li>Post cutover monitoring.</li> <li>The onsite and offsite user support provided by the Contractor and State during the initial solution implementation.</li> <li>Solution acceptance procedures.</li> <li>Tools and processes to ensure overall quality.</li> <li>Describe post implementation production deployment process and activities.</li> </ol> |
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DXC will develop a Module Implementation Plan in conjunction with the Department that describes our approach to the implementation, overall integration, and integration of other modules or data from other data-providing entities. It will include the implementation schedule we propose, our rollback strategy, and DXC and Department roles and responsibilities. It will also contain communication and DXC support procedures and operational readiness checklists that define in advance the go/no-go decision and the aspects of DXC, solution, and Department readiness.

The Module Implementation Plan will present the critical tasks that are required for cutover. It will, as well, describe post cutover monitoring along with the onsite and offsite user support DXC and the Department will provide during the initial solution implementation. Also part of the plan will be solution acceptance procedures, tools and processes to secure overall quality, and a description of the post-implementation production deployment process and activities.

With modular products replacing monolithic MMISs, the Department will face a new approach to design and development. Joint application requirement meetings are being replaced with business function reviews within the product. DXC will conduct business function reviews with Department staff, other affected MPATH solution contractors, and systems integrator contractor staff to make sure interfaces and cross-system issues are addressed. DXC will provide the agreed-on deliverables in support of detailed specification design for development, configuration, testing, and implementation.

The initial work plan for the Provider Services solution contains five business function review sessions:

- Provider services (includes enrollment)—Business function review and business design
- Provider portal—Business function review and business design
- System reports—Business function review and business design



- Security—Business function review and business design
- Documentation management

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| Documentation | DOC14 | <p>The State defines System Design Document (SDD) as documentation that describes how the functional and nonfunctional requirements recorded in the Requirements Response Matrix transform into more technical system design specifications from which the system is configured and built. The SDD documents the high-level system design and the low-level detailed design specifications. The SDD describes design goals and considerations, provides a high-level overview of the system architecture, and describes the data design associated with the system, as well as the human-machine interface and operational scenarios. The high-level system design is further decomposed into low-level detailed design specifications for each system component, including hardware, internal communications, software, system integrity controls, and external interfaces.</p> <p>The SDD documents and tracks the necessary information required to effectively define architecture and system design in order to give the development team guidance on the architecture of the system to be developed. Design documents are incrementally and iteratively updated during the system development life cycle and includes proprietary contractor material (this excludes proprietary information related to COTS products). Its intended audience is the project manager, project team, and development team. The Contractor shall provide and maintain system design documentation that includes at a minimum:</p> <ul style="list-style-type: none"> <li>• A description of each component, their purpose, including basic functions and the business areas supported</li> <li>• User stories/use cases</li> <li>• User interface design</li> <li>• Physical database design</li> <li>• A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage</li> <li>• Configurations</li> <li>• Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.</li> <li>• A network schematic showing all network components and technical security control</li> <li>• Listing of the edits and audits applied to each input item and the corresponding error messages.</li> <li>• Interface Control Documentation</li> <li>• Narrative descriptions of each of the reports and an explanation of their use must be presented.</li> <li>• Definition of all fields in reports, including a detailed explanation of all report item calculations.</li> </ul> |
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DXC will provide and maintain system design documentation. DXC understands the importance of having current and accurate documentation that describes the design and functions of the modules and system components in the MPATH.

As the Department moves from an MMIS system developed and built just for the Department, to a product designed and released to many states, the documentation provided will change to some extent. The System Design Documents (SDD) for products are delivered as manuals provided at implementation and as release notes delivered throughout the life of the product. These documents will be maintained in rTRACE, the project management repository used by DXC.

The manuals will contain the high-level system design and same low-level detailed design specifications. The product manual will include a high-level overview of the system architecture, and describes the data design associated with the system. Documentation regarding Montana-specific configurations will be captured in a separate document, also housed in rTRACE.

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| Documentation | DOC15 | The Contractor shall develop and maintain a Communication Plan. The purpose of the Communication Plan is to provide a description of the communication that will occur on the project and how it will be managed. This includes details about various types and means of communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan shall ensure that the communication approach addresses communication across multiple vendors. Effective communication is a key element for the success of the project. |
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DXC understands that effective communication is a key element of the success of the project in a modular world where there are multiple vendors. We will develop and maintain a Communication Plan, the purpose of which is to provide a description of the communication that will occur on the project and how it will be managed. This will include details about various types and means of communication, communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan will describe the communication approach, including addressing communication across multiple vendors.

The Communications Plan DXC provides outlines the communication process and methods we use during the life cycle of the project. The plan is a mechanism for making audiences and stakeholders aware of their responsibilities for communicating project-related information to meet the needs of the project stakeholders.

Communication management will be essential to the success of the project. We will continuously provide real-time communication based on our reports, status meetings, and steering committee meetings as depicted in the governance model that we define during project start-up. The communication plan will provide a carefully documented and agreed-on process we will use throughout the project.

In the DXC organization, we emphasize frequent, effective communication. We define effective communication as that which is clear, understandable, and appropriately focused at each management level. Our goal is to state precisely what we are going to do and when we are





going to do it, and then to clearly explain what we have done. We will make our staff available to the Department to address questions or concerns and will provide easy access to our reporting tools, which communicate immediate, accurate information about project status and progress.

DXC will instill a disciplined approach to project management communication as part of overall governance across the organization. As we evidence our philosophy of open communication, the Department will receive timely, accurate communication of a project's status and overall results.

The Communication Plan will cover many important topics, including the following:

- **Project status reporting**—Including the overall health of the project, current project status against milestones, status monitoring metrics, risks, and issues
- **Provider communications**—How we will facilitate and improve outreach to providers and provider associations through a collaborative communication and outreach plan to verify that providers understand the effects on them related to implementing a new system, and to help them prepare to interact with the new system at go-live
- **Department staff communications**—Provide continual communication with the appropriate level of detail and enable a feedback mechanism to help identify potential issues and resolve them as early as possible in the process; also validate that staff members understand the role they play in transferring to the new system and the effect on them at a business-process level
- **Go-live planning**—Provide a line of sight to the go-live date that is appropriate for each stakeholder group to verify preparations for cutover to the new system are established early and then executed before implementing the new system so stakeholders are adequately prepared at go live

The Communication Plan we provide will describe the following major functions of communication:

- **Identify stakeholders**—Identify the people or organizations affected by the project and document relevant information regarding their interests, involvement, and effect on project success
- **Plan communications**—Identify the information needs of the stakeholders and determine a suitable means of meeting those needs; define who needs what information, when they will need it, how it will be given to them, and by whom
- **Distribute information**—Make relevant information available to project stakeholders as planned, including implementing the communications management plan and responding to unexpected requests for information
- **Manage stakeholder expectations**—Communicate and work with stakeholders to meet their needs and address issues as they arise, thereby increasing the probability of project success by managing expectations and confirming that stakeholders understand the project benefits and risks
- **Report performance**—Collect and distribute performance information, including status reports, progress measurements, and forecasts; periodically collect and analyze baseline-versus-actual data to understand and communicate project progress and performance and forecast project results

The following information will be included in the Communication Plan: Approach to communication, roles and responsibilities, communication flow, communication process, and



communication tools. The DXC team develops the Communication Plan for the DDI and updates it for the operations phase.

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| Documentation | DOC16 | The Contractor shall develop and maintain a Quality Management Plan. The Quality Management Plan identifies the quality standards for the project and how quality standards are measured. It includes the process steps and quality tools that will be used (e.g., templates, standards, and checklists). |
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DXC will develop and maintain a Quality Management Plan that identifies the quality standards for the project and how quality standards are measured. It will include the process steps and quality tools that will be used, such as templates, standards, and checklists. The purpose of the Quality Management Plan is to establish processes to validate that the project includes the quality activities necessary to complete the scope of work successfully. The plan will describe the methodology for maintaining quality of the code, workmanship, project schedules, deliverables, and subcontractor(s) activities.

DXC quality management has three focus areas: Quality planning, quality assurance, and quality control.

- **Quality planning** is the process of identifying quality requirements or standards for the project and product, and documenting how the project will demonstrate compliance. We perform quality planning in parallel with the other project-planning processes.
- **Quality assurance** is the process of reviewing the quality requirements and the results from quality-control measurements to make sure we use appropriate quality standards and operational definitions. Quality assurance also provides an umbrella for continual process improvement, which is an iterative means for improving the quality of processes.

We use two types of quality assurance measures, verification and validation. Verification confirms that selected work products meet their specified requirements. We verify using work product reviews (walkthroughs), unit testing, and integration testing to make sure that we built it right—that is, according to requirements, standards, and criteria and using formal acceptance testing and other mechanisms, such as prototyping and simulation, as appropriate. Validation demonstrates that a product or product component fulfills its intended use when placed in its intended environment. Validation confirms that we built the right thing.

- **Quality control** is the process of monitoring and recording the results of executing Quality Management Plan activities to assess performance and recommend necessary changes. We perform quality control throughout the contract. Our quality standards include project processes and product goals. Quality-control activities help us identify causes of poor process or product quality and recommend or take action to eliminate them. Quality-control measurements are the output of quality-control activities. We use them to analyze and evaluate the quality standards and processes of the performing organization. The Quality Management Plan encompasses the entire contract, including the software development life cycle. The following table shows some of the key quality- management tasks contained in the schedule (work plan).



### High-Level Quality Management Tasks

| DDI quality tasks                 | Description                                                                                                                                                             |
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| Work product reviews (WPRs)       | Conduct internal work product reviews for deliverable documents before submission to the Department                                                                     |
| Department deliverable reviews    | Conduct deliverable reviews with the Department on Department request                                                                                                   |
| Business function review sessions | Define Department-specific configuration within the Provider Services solution and add clarifications, questions, issues, and answers to each requirement within rTRACE |
| Unit testing                      | Conduct unit testing on component configurations to validate they meet the specified requirements                                                                       |
| Integration testing               | Conduct systems integration testing to validate the integrated components work together according to the approved requirements                                          |
| System testing                    | Verify that related groups of functional capabilities are correct and that the Provider Services solution is free from defects                                          |
| User acceptance testing           | Department performs user acceptance testing to validate the features meet the approved requirements                                                                     |

The Quality Management Plan covers the design, develop, and implement (DDI) phases of the contract and the team will review and update it for operations.

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| Documentation | DOC18 | The Contractor shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements.<br>a. Tools to support change management<br>b. Change management process steps<br>c. Escalation process<br>d. Training<br>e. Roles and Responsibilities |
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For the Provider Services solution, we are delivering the DXC Provider Services solution in a software-as-a-service (SaaS) model. Our Provider Services solution is designed and implemented on current technology that supports multiple platforms. This allows us to address and fold in technological change over time. Because our solution uses commercial (SaaS/COTS) products, continuous improvement and functional growth are built into the planning and release schedules.

DXC will develop and maintain a Change Management Plan that includes the following elements:

- Tools to support change management
- Change management process steps
- An escalation process
- Training
- Roles and responsibilities.



Perhaps the most important consideration with SaaS/COTS products is to ask, “Will the product or service be responsive to our changing business needs now and into the future?” This question must be addressed from several angles:

- Is the product designed and implemented on technology that allows for growth or additions of new functions?
- Is the product configurable enough to meet ongoing business change?
- How will releases be managed so the Department receives timely changes?
- How is an immediate need managed and delivered outside a release?
- How will changes that the Department determines are necessary, but that no other customer will use, be managed through COTS or a service?

DXC's Provider Services solution has a component-by-component plan through which the Department can contribute to steering the future of the Provider module. As a commercial and government COTS product that provides the same software version ongoing to multiple customers, the Provider Services solution is highly configurable for policy changes through the rules engine and at each layer of the product. Changes accommodated by the solution include personalization, workflow, user access, and integrations, as well as changes within specific functional areas. As we add functions to the Provider Services solution, DXC will design and implement these functions to address the needs of multiple customers, thereby embedding configuration into the design.

Implementing a suite of COTS products—where the Department receives regular releases that are available for multiple government and commercial customers—is different from building and maintaining a highly customized capability where the system and its maintenance are solely available for the one customer.

DXC will manage a schedule of releases for the Department using a local team and a product team. The local team will focus on configuring and maintaining local configurations of the Provider Services solution for the Department. The team will integrate and maintain interoperability within the Department ecosystem, and will steer and drive Department changes and needs into the product suite. The local team will accept and install release of the Provider Services solution as applicable for the Provider Services solution component.

Behind the Provider Services solution is a product team delivering ongoing changes, including new functions and federal mandates, through regular releases. This team, which is delivering capabilities to both commercial and government customers, is uniquely positioned to share broad technical and healthcare expertise into the Provider Services solution while working with the dedicated local teams to verify a close fit. We value customer input, and will solicit Provider Services solution feedback regularly from the Department for product release updates and functional enhancements necessary to meet Department business needs.

We value customer input, and will solicit Provider Services solution feedback regularly from the Department for product release updates and functional enhancements necessary to meet Department business needs.



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| Documentation | DOC19 | The Contractor shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide guidance to system developers. Additionally, the Contractor must include a detailed list of all environments, each environments' IT technologies including software, middleware, hardware, utility applications, development tools, testing tools, and provides detailed information on the programming languages and protocols used. |
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DXC will provide and maintain Technical Documentation. In the new paradigm of module products, the technical documents no longer provide guidance to system developers. Module development takes place prior to delivery to the Department. The DXC Product Team uses internal documentation to guide the design and development of the modules. A local State team manages the configuration and implementation based on Department requirements. This changes the documentation delivered at the local level. The Department will receive some technical documentation at delivery and then will receive Release Notes with each update to the product.

DXC will provide the Department with a detailed list of environments and each environments' IT technologies including: software, middleware, hardware, utility applications, development tools, and testing tools. The documentation we provide will outline detailed information on the programming languages and protocols used. The Technical Documentation will be housed in rTRACE.

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| Documentation | DOC21 | The Contractor shall provide a Solution Architecture Document. The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals. |
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DXC will provide a Solution Architecture Document. This documentation will be housed in rTRACE for ease of access for Department users.

The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals.

As the Department moves from an MMIS system developed and built just for the Department, to a product designed and released to many states, the documentation provided will change to some extent. The System Architecture document for products are delivered as manuals



provided at implementation and as release notes delivered throughout the life of the product. These documents will be maintained in rTRACE, the project management repository used by DXC.

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| Documentation | DOC22 | <p>The Contractor shall develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following:</p> <ul style="list-style-type: none"> <li>a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects.</li> <li>b. Approach to defect severity categorization using an industry standard methodology.</li> <li>b. Approach to reporting and documenting defects.</li> <li>c. Describe how the Contractor will work collaboratively with other State healthcare programs enterprise vendors.</li> <li>d. Describe the defect management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution).</li> <li>e. Describe the defect management processes after implementation.</li> </ul> |
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DXC will develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following elements.

- Approach and tools used to assign, identify, prioritize, track, resolve, and test system defects
- Approach to assigning defect severity using an industry-standard methodology
- Approach to reporting and documenting defects
- How DXC will collaborate with other State healthcare programs' enterprise vendors
- The defect-management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution)
- The defect-management processes after implementation

DXC maintains defined and approved processes for defect and issue tracking. We complete defect tracking at two levels. At the first level, testing and development staff work defects in ALM with visibility to the project team. The defect data in ALM also may feed the change-control process for approval of workarounds or resolution of disputes regarding the nature of a defect. At the second level, the project manager completes defect reporting and oversight for overall project needs.

We will work with the other contractors to provide root-cause analysis process and reporting for defects discovered. Our defect-management process contains a root-cause analysis step and reporting. The source of the defect will be identified, and appropriate work orders will be documented to verify that the defect is tracked through completion. DXC will monitor defects and identify trends that may result in additional team training on technical items or project processes.



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| Documentation | DOC24 | <p>The Contractor shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include:</p> <ul style="list-style-type: none"> <li>a. Identify the roles and responsibilities by resource type throughout all phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel.</li> <li>b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix.</li> <li>c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume.</li> <li>d. Detail differentiated by Proposer staff, subcontractor staff, if applicable, and State project staff.</li> <li>e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff.</li> <li>f. Tools and processes used to screen available staff and fill positions.</li> <li>g. Expectations regarding onsite time for contractor resources</li> <li>h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs.</li> </ul> |
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DXC will submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan from DXC will include:

- Roles and responsibilities by resource type throughout the phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel.
- Staffing Levels — estimated by resource type by phase for the duration of the project — reported in the Resource Allocation Matrix.
- Details on how the staffing levels achieve consistent, dependable service regardless of changes that may influence work volume.
- Details differentiating DXC staff and State project staff.
- Total hours to be expended, per phase or effort, and for the entire project, by DXC staff and by State project staff
- Tools and processes used to screen available staff and fill positions.
- Expectations regarding onsite time for DXC resources
- Processes for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs.

DXC compares project-specific estimates with historical metrics. We carefully determine what effort and skills are required to meet the project deliverables at each phase. We primarily use a bottom-up estimation validated against actual effort metrics from similar projects. Leaders review the project aggregate effort and duration of the estimates related to the project schedule. We build staffing models looking at the project from the following two viewpoints:



- What effort and skills are required to implement the Provider Services solution for the Department?
- What effort and skills are required to enhance the Provider Services solution for specific Department requirements that require customization?
- Which areas are served well by using COTS product?
- Which areas can be effectively integrated into the Department's solution by DXC resources?

DXC adjusts staffing levels to meet the peak periods by looking ahead several months for increased demand and available resources. This way, we can initiate the staffing process and seek advance approval for additional staffing, shortening the lead time for filling positions.

DXC uses backups and cross-training to rapidly fill positions until we identify a permanent replacement. We cross-train staff members to perform various functions outside their standard assignment. Our best practice of cross-training our staff provides the following benefits:

- **Flexibility**—We can reposition staff members when needed to support periodic peaks because of their extended training on multiple job functions.
- **Full coverage**—Job functions can be performed because trained staff is available.
- **Job satisfaction**—Mastering multiple job functions and skills provides our employees with variety, challenge, and avenues for career progression.

To fill staffing needs, we first look for current employees. We can draw from our practices and capabilities organizations for subject-matter expertise. Our PMO looks at upcoming needs and projects near completion to identify experienced people becoming available. For example, at the end of a contract we move our employees into positions supporting other contracts, thus preserving their experience for DXC and continuing their careers with the company.

DXC resource managers can also broadcast the need to the Enterprise Resource Community, a 430-member voluntary group of resource managers, resource brokers, recruiters, account leaders, and business managers that each year provides hundreds of connections to available employees. In addition, managers who need resources can network with organizations that specialize in the area of interest, such as testing, mobility, security, cloud, analytics, applications, and program excellence groups. The managers can check the SPOKES site, where employees post their profiles, to look for employees with the capabilities, expertise, experience, and skills they need.

In addition to searching for current employees, we explore requesting temporary employees and external hires. DXC works with preferred staffing agencies who are familiar with our environment and our requirements, such as background investigations, and have access to people with specialized skills and industry experience. Our external hiring strategy encompasses the most effective channels and methods to publicize job opportunities: Recruiters, local employment sources, career fairs, resume database, advertisement, employment agencies, and employee referrals.





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| Documentation | DOC26 | <p>The Contractor shall develop, submit and maintain a Master Test Plan that describes the Contractor's plan for all testing activities, processes, types and levels. Testing must be as automated and self-documenting as possible (e.g., continuous unit testing). At a minimum, the Master Test Plan must address the following:</p> <ul style="list-style-type: none"> <li>a. Overall testing strategy for the following testing types: unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products if any.</li> <li>b. Approach to planning and preparing the test/staging environment</li> <li>c. Approach to conducting each test level.</li> <li>d. Approach for supporting UAT.</li> <li>e. Approach for testing nonfunctional requirements.</li> <li>f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses).</li> <li>g. Approach to quality control/quality assurance.</li> <li>h. Approach to bi-traceability to requirements and design.</li> <li>i. Tools, techniques, and methods.</li> <li>j. Reporting mechanisms, traceability and metrics.</li> <li>k. Defects and defects resolution.</li> <li>l. Entrance and exit criteria for each test level including alignment with industry standards.</li> <li>m. Configuration management for each test level</li> <li>n. Testing roles and responsibilities</li> <li>o. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect</li> </ul> |
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DXC will develop, submit, and maintain a Master Test Plan that describes DXC's plan for the testing activities, processes, types, and levels. Testing will be as automated and self-documenting as possible. The Master Test Plan will address the approach to conducting each test level, the approach for supporting UAT, the approach for testing non-functional requirements, and the approach to quality control/quality assurance. The plan will also include the approach to bi-traceability to requirements and design; tools, techniques, and methods; reporting mechanisms, traceability, and metrics; defects and defects resolution; configuration management for each test level; and testing roles and responsibilities. Additionally, the Master Test Plan will include the following elements:

- Overall testing strategy for the following testing types: Unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products, if any
- Approach to planning and preparing the test/staging environment
- Approach to test documentation, for example, test cases, test scripts, test case matrices added as design progresses



- Entrance and exit criteria for each test level, including alignment with industry standards
- Acceptance criteria, including but not limited to: No high or critical defects in code released to production and production releases will not be promoted if more than 5 percent of requirements have an open defect

The master test plan describes the levels of testing DXC will perform, how testing concepts will be applied, testing tasks, the approach to testing, and how various tools will be used during test processes. The master test plan is a high-level document that defines the structure, processes, and procedures to follow in the testing task. The plan describes the testing methodology for the Provider Services system and its infrastructure and hardware environments, including test concepts; Requirements Traceability Matrix (RTM) updates; explanations of types of testing such as unit, system, system integration, user acceptance, operational readiness, stress/performance, and regression; assumptions; and testing with external entities.

The master test plan identifies objectives for the testing task and include entrance and completion criteria and reporting metrics. The plan provides an initial guide for developing test plans. The master test plan documents the process for deliverable reviews and well as testing roles and responsibilities and definition of the testing tools used for all testing functions.

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| Documentation | DOC27 | <p>"The Contractor shall develop and submit a Training Plan that, at a minimum, addresses the following:</p> <ul style="list-style-type: none"> <li>a. Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes.</li> <li>b. Training needs analysis, including an assessment of the target audience and their knowledge and skills.</li> <li>c. Recommendations on type and delivery approach based on training needs analysis.</li> <li>d. Summary of proposed training materials and documentation in addition to hands-on training.</li> <li>e. Approach to maintaining training documentation and accompanying materials.</li> <li>f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction.</li> <li>g. Approach to processing for incorporating feedback to improve train the trainer effectiveness over the course of the Contract."</li> </ul> |
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DXC will develop and submit a Training Plan that addresses items a. through h. of this requirement. Training includes the elements required to support implementation of the Provider Services solution and manage the learning process, delivering a high-quality training program that addresses the needs of Department users and other stakeholders.

Experience has taught us that successful training relies on current course content, delivery methods, and timing. We will develop training that matches organization learning objectives, addresses core competencies, and provides the functional knowledge required for users to integrate the Provider Services capabilities into their daily business routines.

The Training Plan from DXC will contain the following:



- A summary of our training approach, focused on the train-the-trainer methodology, objectives, and desired outcomes
- A training needs analysis
- Our recommendations on type and delivery approach based on the training needs analysis
- A summary of proposed training materials and documentation
- Our approach to maintaining training documentation and materials
- Our approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction
- Our approach to incorporating feedback.

Our approach to training development is to use the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) process to develop and revise training courses. ADDIE is a process-driven, dynamic, and flexible methodology for building effective training. DXC supports multiple Medicaid accounts throughout the United States where we deliver training services. The accounts successfully use the ADDIE model to design and deliver training for each State's needs.

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| Documentation | DOC28 | <p>The Contractor shall develop in collaboration with the Department, a System Test Plan that describes the Contractor's System Testing approach and includes at a minimum the following:</p> <ul style="list-style-type: none"> <li>a. Test Coverage</li> <li>b. Walkthroughs and Inspections</li> <li>c. Test Data Considerations</li> <li>d. Entrance Criteria</li> <li>e. Exit Criteria</li> <li>f. Configuration Management</li> <li>g. Testing Documentation</li> <li>h. Process Steps</li> <li>i. Inputs to System Testing</li> <li>j. Outputs for System Testing</li> <li>k. Metrics</li> <li>l. Pass/Fail Criteria</li> <li>m. Suspension Criteria and Resumption requirements</li> <li>n. Testing Deliverables</li> <li>o. Testing activities</li> <li>p. Resources, Roles and responsibilities</li> <li>q. Testing Tools</li> <li>r. Meetings and Communication</li> <li>s. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect.</li> </ul> |
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DXC will develop, in collaboration with the Department, a System Test Plan that describes DXC's system testing approach. The System Test Plan will include, at a minimum, the following elements:

- Test Coverage
- Pass/Fail Criteria



- Walkthroughs and Inspections
- Test Data Considerations
- Entrance Criteria
- Exit Criteria
- Configuration Management
- Testing Documentation
- Process Steps
- Inputs to System Testing
- Outputs for System Testing
- Metrics
- Suspension Criteria and Resumption requirements
- Testing Deliverables
- Testing activities
- Resources, Roles and responsibilities
- Testing Tools
- Meetings and Communication
- Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect.

A well-structured test approach, consistent across test levels, is essential to producing a high-quality system. DXC employs a consistent set of test methods across the test levels. Each test level includes the following list of common activities:

- **Plan**—Develop a formal test plan with test cases based on requirements to be tested
- **Prepare**—Prepare the test environment and testing data
- **Execute**—Execute testing using documented test cases
- **Walkthrough**—Review results internally and with the Department

As a comprehensive testing framework, DXC's Healthcare Enterprise EDGE framework provides an overall test strategy for a delivered system by providing direction and guidance for the planning, management, and execution of testing-related project activities and dedicated solely to application solutions. Our test methodology results in a general testing approach that we apply consistently across test levels, which is essential for quality.

DXC's test approach is disciplined and structured and includes the components on the following list.

- A collaborative relationship with the Department, which establishes clear lines of communication and driving out key business and technical elements essential for a successful test effort in the Provider Services solution environment
- Early, up-front planning
- Proven techniques for design and execution
- Regression testing

An industry-leading tool for tracking and reporting test progress

The DXC team develops test cases by following guidelines. To enhance testing activities, testers can save and reuse test cases and test data using standards tools and processes. Testers can create a baseline set of test data containing a mixture of input data and data from data conversion. Authorized testers in the same environment prevent affecting one another by segregating data. Testers communicate segregation of data to other users through documented work patterns and processes.

Internal test results walkthrough material include the test plan and test results, proposed user manual updates, and requirements traceability matrix (RTM). These are available to reviewers two days before the walkthrough. The walkthrough focuses on the following list of questions.

- Do the results show the system will function as expected?
- Is data missing or incomplete?
- Have review checklist items been completed?



- Has documentation been updated appropriately?

Issues will be documented during the walkthrough with the desired resolution noted. For small issues, the scribe or facilitator will perform a final review presenting corrections or additions to verify that each issue was addressed. For major issues, there may be a complete re-walkthrough. The re-walkthrough material will include notes from the prior walkthrough so that the team can verify the concerns are addressed.

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| Documentation | DOC29 | <p>The Contractor shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes:</p> <ul style="list-style-type: none"> <li>• A description of each component, their purpose, including basic functions and the business areas supported</li> <li>• User stories/use cases</li> <li>• Screen layouts, report layouts, and other output definitions, including examples and content definitions</li> <li>• Physical database design</li> <li>• A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage</li> <li>• Configurations</li> <li>• Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.</li> <li>• A network schematic showing all network components and technical security control</li> <li>• Listing of the edits and audits applied to each input item and the corresponding error messages.</li> <li>• As applicable, listing and description of all control reports</li> <li>• Interface Control Documents</li> <li>• Narrative descriptions of each of the reports and an explanation of their use must be presented.</li> <li>• Definition of all fields in reports, including a detailed explanation of all report item calculations.</li> <li>• Operations Procedure Manual</li> <li>• Data Dictionary</li> </ul> |
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DXC will provide and maintain system design documentation that includes, at a minimum, most of the information contained in this requirement. DXC understands the importance of having current and accurate documentation that describes the design and functions of the modules and system components in the MPATH.

As the Department moves from an MMIS system developed and built just for the Department, to a product designed and released to many states, the documentation provided will change to some extent. The System Design Documents (SDD) for products are manuals provided at implementation and release notes delivered throughout the life of the product.

These documents will be maintained in rTRACE, the project management repository used by DXC.



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| Documentation | DOC37 | <p>At least twelve (12) months before the start of the final Contract year (including option years that have been exercised) the Contractor shall provide, a Turnover Plan to the Department. The Plan will include:</p> <ol style="list-style-type: none"> <li>Proposed approach to turnover.</li> <li>Tasks and subtasks for turnover.</li> <li>Schedule for turnover.</li> <li>Updated operational tasks and procedures during turnover.</li> <li>Description of vendor coordination activities that will occur during the turnover task and implementation of the activities to ensure continued system and services as deemed necessary by the Department.</li> <li>List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.</li> <li>A detailed description of the services that would be required by another Contractor to fully take over system, technical, and business functions outlined in the Contract. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services.</li> <li>The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name).</li> </ol> |
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DXC understands that early planning allows the Department to confirm that we have accounted for and included each key application, source code, process, data file, and piece of transaction information. Turnover planning requires leadership, project management, planning, organization attention to detail, and a sustained focus on performance. At least 12 months before the start of the final contract year, including option years that have been exercised, DXC will provide a Turnover Plan to the Department. The plan will include our approach to turnover, turnover tasks and subtasks, and turnover schedule.

We understand the activities, time, effort, and risks associated with a turnover—including the deliverables and milestones necessary to complete it. We will start with a successfully executed turnover plan as our template and enhance it with the Department-specific tasks and activities. As part of the Turnover Plan, we will provide updated operational tasks and procedures during turnover. In the plan, we will describe vendor coordination activities that will occur during the turnover task and implementation of the activities to be sure the system and services continue as the Department deems necessary. The Turnover Plan will provide a list of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.

The Turnover Plan will include a detailed description of the services that would be required by another contractor to fully take over system, technical, and business functions outlined in the contract. This description will contain an estimate of the number and type of personnel required to support the technical platform and supporting services. DXC will organize the data and documentation in a format the Department requires, such as by provider unique identifier and provider name. The Turnover Plan that we will provide to the Department will include the following components:

- Turnover approach to support continued delivery of our current services



- A project schedule for Department approval
- A detailed requirements statement of resources (technology and facility)
- A communication plan that will include communication between the Department, stakeholders, the successor contractor, interface vendors, and the user community
- A process for supplying electronic module documentation
- A process and schedule for supplying module source code
- A Process for preparing claim, adjustment, and financial archive data from the system
- A process for cutover of activities related to claims and financial activities and for communicating this process to key fiscal agent stakeholders
- A process for transition of archived hard-copy documents

DXC regards turnover as a critical part of the project life cycle. If turnover is necessary, our team provides proven plans, processes, and professional delivery of the turnover tasks, coordinating as necessary with the successor contractor. We wish to maintain a solid reputation for professionalism and service and to leave the door open for future and further work with the Department and will do our best to provide the same commitment and enthusiasm on the last day as on the first day.

*DXC's approach to turnover activities will support continuous, uninterrupted delivery of services to the Department, its providers, members, and key stakeholders, eligibility, buy-in, and other key interfaces.*

DXC understands the activities, time, and risks associated with a turnover, including the deliverables and milestones necessary. We have conducted successful turnovers in a number of states, such as New Hampshire, North Carolina, and California, so we understand the intricacies of the tasks required, and the need for cooperation and coordination. As recently as June of 2013 a state human services Chief Information Officer said of a DXC turnover to another vendor, "I want to say again how grateful the agency and I are for the way you and your team have worked with us during the transition. We could not have asked for a better partner to work with."

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| Documentation | DOC38 | <p>The Risk Management portion of the Project Management Plan must describe at a minimum:</p> <ol style="list-style-type: none"> <li>Proactive identification and analysis of risks before they become issues.</li> <li>Development of risk avoidance, transfer, mitigation or management strategies.</li> <li>Approach to monitoring, communicating, reporting of risk status including procedures for documenting, resolving, and reporting issues and risks identified by the Contractor, the Department or other project contractors.</li> <li>Approach to root cause analysis.</li> <li>The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks.</li> <li>Describe how risks will be quantified and qualified.</li> </ol> |
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The Risk Management portion of the DXC Project Management Plan will describe how we approach items a. through f. of this requirement. Our approach to risk management helps the



enterprise identify, plan for, and take action on project risks. In projects of this size and complexity, risks and issues will arise; however, our focus on early proactive identification of risks and issues and continuous management oversight helps to minimize the overall effect on the project.

The Risk Management Plan from DXC contains the following:

- Our processes for proactive identification and analysis of risks before they become issues
- Our strategies for risk avoidance, transfer, mitigation, and management
- Our approach to monitoring, communicating, and reporting
- Our approach to root-cause analysis
- The methods, tools, and techniques we employ for risk identification and assessment
- Our methods for quantifying and qualifying risk

DXC emphasizes the need to collaborate with the project teams and the Department to quickly identify, assign, analyze (qualify and quantify), and mitigate risks affecting areas such as technical or functional, scope, schedule, resources, and quality throughout the life cycle of the project.

Our risk management methodology, which will be outlined in the Risk Management Plan is a closed-loop process where we document, evaluate, handle, and report risks through closure.

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| Documentation | DOC40 | The Issues Management Plan portion of the Project Management Plan must describe at a minimum:<br>a. Approach to issue management.<br>b. Issue management process steps including:<br>-Approach to prioritizing, tracking, escalating, communicating, reporting issues<br>-Approach to documenting, reporting, and resolving issues identified by the Contractor, the Department or other module contractors.<br>-Approach to impact analysis.<br>c. Tools, and techniques for active and ongoing identification and monitoring of project issues.<br>d. Roles and responsibilities.<br>e. Describe how issues will be quantified and qualified. |
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The Issues Management Plan portion of the DXC Project Management Plan will provide detail on items a. through e. of this requirement. Issue management is critical to the success of the MPATH project. An issue represents a problem that is having an effect at the project level. The Issue Management Plan outlines the methods and techniques we will use to identify, document, resolve, track, and report issues.

The Issue Management Plan from DXC contains the following:

- Our approach to issue management
- Our issue management steps
- Our tools, and techniques for identification and monitoring of project issues
- The roles and responsibilities of DXC and Department staff in issue management
- Our methods for quantifying and qualifying issues





Our Issue Management Plan defines our method of resolving problems encountered by the project teams to minimize negative effects to the project. Issues can be the result of risks being realized or unforeseen problems arising on the project. Left unresolved, an issue will impede or prohibit project-related progress or development by affecting scope, budget, schedule, resources, or quality. DXC actively manages and resolves issues to keep the projects and phases on track.

Through our proven project management practices and collaboration with the Department, we will provide visibility into issues using our rTRACE tool. Issue management spans the life cycle of the project and includes iterative processes and activities. We apply a disciplined, rigorous, and control-based methodology to this important management function. Our approach includes interaction and coordination with the Department on issue management to improve the quality of the Provider Services solution and lower delivery risk.

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| Documentation | DOC41 | The Contractor shall provide a Deliverable Expectations Document (DED) for each deliverable that describes the purpose, content, applicable MECT minimum required content and industry standards (e.g., PMI, IEEE/ISO, CMS XLC) that are satisfied for each Deliverable. Each DED is a deliverable. |
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DXC will provide a Deliverable Expectations Document (DED) for each deliverable. The DED will describe the purpose, content, applicable MECT minimum required content, and industry standards that are satisfied for each deliverable. We understand that each DED is a deliverable.

One step in our process that is considered value-add and a best practice is our sound and reliable practice of creating a comprehensive DED ahead of the actual deliverables. A comprehensive DED defines the template design format, table of contents, measureable acceptance criteria, requirements, and the schedule for the deliverables. The Department will have advance input on the deliverable prior to actual delivery. This practice will speed up the official process, allowing for work to progress more quickly towards completion.

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| Documentation | DOC42 | The Contractor shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation and use of the module and/or module component(s). At minimum the Operations Procedure Manual shall contain policies, processes and workflows for the module and/or module component(s). |
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DXC will develop a comprehensive Operations Procedure Manual. This manual will provide guidelines for the operation and use of the Provider Services modules and their components. The Operations Procedure Manual will contain policies, processes, and workflows.

Microsoft SharePoint will be the repository for the Operations Procedure Manual. This tool enables us to create and access secure content while automating records management. It provides versioning and streamlines content management. We use SharePoint for “living” documents—types of documents that typically require updating and versioning.



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| Documentation | DOC44 | The Contractor shall maintain Attachment L- Technology Matrix, and deliver annually for the Department for review. |
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DXC will maintain Attachment L- Technology Matrix, and deliver this document annually for the Department to review. This document will be housed on SharePoint for easy access by users and efficient updates as needed. We are submitting the original response for Attachment L with this proposal.

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| Documentation | DOC46 | <p>The Contractor shall provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. The User Interface Style Guide must demonstrate how the solution meets the most current MECT user interface requirements including:</p> <ul style="list-style-type: none"> <li>a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation.</li> <li>b. Users utilizing scripting languages and/or assistive technology have the ability to access the information, field elements, and functionality required for electronic form or page completion and submission including directions and cues.</li> <li>c. User Interface organization so documents are readable without requiring an associated style sheet.</li> <li>d. User Interfaces identifying row and column headers for data tables.</li> <li>e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required.</li> <li>f. User Interfaces providing a method that permits users to skip repetitive navigation links.</li> <li>g. User Interfaces provide text titles for frames to facilitate frame identification and navigation.</li> <li>h. User Interfaces use markup to associate data cells and row/header cells for data tables that have two or more logical levels of row or column headers.</li> </ul> |
|---------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. Our Provider Services modules and portal meet the most current MECT user interface requirements as well as Americans with Disabilities Act (ADA) guidelines. We are also compliant with the Web Content Accessibility Guidelines (WCAG) 2.0. Our Guide will demonstrate how each item, a. through h. of this requirement is met.

The Provider Services modules from DXC contain the following:

- User configurability of portal presentation
- Compatibility with assistive technology on some elements
- Readable documents without requiring a style sheet
- Defined row and column headers



- Time-based functions where, within the prompt, users can request additional time for their sessions
- Ability to skip repetitive navigation links
- Text titles for frame identification and navigation, when frames are used
- Ability to associate data cells on tables

The MECT and ADA requirements have many overlapping design specifications. They are outlined in the Voluntary Product Accessibility Template (VPAT). The VPAT shows how vendor products conform to the Section 508 Accessibility Standards from the U.S. Access Board. This document comes with the Provider Services products from DXC and is updated with each release in which Section 508 compliancy testing is a part of the new release.

As part of ADA Section 508 compliance, we confirm we have no flashing or flickering items on the screen; our portal uses breadcrumb, tabular menu, and help tools, and default text is

### 3.10.8 Performance Standards

Performance standards for phases of the project are defined in Attachment F – Requirements Matrix. Performance standards as well as associated liquidated damages for unmet standards are also defined in Attachment J, Service Level Agreement Requirements. The Offeror must describe their approach to meet the Performance Standards requirements defined in Attachment F, Requirements Matrix and Attachment J, Service Level Agreements.

## DXC Response

Performance management includes knowing what to measure (metrics), when to measure (frequency) it, and how to measure it (methodology). Monitoring should include the level of data summarization (granularity), the data sources, and the destination of the collected data. These elements enable the Department to tell whether the vendor is executing to contract standards. At DXC, we outline the frequency of metrics analysis and reporting and define the triggers for when corrective action is to be taken, providing transparency in our performance.

Our performance management process includes the capturing, compiling, and reporting to the Department on contract performance measures and metrics to confirm contractual requirements are met. We align our performance management approach to measure project performance and manage the project with rigor, control, and accountability. Our approach enables us to meet deadlines and provide the oversight that the Department requires.

The process used for performance management has been demonstrated on thousands of projects, including multiple Medicaid solution implementations. We incorporate process knowledge and lessons learned from previous implementations into our proposed approach. Coupling the methods and processes with our project management tools provides the Department with a high degree of flexibility, oversight, and control for performance management with a focus on the areas of specific interest.

Project Manager Brian Haw and Contract Manager Carol Pangborn will play critical roles in ensuring that DXC consistently meets performance and service level requirements and then reporting performance to DPHHS.



## Attachment F Requirements for Performance Standards

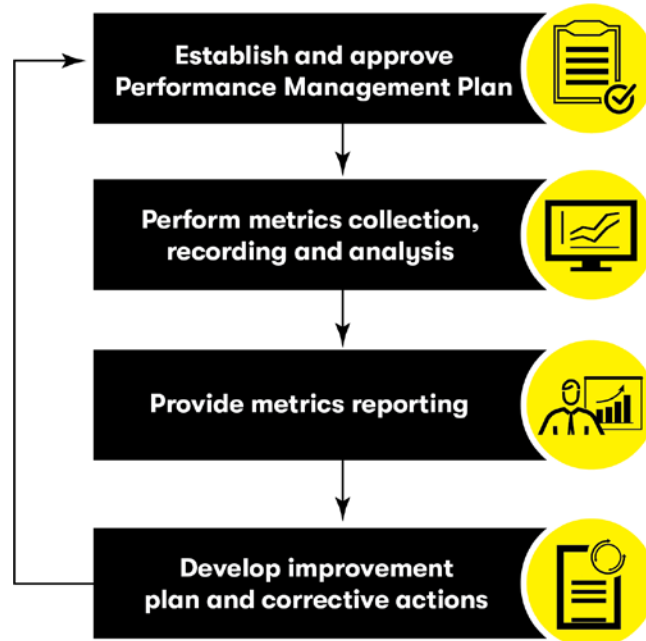
In the following narratives, we provide a response to each of the Attachment F and Attachment J requirements for Performance Standards (for Core Services). Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|             |        |                                                                                                                   |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------|
| Performance | PRFM01 | The Contractor shall develop a method for maintaining performance compliance with Service Level Agreements (SLA). |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------|

DXC has a performance management methodology for maintaining performance compliance with Service Level Agreements. We use standards, processes and tools to capture, track, and report on system performance. The methodology begins with the RFP and the SLA's documented within. The SLA's contained in the RFP are either documented as is or as modified in the proposal process or through contract negotiations. The SLA's are reviewed jointly and agreed upon by both DXC and the Department.

Once the baseline SLA's are agreed upon, they are documented in the DXC rTRACE documentation tool. Following the agreed upon SLA's, the process to validate and confirm that the metrics collected adhere to Department-defined measurement requirements and timing is reviewed and approved. The process for reporting could include inclusion in the monthly status report or more frequent forms of reporting. Once that is agreed upon, the process of operational reporting begins. The ongoing monitoring and reporting is a component of process improvement where we analyze trends to identify potential issues and enable corrective actions. The performance management flow is illustrated in the following figure.

### Performance Management Flow



|             |        |                                                                                                                                                                                                |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | PRFM04 | The Contractor shall meet Service Level Agreements and integrate tools for monitoring system and component performance and create the necessary reports or supply a dashboard to support SLAs. |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will meet the Service Level Agreements as listed. We will incorporate multiple tools and processes to monitor system performance and manage infrastructure using ITIL-compliant processes. The process of monitoring requires a holistic approach. Each SLA is analyzed for the approach to gather metrics for reporting.

Many of the metrics required are available through the tools we implement. Others require more manual effort to document and report. The reporting of the SLA's are automated as much as possible using scripts or other tools to make sure our reporting is timely. As the reporting is approved for content, process, and timeliness, the ongoing review and adjustment processes begin. We prevent business disruptions by proactively monitoring and managing system use and capacity to prevent adverse impact. This monitoring accomplishes the following:

- Makes the right capacity available
- Keeps the system tuned to meet the demands of users at agreed operational levels
- Prepares IT services to support future requirements

A sampling of the tools DXC uses to collect, analyze, and report include the following:

- Operations Management Suite for the Azure cloud
- Applications insight for Azure
- Log Parser
- Software logging and reporting for application and integration event monitoring
- rTRACE Project reporting tools used in project management for DXC

DXC collects, analyzes, and reports capacity and performance statistics and assesses the effect on critical business systems.

|             |        |                                                                                                                    |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------|
| Performance | PRFM05 | The system shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------|

DXC will track performance measures for each SLA requirement using predefined and/or ad hoc reporting methods as appropriate. Reporting needs vary depending upon the audience of the information. Senior managers focus on tracking schedule, budget and quality, as well as meeting SLA performance. Operations personnel need to be sure that progress tracks according to plan, identifying particular issues or trends that could impede progress and result in risks to meeting SLAs. They also focus on communication between individual projects to be certain that dependencies have been considered. Finally, the primary focus at the project level is seeing the overall progress and quality of their portion of the Program or operations, including the resolution of internal issues.

Based on these needs, the DXC project manager defines a process to capture and analyze performance metrics as well as track corrective actions to closure. The DXC system team examines the results and provides an analysis to appropriate audiences when a metric falls outside the defined thresholds. Example thresholds are shown in the following figure.



### Example Status Thresholds

| Status | How Derived                                                |
|--------|------------------------------------------------------------|
| Green  | Percent of exceptions is 15 percent or better              |
| Yellow | Percent of exceptions is between 15 percent and 30 percent |
| Red    | Percent of exceptions is 30 percent or less                |

|             |       |                                                                                                                                                                                  |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA01 | Contractor must meet the due date for Acceptance of each Deliverable, as indicated in the Work Plan (excludes Implementation Acceptance as defined in Performance Standard #67). |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will meet the due date for acceptance of each deliverable, as indicated in the Work Plan (excluding implementation acceptance, as defined in Performance Standard #67. Our project management tool Microsoft Project provides the Department visibility to project performance that includes early warning of possible delays, giving DXC leaders the opportunity to take corrective action through planned risk mitigation. Reporting from Microsoft Project has been created and refined through many implementations and dozens of projects in recent years. These reports include milestones achieved, upcoming milestones, tasks completed last week, upcoming tasks to be completed, late tasks and many others which provide visibility and insight into the health of the project.

|             |       |                                                                                                                                                                                                                                                                                                                                                 |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA02 | Contractor shall ensure there are no more than two submissions of any Deliverable to gain Acceptance by the Department using the process defined in Section 7.3 of the Contract. A Deliverable that is not compliant with the Acceptance Criteria as defined in the applicable Deliverable Expectation Document (DED) will not gain Acceptance. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be sure there are no more than two submissions of a deliverable to gain Department acceptance using the process defined in Section 7.3 of the Contract. We understand that a deliverable that is not compliant with the acceptance criteria as defined in the applicable Deliverable Expectation Document (DED) will not gain acceptance.

DXC internal deliverable review process will make sure that no more than two submissions per deliverable is accomplished. Once the deliverable is drafted, it is internally QA reviewed by the tech writer and project team and signoff of review is confirmed. If the deliverable is rejected, the itemized list of issues is addressed and corrected and once again the QA process is engaged to ensure all items are addressed and resolved.



|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA03 | Contractor shall distribute meeting agendas to invitees at least 24 hours before the start of a scheduled meeting involving project stakeholders. Scheduled meetings include any reoccurring project meetings, meetings identified in the Work Plan or any meeting requested by the Department with at least 48 hours' notice. Contractor shall distribute meeting minutes to meeting attendees within two business days of the scheduled meeting. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will distribute a meeting agenda to invitees by email at least 24 hours before the start of a scheduled meeting involving project stakeholders. Scheduled meetings include the recurring project meetings, meetings identified in the work plan or a meeting requested by the Department with at least 48 hours' notice. The agenda will include a title and the date, time, and location of the meeting. It will have a list of discussion topics associated with presenters, if applicable, and a time allotment for each topic.

DXC will distribute meeting minutes to meeting attendees by email within two business days of the scheduled meeting. Meeting minutes will include a title, the meeting date, and an attendee list, and will follow the order of the agenda, capturing agreements, actions taken, next steps, voting outcomes, items held over, and the next meeting date and time.

Discipline around meeting agendas and minutes ultimately come down to project and work planning. DXC's track record of implementation success is a testament to our ability to meet this SLA.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA05 | Contractor's Key Personnel positions may not be vacant for more than 10 Business Days without a qualified substitute (temporary replacement). A qualified substitute must be in place no more than 10 Business Days after the separation date of the vacating resource. The definition of a qualified substitute is someone meeting the requirements of the RFP and Contract Section 4. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's key personnel positions will not be vacant for more than 10 business days without a qualified substitute (temporary replacement). A qualified substitute—someone who meets the requirements of the RFP and Contract Section 4—will be in place no more than 10 business days after the separation date of the vacating resource. DXC can use backups and cross-training to rapidly fill a position until we identify a permanent replacement. Staff members will be cross-trained to perform various functions outside their standard assignment. Our best practice of cross-training our staff provides the following benefits:

- Flexibility—We can shift staff members when needed to support periodic peaks because of their extended training on multiple job functions.
- Full coverage—Job functions can be performed because trained staff is available.
- Job satisfaction—Mastering multiple job functions and skills provides our employees with variety, challenge, and avenues for career progression.

Additionally, when you partner with DXC, you have access to a company who is currently supporting 21 states Medicaid system. This massive pool of talent is unique to this industry. If in the unfortunate situation of losing a Key person, our pool of talent is significant and the talent



who would be interested in growing their careers is large. This facilitates DXC being able to meet this SLA in the event it is necessary. DXC's Medicaid industry knowledge is critical to our success and our ability to retain and grow these individuals helps make sure this event is less likely than any of our competitors.

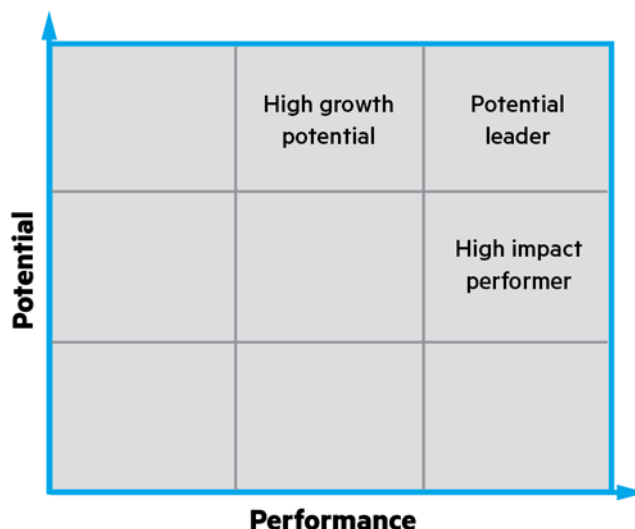
|             |       |                                                                                                                                                                                                                        |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA06 | Contractor will have 60 calendar days from the vacancy date to fill a Key Personnel position with a permanent replacement (a position is considered vacant even with the substitute replacement serving in that role). |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will fill a vacant key personnel position with a permanent replacement within 60 calendar days from the vacancy date. We understand that a position is considered vacant even with a substitute serving in the role.

For positions of responsibility such as these, we automatically perform succession planning. It is part of continual career growth for our employees and part of our support for the business. Succession planning is based on our desire for both DXC and our customers to benefit from our approach of promoting from within.

We use the nine-box matrix for succession and development to assign values to individuals' past performance and future potential, as shown in the following figure. It is simple, easy to use, and effective, in part because it incorporates input from a team of leaders, not just the immediate leader for each individual.

#### Nine-box Matrix



During succession planning, leaders focus on the three boxes in the upper right corner.

Our succession planning is loosely tied to both performance management and our annual top-talent exercise, which involves identifying high-potential individuals, making sure they have training and assignments that increase their skills, and determining what their possible next positions for each might be.

Succession planning is not a once-and-done task but a repetitive one, because resource pools and skill sets change. Also, succession plans have to take into account emergency replacement as well as more medium- to long-term replacement. Staffing needs are not always foreseen and





it may not be possible or necessary to execute the plan right away because of the domino effect of replacing the replacement. The immediate replacement might be another leader on the account, followed soon after by the permanent replacement. Regardless of the scenario at the time of activating the plan, we provide the infrastructure to make it successful in the form of a strong team, abundant feedback, and accessible mentors.

|             |       |                                                                                                                                                                                                                                |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA09 | Contractor shall ensure that 100% of all critical Priority tickets, (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are completed and Implemented by the Required Implementation Date. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure that 100 percent of the critical priority tickets (enhancements, deficiencies, maintenance, research, configuration, and mass adjustments) are completed and implemented by the required implementation date. The rTRACE tool is used throughout the implementation and Operations and Maintenance (O&M) phases of the contract. This tool tracks the defects and categorizes them by priority. Reporting at the click of a button gives the users the ability to track defects by priority and confirm they are being worked. The status of the defect from issue identification through to production implemented allows us to track, monitor, and report on the timeliness of the implementation of these defects.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA10 | Contractor shall ensure that 80% of all high Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all high Priority tickets (Enhancements, Defects, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within five business days of the Required Implementation Date. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure that 80 percent of the high priority tickets (enhancements, deficiencies, maintenance, research, configuration, and mass adjustments) are completed and implemented by the required implementation date. We will make sure that 100 percent of the high priority tickets (enhancements, deficiencies, maintenance, research, configuration, and mass adjustments) are implemented within five business days of the required implementation date. The rTRACE tool is used throughout the implementation and O&M phases of the contract. This tool tracks all defects and categorizes them by priority. Reporting at the click of a button gives the users the ability to track defects of all priority and ensure they are being worked. The status of the defect from Issue identified through to production implemented allows us to track, monitor and report on the timeliness of the implementation of these defects.

|             |        |                                                                                                                                                                                                                                                                                                                               |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA101 | Contractor's performance monitoring dashboard must have Availability 99% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC's performance-monitoring dashboard will be available 99 percent of the time, 24 hours a day, seven days a week, excluding Department-approved planned downtime. Availability will be calculated as follows: Availability percentage = unplanned downtime (total downtime – approved downtime) divided by total time (24x7). The dashboard tool will be monitored continuously for uptime. Automated alerts are sent when there is downtime or system issues. Any alerts regarding its availability will be addressed immediately by the team to make sure we meet the 99% uptime.

|             |        |                                                                                                                                                                                                                                                                                                         |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA102 | Contractor's Solution must have Availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned Downtime. Availability is calculated as follows: Availability percentage = unplanned Downtime (Total Downtime-approved Downtime) divided by Total time (24X7). |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution will have availability 99.5 percent of the time, 24 hours a day, seven days a week, excluding Department-approved planned downtime. Availability will be calculated as follows: Availability percentage = unplanned downtime (total downtime – approved downtime) divided by total time (24X7). The Platform as a service of the Azure Cloud allows for redundancy, constant automated monitoring, failover, and other platform reliability features. All of these combine to give the Department the confidence the Service Level Agreement of 99.5% is met ongoing.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Performance | SLA11 | Contractor shall ensure that 75% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented by the Required Implementation Date. Contractor shall ensure that 100% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments) are Implemented within 10 business days of the Required Implementation Date. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure that 75 percent of the medium priority tickets (enhancements, deficiencies, maintenance, research, configuration, and mass adjustments) are completed and implemented by the required implementation date. We will make sure that 100 percent of the medium priority tickets (enhancements, deficiencies, maintenance, research, configuration, and mass adjustments) are implemented within 10 business days of the required implementation date.

The rTRACE tool is used throughout the implementation and O&M phases of the contract. This tool tracks all defects and categorizes them by priority. Reporting at the click of a button gives the users the ability to track defects of all priority and ensure they are being worked. The status of the defect from Issue identified through to production implemented allows us to track, monitor and report on the timeliness of the implementation of these defects.



|             |       |                                                                                                                                                                                                                 |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA12 | Contractor shall ensure compliance with all licensing agreements, required to support the proposed Solution and Services. Compliance is defined as the maintenance of licenses and appropriate permitted usage. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure we comply with the licensing agreements required to support the proposed solution and services. Compliance will be defined as the maintenance of licenses and appropriate permitted usage. Within DXC we track all licenses through our Software License Management (SWLM) group. They are responsible for tracking and compliance to the license agreement and for confirming maintenance is renewed at the account level.

|             |       |                                                                                                                               |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA13 | Contractor shall turn over any applicable Solution related licenses to the Department within 30 calendar days of the request. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------|

As noted in the Q&A for this question, the nature of this request may vary depending upon the nature of the licensing approach for the proposed solution.

DXC is delivering and operating the solution as a software-as-a-service and as such, no licenses will be turned over to the Department.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA14 | Contractor shall thoroughly test the Solution and demonstrate proof of successful Contractor Testing for 100% of the Specifications defined for each Implementation. Contractor can demonstrate proof of successful Contractor Testing by providing Documentation such as system, integration or parallel test results or demonstration of the Specifications including Interfaces/APIs. All Specifications must be tested through the use of testing procedures, verification procedures and other testing methodologies identified in Contract Section 7, Section 3.10.2.6 of the RFP, and the associated testing requirements. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will thoroughly test the solution and demonstrate proof of successful DXC testing for 100 percent of the specifications defined for each implementation. DXC will provide documentation, such as system, integration, or parallel test results or demonstration of the specifications, including interfaces/APIs, to demonstrate proof of successful DXC testing.

The specifications will be tested through use of testing procedures, verification procedures, and other testing methodologies identified in Contract Section 7, Section 3.10.2.6 of the RFP, and the associated testing requirements. The use of the rTRACE project documentation tool is ideal for meeting this requirement and has been used by DXC on multiple successful implementations.

rTRACE tracks from requirements through testing and implementation. Test cases developed to meet each requirement are documented in the tool and associated to the requirement. The robust reporting features of this tool allows for tracking to confirm test cases are being executed and completed timely, and ultimately successfully. Timely reporting allows for course corrections in case the schedule may be at risk. Ultimately you can be assured that requirements are met



and tested through the experienced DXC project team and the robust tracking and reporting of testing through to implementation.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA15 | Contractor shall maintain environments as mutually agreed upon to perform System validation, integration testing, and Data migration to determine overall production readiness. Each environment must include all of the components to support the intended purpose of that environment. Any component not replicated in a designated environment must be disclosed to the Department and a written explanation as to why this will not affect the inherent use of the environment for its intended purpose. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will maintain environments as mutually agreed upon to perform system validation, integration testing, and data migration to determine overall production readiness. Each environment will include the components to support the intended purpose of that environment. We will disclose to the Department the components not replicated in a designated environment and provide a written explanation as to why this will not affect the inherent use of the environment for its intended purpose.

Running in the Azure cloud provides many benefits to the department and DXC. You are able to quickly deploy and scale environments based on the implementation needs. DXC will maintain those environments and will communicate with the Department as they are available and as the necessary components are ready for the applicable testing. Certain environments may not need all functionality and that will be communicated in writing to the Department for their review and approval.

|             |       |                                                                                                                                                                                                    |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA16 | Contractor shall document all business rules applicable to the functioning of the Module and document any new or changed business rules within 10 Business Days of the implementation of a change. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will document the business rules applicable to the functioning of the module and document the new or changed business rules within 10 business days of implementing a change. Through processes developed and refined over dozens of successful implementations, the Department can be assured that the business rules will be documented timely.

Our process of configuration embraces updates to documentation as part of that process. Attached to each requirement in rTRACE both during DDI and O&M is any associated documentation change as well. These are sub-tasks associated to the configuration change and get promoted along with the change.

|             |       |                                                                                                                                                                     |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA17 | Contractor's Solution shall ensure 100% of all Data Interfaces identified for the Enterprise Service Bus (ESB) integration are managed and orchestrated by the ESB. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure 100 percent of the data interfaces identified for the enterprise service bus (ESB) integration are managed and orchestrated by the ESB. These interfaces will be defined



and documented during the first phase of the implementation. The interface specifications are defined and other entities confirmed. Through this process, the interface standards are established and documented including the tools used to interface with other entities. These will be documented and subsequently tested during the various test phases of the implementation and documented in rTRACE to prove the requirements were met to use the ESB.

|             |       |                                                                                                                                                                  |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA21 | Contractor shall document all Configuration items applicable to the Solution and update Documentation within 10 Business Days of the Implementation of a change. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will document 100 percent of the configuration items applicable to the solution and update documentation within 10 business days of implementing a change. As with the Business Rules documentation SLA, we understand the need for configuration documentation to be accurate and timely with updates. Through processes developed and refined over dozens of successful implementations, the Department can be assured that the configuration items will be documented timely.

|             |       |                                                                                                                      |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------|
| Performance | SLA22 | Contractor shall ensure that the Data integrity error rate and routing errors of any transaction is less than .001%. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------|

DXC will make sure that the data integrity error rate and routing errors of any transaction is less than .001 percent. Through predefined rules in products such as EDI translators, Enterprise Service Bus, Relational Databases and others, the data integrity is governed and managed. The business and data rules are defined up front in the earliest stages of the project and data elements are defined.

The base product comes configured with these base data integrity rules already defined through implementation of this product in other states. The rules will make sure data integrity is achieved from the implementation through any changes made during the O&M. This is a paradigm shift from the mainframe days where data integrity was an issue.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA25 | Contractor's Solution shall ensure Data received from real-time Interfaces will be accessible in the Module within three seconds at least 99% of the time; excluding batch interface updates. Performance is measured by a predefined sample measuring timestamp Data was received to the time the Data is available to query in the Module database or presented to the user via a Module user interface. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Solution will make sure data received from real-time Interfaces is accessible in the module within three seconds at least 99 percent of the time; excluding batch interface updates. Performance will be measured by a pre-defined sample, measuring timestamp data was received to the time the data is available to query in the module database or presented to the user through a Module user interface. Inherent within the ESB are tools for logging and monitoring response times.



The industry leading BizTalk ESB will meet the response time requirements and will be tracked using Business Activity Monitoring (BAM). This will allow DXC to track response times and address any anomalies that may cause this requirement to be missed. Our continual monitoring and reporting using this tool allows us to be proactive in addressing issues or trends that may impact this requirement. This requirement will be tracked and monitored throughout the different testing phases to allow us to catch any potential issues early in the development and implementation life cycle.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA26 | Contractor's Solution response time for user-initiated functionality related to the Data store including simple queries shall not exceed three seconds and for complex queries whose output is greater than 10,000 rows shall not exceed 30 seconds. Performance is measured by a predefined sample measuring from the user initiating simple query until return of accurate output. Also predefined sample measuring from the user initiating a complex query until the return of accurate output. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution response time for user-initiated functionality related to the data store including simple queries will not exceed three seconds, and for complex queries whose output is greater than 10,000 rows will not exceed 30 seconds. Performance will be measured by a pre-defined sample measuring from the user initiating a simple query until return of accurate output as well as a pre-defined sample measuring from the user initiating a complex query until the return of accurate output.

DXC's solution will be tracked throughout the contract lifecycle and response times monitored for compliance to the SLA. Any issues identified during this time will be addressed prior to production implementation. Using full converted provider data in UAT will confirm that volumes are tested and verified against SLA response times. Our team is very experienced in tracking SLA's across our accounts and has proven processes in place to track and report on these.

DXC uses Application Insights tool for Application Performance Management. It monitors real time for performance issues and allows DXC to address them. This tool is integrated with the Microsoft Azure cloud. There are many measures this tool will address including request rates, response times, and failure rates among others.

|             |       |                                                                                                                         |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA27 | Contractor's Solution shall accommodate a user interface response time of two seconds or less per discrete transaction. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------|

DXC's solution will accommodate a user interface response time of two seconds or less per discrete transaction. DXC's solution will be tracked throughout the contract lifecycle and response times monitored for compliance to the SLA. Any issues identified during this time will be addressed prior to production implementation.

Using full converted provider data in UAT will confirm that volumes are tested and verified against SLA response times. Our team is very experienced in tracking SLA's across our accounts and has proven processes in place to track and report on these. DXC uses Application Insights tool for Application Performance Management. It monitors real time for performance issues and allows DXC to address them. This tool is integrated with the Microsoft Azure cloud.



There are many measures this tool will address including request rates, response times, and failure rates among others.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Performance | SLA28 | Contractor's Solution response time for adding, updating, or deleting Data from operational components shall not exceed three seconds per action. Performance is measured by a predefined sample measuring individually the adding, editing and deleting of Data. Measure from action to completion of process. Validate 1) appropriate action to Data was completed. 2) Review action history for timing. |
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DXC's solution response time for adding, updating, or deleting data from operational components will not exceed three seconds per action. Performance will be measured by a pre-defined sample measuring individually the adding, editing, and deleting of data. Performance will be measured from action to completion of process to validate the following:

- Appropriate action to data was completed
- Review action history for timing

DXC's solution will be tracked throughout the development lifecycle and response times monitored for compliance to the SLA. Any issues identified during this time will be addressed prior to production implementation. Using fully converted provider data in UAT will confirm that volumes are tested and verified against SLA response times.

Our team is very experienced in tracking SLA's across our accounts and has proven processes in place to track and report on these. DXC uses Application Insights tool for Application Performance Management. It monitors real time for performance issues and allows DXC to address them. This tool is integrated with the Microsoft Azure cloud. There are many measures this tool will address including request rates, response times, and failure rates among others.

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| Performance | SLA29 | Contractor must ensure all of the required Interfaces for the Module operate in accordance with the Specifications, without degradation in performance. |
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DXC will make sure the required interfaces for the module operate in accordance with the specifications, without degradation in performance. You may have noticed a trend in our responses to the performance SLA's. That trend is about being proactive in our monitoring and tracking of SLA's. Putting the right tools in place to monitor and track early in the implementation allows us to meet SLA's throughout.

The processes and tools we use in DDI are then transferred to the O&M phase of the contract so there is a seamless transition to O&M and our tracking and monitoring ongoing for the duration of the contract. This diligence in our responsibilities as contractor will confirm we track the required interfaces and watch for trending that may indicate performance degradation and take steps to address before it would become an issue.



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| Performance | SLA31 | Contractor must ensure all production reports will be available on line for review by the Department pursuant to the following schedule:<br>A. Daily or Weekly Reports – by the end of the Business Day following the end of the reporting period.<br>B. Monthly Reports – by the third Business Day following the end of the reporting period<br>C. Quarterly or Annual reports – by the fifth Business Day following the end of the reporting period. |
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DXC will make sure the production reports are available on line for Department review pursuant to the following schedule:

- Daily or weekly reports – by the end of the business day following the end of the reporting period.
- Monthly Reports – by the third business day following the end of the reporting period
- Quarterly or annual reports – by the fifth business day following the end of the reporting period.

DXC will work with the Department during the configuration phase of the project to define the reporting requirements, including timeliness of reporting. The requirements will be documented in rTRACE and will be tested during Performance testing. Any issues will be addressed prior to implementation.

During this time, strict processes will be put in place to monitor our cycles. This begins with using automated Software tools in Windows task scheduler, our job scheduler. Windows Task Scheduler allows DXC to set alerts if jobs are late or not running during appropriate windows of time. This automated process takes the manual effort away and notifies the operators of issues so we can meet these requirements ongoing. Combine that automation with system cycle monitoring with our operators and you have a complete solution to confirm reports are run to successful completion within the schedule of this SLA.

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| Performance | SLA33 | Contractor shall ensure 99% of all responses from redundant site storage are received within 10 seconds. |
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DXC will make sure 99 percent of the responses from redundant site storage are received within 10 seconds. Through the use of the Microsoft Azure platform to host our solution, the infrastructure and architecture of Platform-as-a-Service (PAAS), redundant storage is an integral part of our solution. DXC will make sure the response time from redundant storage is met.

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| Performance | SLA34 | Contractor must, in the event of an unscheduled Module Downtime, restore Availability, using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled Downtime. |
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In the event of an unscheduled module downtime, DXC will restore availability using procedures approved in the Business Continuity and Disaster Recovery Plan within four hours from the start of the unscheduled downtime. DXC is keenly aware of the effect of unscheduled downtime on users and businesses as a whole. Azure Site Recovery provides business continuity by replicating virtual servers and data to redundant, geographically-disperse data centers. If the primary location becomes unavailable, the system fails over to a secondary location and fails back when the system is back and functional. Within Azure, Disaster Recovery is a part of the solution and the Department can be sure we will recover within the four hours from the downtime.

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| Performance | SLA35 | Contractor shall provide an alternate business site if Contractor's primary business site becomes unsafe or inoperable. The alternate business site must be fully operational within two Business Days of the primary business site becoming unsafe or inoperable. |
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DXC will provide an alternate business site if our primary business site becomes unsafe or inoperable. The alternate business site will be fully operational within two business days of the primary business site becoming unsafe or inoperable.

DXC will use redundant, secured networks that will bring systems back up at an alternate operations site if a disaster occurs. A crisis management team oversees implementation of emergency procedures, and a systems restoration team manages restoration of access to ePHI by authorized users.

DXC understands the critical need to plan for continued call center operations in an emergency. Our experienced team knows the business processes for recovery and will establish plans and processes that document our recovery, needed resources, critical applications, and equipment if the telephone system or other components of the call center become inoperable. This plan to restore operations includes the following steps:

- Initiate communication to Department and DXC for support groups
- Reroute call traffic to our backup sites or systems
- If needed, obtain critical applications, hardware, and equipment from identified corporate resources and vendors
- Redirect call center agents to temporary locations (potentially at backup sites), including connectivity to systems required to competently answer and assist callers

In any of these business functions, DXC is the contractor you can count on. With our support of multiple MMIS systems and our business functions supported across many states, the contracts work to develop backup and business continuity at a facility and site that has the expertise to handle the business were this ever to occur. Montana deserves a contractor who you can be confident in has the facilities, security, and knowledge to handle your business at an alternate site with quick response and seamless business operations.

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| Performance | SLA36 | Contractor shall provide detailed Disaster Recovery Plan test results annually to the Department within 30 days of test completion |
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DXC will provide the Department with detailed Disaster Recovery Plan test results annually within 30 days of test completion. During the test, we load a copy of the live replicated data onto a backup system and test it for integrity. This includes verification of RPO and RTO times. We also test UI access and functionality and run batch cycles. This confirms that in the unlikely event of a disaster you can be sure DXC has the system in place to pick up where the primary system left off. This verifies that no interruption of the replication for the production system occurs. We use a two-level methodology to test the disaster recovery or business continuity and contingency plans. We will conduct a disaster drill exercise annually to keep plans current and provide the necessary functional capability for relocating our services.

The following conditions and services will be tested:

- Network availability
- Systems integrity
- System functions
- Data integrity
- Data availability
- Business operations

During the test, the team verifies and updates, as necessary, infrastructure information—such as hardware, software, and network information—to align the documentation with the infrastructure. Additionally, the rehearsal team reviews and updates previous rehearsal and procedures notes to verify that the latest standards and best practices have been incorporated.

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| Performance | SLA38 | Contractor shall provide file restoration within six hours of Department request. |
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DXC will provide file restoration within six hours of Department request. DXC solution design and platform configuration with storage and system backups facilitates the ability of DXC to meet this requirement.

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| Performance | SLA39 | Contractor shall request any planned Downtime due to scheduled upgrades or Maintenance, outside the normal Maintenance Window, to the Department five Business Days prior to Downtime. The Department must approve the planned Downtime. |
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DXC will request the planned downtime because of scheduled upgrades of maintenance, outside the normal maintenance window, from the Department five business days prior to downtime. We realize that the Department must approve the planned downtime. DXC understands the importance of system availability and the impact of unplanned downtime.

DXC will minimize the frequency of requests and work to schedule downtime at an appropriate time and planning for the five business day notice. As we plan for these infrequent events, DXC knows we must work with the business to understand the true business impact. We will work to schedule the downtime at an agreed upon time that both DXC and the Department agree is the least impact to the business and the users of the system.



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| Performance | SLA40 | Contractor shall notify the Department of any emergency Deficiencies, as defined by the Department causing severe financial or productivity impacts, including Module Downtime, within one hour of the initial Deficiency or within fifteen minutes of becoming aware of the issue, whichever is earlier. Contractor shall provide its plan for resolution within two hours of the notification of the Deficiency to the Department and resolve the Deficiency within 24 hours of the notification of the Deficiency to the Department. |
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DXC will notify the Department of any emergency deficiencies, as defined by the Department, causing severe financial or productivity impacts, including module downtime, within one hour of the initial deficiency or within fifteen minutes of becoming aware of the issue, whichever is earlier. DXC will provide to the Department our plan for resolution within two hours of the notification of the deficiency and will resolve the deficiency within 24 hours of notifying the Department of the deficiency.

DXC uses Microsoft Operations Management Suite (OMS) to monitor the system. It was built for the Azure cloud environment. Among other things, OMS proactive monitoring of systems and applications. In the event of an issue, DXC operations will be notified through the tool and will notify the Department. In parallel to notification, DXC will begin working on the resolution plan to address the issues that were identified and present that to the Department within the two hour window. Running in the cloud environment has many benefits such as redundancy to minimize downtimes and also speed up resolution and resumption of operations quickly and within the timeframes.

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| Performance | SLA41 | Contractor shall notify the Department of any Major Deficiencies, as defined by the Department, causing serious disruption to Operations and Services where there is no alternative or work around, within one hour of becoming aware of the issue. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 36 hours of the notification of the Deficiency to the Department. |
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DXC will notify the Department of any major deficiencies, as defined by the Department, causing serious disruption to operations and services where there is no alternative or work around, within one hour of becoming aware of the issue. DXC will provide our plan for resolution within four hours of notifying the Department of the deficiency and will resolve the deficiency within 36 hours of notifying the Department of the Deficiency.

DXC uses Microsoft Operations Management Suite (OMS) to monitor the system. It was built for the Azure cloud environment. Among other things, OMS provides proactive monitoring of systems and applications. In the event of an issue, DXC operations will be notified through the tool and will notify the department. In parallel to notification, DXC will begin working on the resolution plan to address the issues that were identified and present that to the Department within the two hour window. Running in the cloud environment has many benefits such as redundancy to minimize downtimes and also speed up resolution and resumption of operations quickly and within the timeframes.



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| Performance | SLA42 | Contractor shall notify the Department of any Moderate Deficiency, as defined by the Department, it identifies that affects a small number of users, causes inconvenience, or delays business or prevents use of a fully supported Service within 24 hours of becoming aware of the issue. |
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DXC will notify the Department of any Moderate Deficiency—as defined by the Department—we identify that affects a small number of users, causes inconvenience, or delays business or prevents use of a fully supported Service within 24 hours of becoming aware of the issue. DXC uses Microsoft Operations Management Suite (OMS) to monitor the system. It was built for the Azure cloud environment. Among other things, OMS provides proactive monitoring of systems and applications. In the event of an issue, DXC operations will be notified through the tool and will notify the Department. In parallel to notification, DXC will begin working on the resolution plan to address the issues that were identified and present that to the Department within the two hour window. Running in the cloud environment has many benefits such as redundancy to minimize downtimes and also speed up resolution and resumption of operations quickly and within the timeframes.

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| Performance | SLA44 | Contractor shall work collaboratively with the Department to gather, analyze and report findings to the Office for Civil Rights (OCR) for any HIPAA or HITECH incident involving Contractor that affects a population of 500 members or more. Sufficient technical evaluation will be completed by the Contractor to verify the number of member potentially affected. |
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DXC will work collaboratively with the Department to gather, analyze, and report findings to the Office for Civil Rights (OCR) for any HIPAA or HITECH incident involving DXC that affects a population of 500 members or more. A technical evaluation will be completed by DXC to verify the number of members potentially affected.

Our relationship with the Department will build trust and establish an ability to work collaboratively. The advanced technology in our solution allows for quickly analyzing data for modifications, access, and other critical areas to address this requirement. We understand the importance of HIPAA and HITECH in the MMIS and healthcare world and our responsibility around this. We will comply as quickly and completely as possible.

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| Performance | SLA46 | Contractor shall adhere to applicable State and Federal laws, rules, regulations, guidelines, policies, and procedures relating to information systems, information systems security and privacy, physical security, PHI confidentiality and privacy. Contractor must work with the Department to define and identify that the proposed Solutions or Services meet applicable compliance requirements. If Contractor is out of compliance, a mitigation plan to regain compliance is due to the Department within 10 business days with mitigation and testing to be completed in the timeframe defined in the mitigation plan. |
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DXC will adhere to applicable State and Federal laws, rules, regulations, guidelines, policies, and procedures relating to information systems, information systems security and privacy, physical security, PHI confidentiality and privacy. We will work with the Department to define and identify that our Provider Services solution meets applicable compliance requirements. If DXC is out of compliance, a mitigation plan to regain compliance will be delivered to the Department within 10 business days, with mitigation and testing completed in the timeframe defined in the mitigation plan.

DXC understand the importance of privacy and security regulations in our environment. DXC has many tools and processes to make sure we meet this throughout the life of the contract. Among them is required HIPAA training and annual re-certification which is tracked and validated for compliance. In the unlikely event that DXC is out of compliance we will immediately address this and create a mitigation plan and deliver to the Department. DXC will work in parallel to correct any deficiencies identified.

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| Performance | SLA47 | Contractor shall prevent any user or system administrator from having a shared account. |
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DXC will prevent any user or system administrator from having a shared account. Our Account Security Officer (ASO) will monitor system access regularly and make sure there is no one with a shared account.

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| Performance | SLA48 | Contractor shall have an acceptable documented risk mitigation plan submitted to the Department within 5 business days of risk identification for 100% of high or critical risks. The Department will determine the level of criticality of each risk. |
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DXC will submit an acceptable documented risk mitigation plan to the Department within five business days of risk identification for 100% of high or critical risks. We understand that the Department will determine the level of criticality of each risk. Throughout the many implementations DXC has successfully implemented and in our O&M ongoing support, Risk Management is a key to our success.

Being able to draw from previous Risk Management plans as a base is a distinct advantage in working with DXC. Our ability to see risks as they arise is very important. Once a risk is identified, a mitigation plan will be created. We are able to reach out to over 20 other states in which we contract for MMIS services and draw on their expertise in similar risk situations and draw from their mitigation plans and tasks. Not every risk will be identical as we all know, but similar risks can shed light on solutions that are faster and more efficient than they might otherwise be if there is no leveraging of experience.



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| Performance | SLA50 | Contractor shall conduct annual HIPAA and security training with Contractor staff. This training will also be part of the onboarding processes and the documentation will be consolidated and submitted annually to the Department. |
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DXC conducts annual HIPAA and security training for our staff. This training will also be part of the onboarding processes and the documentation will be consolidated and submitted annually to the Department. Each DXC employee, including those that will be working on the Montana account, is required to take HIPAA training at hire and annually thereafter. This training and re-certification are tracked and validated for compliance.

Any DXC employee joining the Montana account will be required to take and certify completion of this training before any access to systems is granted to them. This is documented in our training system and reports are easily available to be generated for validation of training completion and annual re-certification.

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| Performance | SLA51 | Contractor will ensure that Module Federal Certification is achieved retroactive to the first day of Operations and continued throughout the Operations Phase. Contractor is responsible for meeting any new or modified Federal standards, conditions or functional requirements necessary to ensure initial and continued federal Certification for the operation of the Module and Department to receive full Federal Financial Participation (FFP) and the Federal Medical Assistance Percentage (FMAP) funding.<br>Contractor will provide all support requested by the Department during Certification and any recertification conducted by CMS and by the Department. The support will include assisting the Department and CMS in developing artifacts and evidence to support the Certification review. This includes developing the Certification presentation and participation in the Certification review. |
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DXC will make sure that Provider Services Module Federal Certification is achieved retroactive to the first day of Operations and continued throughout the Operations Phase. We understand that we are responsible for meeting any new or modified Federal standards, conditions, or functional requirements necessary to achieve initial and continued federal Certification. This certification for the operation of the Provider Services Module allows the Department to receive full Federal Financial Participation (FFP) and the Federal Medical Assistance Percentage (FMAP) funding.

DXC will provide the support requested by the Department during Certification and any recertification conducted by CMS and by the Department. We understand the support will include assisting the Department and CMS in developing artifacts and evidence to support the Certification review. This includes developing the Certification presentation and participation in the Certification review.

Montana deserves a vendor they can count on to achieve CMS Certification back to day one of operations the first time. With DXC's proven success in implementations and certifications



across multiple states the Department can feel safe with DXC. Our Certification process starts at day one of implementation and is a part of what we do throughout the implementation and not an afterthought following implementation. Our interactive checklist tool is used throughout to make sure nothing is overlooked. Combine our strong tools with a network of accounts that have successfully achieved certification and our ability to call on and leverage their expertise and you have a powerful combination to achieve certification.

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| Performance | SLA52 | Contractor shall work cooperatively with all other contractors and offer timely support in integrating Solutions within the State's healthcare programs enterprise. Timely shall be defined as scheduling of a meeting within five business days, review of applicable documentation within five business days and scheduling of testing within five Business Days and ensuring the appropriate Contractor staff is participating. Days begin based on a request by the Department or another contractor. |
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DXC will work cooperatively with other MPATH contractors and offer timely support in integrating the Provider Services solution within the State's healthcare programs enterprise. We understand timely is defined as the following:

- Scheduling of a meeting within five business days
- Review of applicable documentation within five business days
- Scheduling of testing within five business days
- Providing the appropriate DXC staff participation

Days begin based on a request by the Department or another contractor. DXC's reputation speaks for itself in regard to this SLA. In the new world of modularity, working with multiple entities is more the norm than the exception. You deserve a vendor who is flexible and customer driven to succeed.

Teamwork extends beyond just the Department and DXC. Other vendors, such as the SI and other entities must be able to work together and be responsive in a spirit of collaboration to resolve issues and schedules. DXC has a well-deserved reputation and will demonstrate that to the Department in the implementation and during O&M.

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| Performance | SLA53 | Contractor shall ensure that 99% of all Data converted is correctly mapped and usable by the scheduled completion date in the Work Plan. |
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DXC will make sure that 99% of data converted is correctly mapped and usable by the scheduled completion date in the Work Plan. Using a proven data conversion process and experience gained through dozens of conversions, DXC will use our iterative approach and business knowledge to address conversion issues. Our business expertise will help the Department resolve conversion issues that other vendors with less experience and expertise in the business may not be able to do. DXC will plan this activity in the work plan accordingly and allow time for this approach to be successful.



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| Performance | SLA54 | Contractor is required to maintain a Data dictionary, accessible electronically, that shall be updated within 10 Business Days of any change. |
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DXC will maintain a data dictionary, accessible electronically, that will be updated within 10 business days of any change. The base product comes with a data dictionary already established and will be the basis for the Montana specific data dictionary.

The data dictionary will be maintained in rTRACE and updated throughout Business Function Review sessions, configuration, into implementation, and throughout O&M. Typically this type of documentation is valid at go live but quickly becomes out of date in O&M. Our processes confirm updates are made as a part of O&M and changes as they occur ongoing. These are linked to new requirements and promote along with the configurations to production and therefore provide a reliable and accurate data dictionary.

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| Performance | SLA57 | Contractor shall ensure accurate processing in accordance with the applicable Specifications of all electronic data interchange (EDI) transactions. |
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DXC will provide accurate processing in accordance with the applicable specifications of electronic data interchange (EDI) transactions. Our expertise in EDI transactions will make sure this is achieved. We will be providing our data exchange tool OXi for the Provider Services transactions. OXi effectively manages the automated exchange of information with external entities. Transactions can be exchanged with many types of entities including federal and state agencies, providers, clearinghouses, and other contracted entities.

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| Performance | SLA60 | Contractor shall maintain up to date System Design Documentation and System Documentation. Documentation shall be updated within 10 business days of the Implementation of a change. |
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DXC will maintain up to date system design documentation and system documentation. Documentation will be updated within 10 business days of the implementation of a change. As with the Business Rules documentation SLA, we understand the need for system documentation to be accurate and timely with updates. Through processes developed and refined over dozens of successful implementations, the Department can be assured that the system documentation from DXC will be updated and documented in a timely manner.

Attached to each requirement in rTRACE both during DDI and O&M is any associated documentation change as well. These are sub-tasks associated to the module change and get promoted along with the configuration for that change. System documentation will be housed in rTRACE.





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| Performance | SLA61 | Contractor shall maintain up to date functional Documentation including both User Documentation and the Operations Procedures Manual. Documentation shall be updated within 10 business days of the Implementation of a change. |
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DXC will maintain up to date functional documentation including both User Documentation and the Operations Procedures Manual. Documentation will be updated within 10 business days of the implementation of a change. Both Operational Procedures and User Documentation are maintained in rTRACE. User documentation is also part of the product user interface in the form of online help.

Any impact to documentation is evaluated as part of the formal change process. Manuals and documentation are evaluated for impact and if there is one, an associated documentation task is created to change and promote the documentation along with the functional configuration change. The QA process and associated walkthroughs which are part of the SDLC will make sure these are not missed.

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| Performance | SLA62 | Contractor's Solution shall ensure access for the required number of concurrent users, according to the Specifications, necessary for the administration of the Department's business functions without limitation of user access and compliance with Performance Standards. |
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DXC will provide access for the required number of concurrent users, according to the specifications. We will provide the access necessary for the administration of the Department's business functions without limitation of user access and in compliance with performance standards. The required number of users will be discussed and confirmed during DDI. There will be no subsequent limitation on growth of this as well.

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| Performance | SLA63 | Contractor shall perform patching and corrections related to security vulnerabilities of a critical nature within three Business Days and those of a major nature within 10 Business Days. The Department will determine the level of criticality in consultation with the Contractor. |
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DXC will perform patching and corrections related to security vulnerabilities of a critical nature within three business days and those of a major nature within 10 business days. The Department will determine the level of criticality in consultation with DXC. Our security team constantly monitors for vulnerabilities and makes the whole company aware of them as they propagate.

DXC also monitors applications and infrastructure for critical and important updates. Through the expertise of our corporate security team and in conjunction with our local Montana team and our ASO, we are able to determine what updates are needed and make an initial judgement on criticality and discuss with the Department. A joint decision will be made on the priority and criticality and if it is determined to be critical, DXC will work with the Department to schedule and



implement the patching and corrections within the 10 business day time frame with little to no impact to the business.

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| Performance | SLA64 | Subject to receiving the Department's approval as provided in contract Section 25.28, Contractor will provide a statement indicating approval by the Department for any publicity concerning the Contract, including, but not limited to, notices, information pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for Contractor. The Department will provide Contractor with the applicable statement. |
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Subject to receiving the Department's approval as provided in contract Section 25.28, DXC will provide a statement indicating approval by the Department for any publicity concerning the contract, including, but not limited to, notices, information pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for DXC. The Department will provide DXC with the applicable statement.

DXC will work collaboratively with the Department on any statements necessary. DXC works internally with our Public Relations department and legal teams to provide the Department additional expertise on public facing statements that may add value to the Department.

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| Performance | SLA65 | Damages may be assessed if Contractor fails to meet other contract and RFP requirements. The performance criteria will have a performance measure and scoring mechanism established in this Contract through negotiation with Contractor. |
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DXC acknowledges that damages may be assessed if we fail to meet other contract and RFP requirements. The performance criteria will have a performance measure and scoring mechanism established in this contract through negotiation between the Department and DXC. DXC acknowledges this and looks forward to discussions in contract negotiations to specifically identify these requirements and the associated measures.

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| Performance | SLA66 | Contractor shall provide accurate responses to all Department Change Requests for Enhancements including proposed Solution and pool hours/cost within 10 days for low complexity projects, 20 days for medium complexity projects or 30 days for high complexity projects, from submission of a Department Change Request for an Enhancement. The Department will determine the level of complexity. |
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DXC will provide accurate responses to Department change requests for enhancements. Our response will include the proposed solution and pool hours/cost. The response will be provided within the following timeframes from the date of the change request:



- Within 10 days for low complexity projects
- Within 20 days for medium complexity projects
- Within 30 days for high complexity projects

We understand the Department will determine the level of complexity. DXC's deep understanding of the MMIS and specifically the business regarding Provider Services gives us unique expertise to understand the change requests being submitted and the impact not only to the Provider Services module, but also the other functional areas of the system. These impacts will be called out in our responses which will meet the timelines determined for Low, Medium and High.

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| Performance | SLA67 | Contractor must receive Implementation Acceptance from the Department for each scheduled Implementation no later than the Acceptance Date in the Work Plan. |
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DXC will receive Implementation Acceptance from the Department for each scheduled implementation no later than the acceptance date in the Work Plan. Through a strong working relationship and project team, the work plan is updated continually and the implementation acceptance date is maintained and agreed upon by both the Department and DXC. DXC will work to meet that date and implement on that acceptance date as agreed upon in the work plan.

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| Performance | SLA68 | Contractor shall notify the Department within one hour following the identification of any potential or actual Security Incident, including any physical or system breach, any attack, or the introduction of any disabling device, related to the System. Contractor shall take corrective action to mitigate the potential or actual major or minor Security Incident within two hours following the identification of each potential or actual Security Incident. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will notify the Department within one hour following the identification of any potential or actual security incident, including any physical or system breach, any attack, or the introduction of any disabling device, related to the Provider Services components. DXC will take corrective action to mitigate the potential or actual major or minor Security Incident within two hours following the identification of each potential or actual Security Incident.

Through the process developed in the communication plan and O&M procedures, DXC will notify the appropriate Department staff of any incident. It is critical for these contacts and escalation procedures to be developed early in the implementation and approved accordingly so both the Department and DXC know the process and there are no frustrations in the communication chain. Through DXC's leading security tools and processes, along with the ASO working on the account, DXC will diagnose and mitigate the incident within the two hour timeframe.



|             |       |                                                                                                                                                                                                                                                                                        |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA69 | Contractor shall provide a written report and assessment to the Department within 12 hours following the identification of any Security Incident detailing all actions taken concerning the incident, including the type of incident, the current status, and any potential impact(s). |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a written report and assessment to the Department within 12 hours following the identification of any Security Incident. The report will include the following details:

- Actions taken concerning the incident
- The type of incident
- The current status
- Any potential impact

This report will be delivered under formal correspondence to facilitate traceability of the report and assessment. DXC will provide a report and assessment following any security incident. DXC understands the importance of this report, but also the early notification to the Department of such an incident. DXC will work side by side with the Department in these situations so that when the report comes out, there will be no surprises and will just be a formal documentation of the work DXC and the Department were able to perform in collaboration.

|             |       |                                                                                                                                                                                                                                 |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA98 | The Contractor's Solution shall ensure that the maximum amount of time between the initiation of a transaction and the confirmation receipt of the transaction by the Enterprise Service Bus (ESB) will not exceed two seconds. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure that the maximum amount of time between the initiation of a transaction and the confirmation receipt of the transaction by the Enterprise Service Bus (ESB) will not exceed two seconds. The industry-leading BizTalk ESB will meet the response time requirements and will be tracked using Business Activity Monitoring (BAM). This will allow us to track response times and address any anomalies that may cause this requirement to be missed. Our continual monitoring and reporting using this tool allows us to be proactive in addressing issues or trends that may impact this requirement.

## 3.10.9 Subcontractors

The highest scoring Offeror will be the Prime Contractor if a contract is awarded and shall be responsible, in total, including for all work of any subcontractors. Nothing contained within this document or any contract documents created as a result of any contract awards derived from this RFP shall create any contractual relationships between any subcontractor and the State. The Offeror must describe their approach to meet the Subcontractor requirements defined in Attachment F, Requirements Matrix.

## DXC Response

When presented with a scope of work for a new project, DXC determines if our skill set is complete enough to perform to client expectations. From time to time, we find that a special skill is needed. In these instances we employ subcontractors. When used, our subcontractors are a



critical part of the team, and we are committed to their success delivering their respective elements of the solution.

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. If other NASPO-participating states require additional scope, or have State laws regarding mandatory use of subcontractors that meet certain criteria, we will provide additional information on the companies we use and in what capacity.

## Attachment F Requirements for Subcontractors

In the following narratives, we provide a response to each of the Attachment F requirements for Subcontractors. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB01 | The Contractor may use subcontractors for no more than forty percent (40%) of the scope of work included in the contract. The subcontractor 40% will be determined using the highest proportional value among the following factors: subcontract dollar value relative to the overall contract value, subcontractor FTE's relative to the total contract FTE's, subcontractor hours relative to the total contract hours. If the proposed solution to meet the core functional requirements (e.g., core product) is a commercially licensed COTS or SaaS product (e.g., the State will receive a commercially available license for the product), the specific product that satisfies this condition can be excluded from the 40% subcontractor calculation. In Attachment L - Technology Matrix, the vendor must include "Commercially Licensed" in the column titled "Other" for the specific line item. This exclusion does not apply to infrastructure software or software that supports the core product. |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. DXC is the Prime Contractor and will fulfill the requirements of the Montana scope of work.

|               |       |                                                                                                                                                                                                               |
|---------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB02 | If the Contractor transfers resources required to fulfill the contract to a third party, the third party is considered a sub-contractor and the transfer will be subject to the 40% subcontractor limitation. |
|---------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. Although we are not using subcontractors for Montana, we understand that future developments might require the services of a third party or a subcontractor. In that case, we will make sure that the subcontracted work is subject to the 40% subcontractor limitation.

|               |       |                                                                        |
|---------------|-------|------------------------------------------------------------------------|
| Subcontractor | SUB03 | The Contractor shall list all subcontractors, if any, in the proposal. |
|---------------|-------|------------------------------------------------------------------------|



For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed.

|               |       |                                                                                                       |
|---------------|-------|-------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB04 | The Contractor shall provide a detailed description of all work to be subcontracted to third parties. |
|---------------|-------|-------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. Although we are not using subcontractors for Montana, we understand that future developments might require the services of a subcontractor. In that case, we will submit a detailed description of the subcontracted work to the Department.

|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB05 | The Contractor must submit to the Department annually, a Subcontractor Usage Report on the use of subcontractors and certify that all subcontractors are in compliance with the employment practices mandated by federal and State statutes and regulations. The Subcontractor Usage Report must at a minimum contain the total subcontract dollar value, total subcontractor FTE's, total subcontractor hours. |
|---------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. If we employ subcontractors in future years, we will submit a Subcontractor Usage Report as outlined in this requirement.

|               |       |                                                                                                                                                                                                                                                                                                                                                                         |
|---------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB06 | The subcontractor will be required to enter into a signed Business Associate Agreement (BAA) as a part of the contract, that is in compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prior to start of work. The BAA is included in the contract template found in the Procurement Library |
|---------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. Although we are not using subcontractors for Montana, we understand that future developments might require the services of a subcontractor. In that case, we will require the subcontractor to enter into a signed Business Associate Agreement prior to the start of work.



|               |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subcontractor | SUB07 | The Contractor shall allow Department personnel direct access to all subcontractor or third-party personnel serving in critical roles on the project and shall not act as an intermediary between the Department and such parties for questions about the proposed solution or operation of the proposed solution. The Department reserves the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of the proposed solution(s) directly with any subcontractors or third parties involved in performing work for the Department. |
|---------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For the Montana Provider Services scope of work, DXC has determined that no subcontractors are needed. Although we are not using subcontractors for Montana, we understand that future developments might require the services of a subcontractor. In that case, we will allow Department personnel direct access to subcontractor or third-party personnel, as described in SUB07.

|               |       |                                                                                                    |
|---------------|-------|----------------------------------------------------------------------------------------------------|
| Subcontractor | SUB08 | The Department shall have the right to review and approve any subcontracts through the Contractor. |
|---------------|-------|----------------------------------------------------------------------------------------------------|

DXC acknowledges the Department's right to review and approve any subcontracts. Although we are not using subcontractors for Montana, we understand that future developments might require the services of a subcontractor. In that case, we will submit the subcontract to the Department for your review and approval.

### 3.10.10 Enrollment

This section addresses provider enrollment requirements. The Provider Services module will support a web-based tool for providers to electronically enroll with Montana Healthcare Programs which includes an automated tool for screening activities that must be completed in accordance with State and federal statutes, policy, mandates as well as industry standards required for the Contractor's Scope of work. The Offeror must describe their approach to meet each of the Provider Enrollment requirements defined in Attachment F, Requirements Matrix.

### DXC Response

Through this solicitation, the Department has stated its goals to have a modular solution to properly screen newly enrolling, re-enrolling, reactivating, and revalidating providers. The solution must verify providers meet participation eligibility requirements before enrolling or continuing enrollment in the program. The solution must be as paperless as possible, accurate, and efficient. And the solution must accurately capture credentialing and source verification from the proper authorities.

These goals also describe those of DXC in the development of our innovative, web-based Provider Enrollment module of the Modular Payer Solution. The Department's goals and objectives are synonymous with our own. Our Provider Services solution fulfills your objectives for a technologically advanced, provider-centered enrollment solution.



DXC understands what the Department is seeking and we are ready to successfully deliver as we have for numerous other states. We perform provider services in 15 of our 21 MMIS contracted states, and perform Provider Enrollment functions in 13 of those states. Our range of services includes provider screening, enrollment web portals, provider outreach and education, and provider call center services. We have deep experience and expertise in provider management and will take advantage of this for Montana Medicaid. The following figure notes the states and commonwealths where we perform the business processes for the MITA Provider Enrollment functional area.

#### States Served by DXC Provider Enrollment Services

|                                                                                                                                   |                                       |                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------------------|
| <br><b>Eligibility and Enrollment Management</b> | <b>Determine Provider Eligibility</b> | AL, AR, CO, DE, FL, GA, IN, KS, NV, VT, WI             |
|                                                                                                                                   | <b>Enroll Provider</b>                | AL, AR, CO, CT, DE, FL, GA, IN, KS, NV, RI, VT, WI     |
|                                                                                                                                   | <b>Inquire Provider Eligibility</b>   | AL, AR, CO, CT, DE, FL, GA, IN, KS, KY, NV, RI, VT, WI |
|                                                                                                                                   | <b>Disenroll Provider</b>             | AL, AR, CO, CT, DE, FL, GA, IN, KS, KY, NV, RI, VT, WI |

The Department will receive our web-based, automated provider enrollment application and processing workflow to track and report provider applications throughout the provider enrollment process. The web based application and workflow tool provide efficient and accurate processing, making it simple for providers to participate in the Medicaid program. The tools automate the screening and verification process—validating appropriate licensure, certification, and other authority—to support participation criteria and requirements.

Our provider enrollment capabilities include receiving and maintaining provider data submitted, whether from a managed care organizations, single practitioner, or clinic. The solution retains provider data as submitted at the detail level—including location and taxonomy code. The following figure shows the landing page of our Provider Enrollment portal, where the enrollment activities begin.





## DXC Provider Enrollment Landing Page



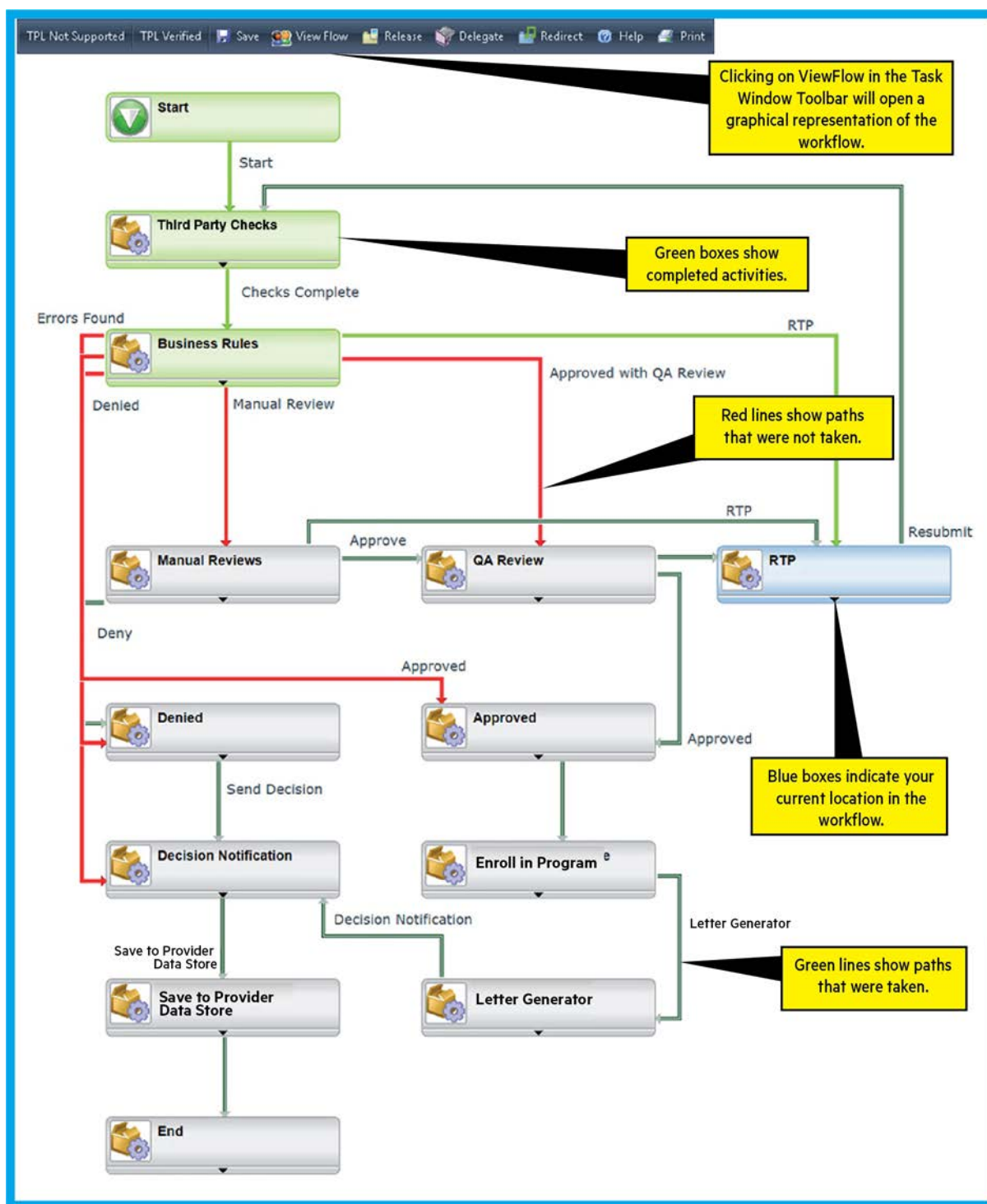
Providers can walk through the online enrollment application, answering questions and providing data tailored to their provider type and specialty. We detail the features and benefits of our Provider Enrollment solution in the requirement narratives that follow.

After the provider submits the enrollment data, it is submitted to our provider screening service that checks the provider and all disclosed entities against state and federal exclusion databases as well as licensure sources. A workflow task begins and follows the application through to completion.

Powered by K2 blackpearl, the workflow tool provides a graphical user interface (GUI) that guides users through the workflows in the most efficient manner providing consistency in processing and rule enforcement. The following figure shows the ViewFlow feature of our workflow solution, allowing a user to track the location of the provider application, viewing the steps taken, paths not taken, and steps that remain in the enrollment process.



## Provider Enrollment Workflow



Besides enrollment processing, the Provider Services solution from DXC will support disenrollment. Disenrollment reasons and inquiries for provider information are captured and stored in the Provider Data Store with audit trails for ease of tracking. Authorized users can easily determine the reason for disenrollment and advise the provider of steps to take for re-enrollment, if needed.



The solution we propose includes robust data collection and management of provider data, provider screening, automated workflow, business rules that promote efficiency and consistency. Our system is highly configurable, allowing the Department flexibility as program changes occur. DXC's Provider Services module is designed to not only support State and Federal requirements but also MPATH program success.

## Attachment F Requirements for Enrollment

In the following narratives, we provide a response to each of the Attachment F requirements for Enrollment. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                     |       |                                                                                                                                                                                                |
|---------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR01 | The Contractor's solution shall provide a unique submitter number for each billing service or submitter that transmits HIPAA X12 transactions with the State for single or multiple providers. |
|---------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides a unique submitter number for each billing service or submitter that transmits HIPAA X12 transactions for single or multiple providers. The electronic submission process starts with an application process. When a new submitter enrolls in the Medicaid program, they must complete an enrollment application form in accordance with the instructions and submit the application form for approval. As the application form is processed, each submitter is issued a unique submitter ID number.

Providers submitting claims through the secure web portal will be identified by their National Provider ID (NPI) or a unique Medicaid provider number. Individual trading partner IDs are assigned to providers submitting HIPAA-compliant 837 batch transactions electronically.

|                     |       |                                                                                                                                                                                                                                                                                                                                                     |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR02 | The Contractor's solution shall receive provider applications through a web based provider self-service tool and on paper. The solution shall allow for the enrollment, re-enrollment, termination, recertification, or revalidation of providers and provide real-time notification to the providers of the receipt of the enrollment application. |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution supports receiving provider applications through a web based provider self-service tool and on paper. Our solution will allow providers to enroll, re-enroll, terminate, recertify, or revalidate and provide real-time notification to the providers of the receipt of the enrollment application.

Our goal is to be able to collect required information electronically in the most user-friendly approach for providers. The following figure shows some of the main screens in our web application solution. The Department can see it is user friendly and complete in nature.



## DXC Healthcare Solutions Provider Enrollment Sample Web Screens

The screenshots illustrate the provider enrollment process. The top screen is the 'Welcome' page, which provides instructions for completing the enrollment process. The middle screen shows the 'Step 1: General' progress bar, which includes 15 steps: 1. General, 2. Specialties, 3. Address, 4. Organization, 5. Group Association, 6. Credentials, 7. Provider Type, 8. Other, 9. EFT, 10. ERA, 11. Disclosures, 12. Background Check, 13. Attachments, 14. Fees, and 15. Agreement / Submit. The bottom screen shows the 'Registration' form, which includes fields for Email, Password, and Confirmation, and a 'Register' button.

As data and documentation are collected in the web application, they are maintained in the audit trail and document repository to provide a complete picture of the process and the provider. As the provider walks through the application, they can view in real-time where they are in the process, what items are needed to complete the process, and the status of the application after submission.

Additionally, the solution supports paper applications and they will be subject to the same rules regarding required data and documentation based on enrollment type, provider type and specialty, as an online enrollment.

|                     |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR03 | The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment and eligibility based on Federal requirements contained in 42 CFR 455.436 (e.g., CMS data matching for provider screening and monitoring, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)). |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment solution uses automated screening and monitoring processes and tools to verify provider enrollment and eligibility based on Federal requirements contained in 42 CFR 455.436. We verify through the following sources:

- CMS data matching for provider screening and monitoring
- Social Security Administration's Death Master File
- National Plan and Provider Enumeration System (NPPES)
- List of Excluded Individuals/Entities (LEIE)



- Excluded Parties List System (EPLS)

As part of the DXC professional services related to provider enrollment, we validate a provider's National Provider Identifier (NPI) and demographics against the National Plan & Provider Enumeration System (NPPES). We also screen for valid licensure, including DEA.

The results of the validation are presented in workflow and stored in the audit history of the provider. For each screening we conduct, if a discrepancy is found, a workflow event is triggered to appropriate personnel for further review.

*The enrollment system uses the National Provider Identifier (NPI) and taxonomy for identifying providers. Taxonomy is used for type and specialty analysis.*

Review processes in workflow validate that the NPI taxonomy matches what was submitted by the provider. Discrepancies between the NPPES taxonomy and the application would be resolved through our Return to Provider (RTP) process. When resolved, the application continues through the workflow.

We check the SSA DMF, LEIE and EPLS no less frequently than monthly, as stated in 42 CFR 455.436

|                     |       |                                                                                                                                                                                           |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR04 | The Contractor's solution shall allow entities enrolling as trading partners with the State's healthcare programs to select the HIPAA X12 transactions they choose to submit and receive. |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution allows entities enrolling as trading partners with the Department's healthcare programs to select the HIPAA X12 transactions they choose to submit and receive. Working with external trading partners is an important part of providing a good experience for providers and keeping the system running smoothly. Trading partners will register with DXC and test each transaction format for which they want to be certified.

After testing is complete, the Trading Partner Management function will store the trading partner's contact information and a list of the HIPAA transactions the partner can send and receive so the system can track and verify data exchanges.

|                     |       |                                                                                                                                                          |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR05 | The Contractor's solution shall assign a unique provider ID for all providers including atypical providers, for use in transactions with the enterprise. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment solution assigns a unique provider ID for each provider including atypical providers, for use in transactions with the enterprise. We use the Provider Master File to assign each provider enrolled a unique internal base provider number. This base provider number can be used for multiple programs and is tied to data elements unique to the base record, such as the provider name. The unique ID will map, store, and maintain the provider's internal number along with the NPI or other IDs associated with the provider.

When establishing provider types and specialties, we identify which types and specialties must have an NPI and which are not eligible for an NPI. Atypical providers will be assigned a unique internal base provider number even without an NPI. This allows for more accurate initial provider enrollment processing.



|                     |       |                                                                                                                                                                                   |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR06 | The Contractor's solution shall prompt users in the event of data entry errors, missing data or inconsistencies in the provider enrollment, maintenance, or revalidation process. |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution prompts users in the event of data entry errors, missing data or inconsistencies in the provider enrollment, maintenance, or revalidation process. The web based application, allows for tailored enrollment experiences based on provider types and specialties, providing a step-by-step, intuitive process for providers to follow.

Instead of providers trying to figure out what fields, forms, or supporting documentation is required for their provider type, the online application uses business rules to guide the provider in supplying the required information. Additionally, data validation rules within the application greatly improves data integrity, significantly reducing enrollment application returns to providers.

*By automating the provider enrollment process in Alabama, we reduced returns to providers (RTPs) by 60 percent. Automation eliminated many common data-entry errors and rework time on the part of providers and enrollment processors.*

As providers complete the Provider Enrollment application, they are presented with an opportunity to review each answer provided, prior to submission. The following is an example screen shot for an individual provider's table of contents for review.

### Enrollment Application Table of Contents

The top Progress bar shows the provider has completed all steps.

Step 1: General Information - TRACKING NUMBER: 0951388964 Step 1 of 12

PROGRESS

1 General Information 2 Specialties 3 Addresses 4 Organization 5 Associations 6 Credentials 7 Provider Type 8 Other 9 Disclosures 10 Background Check 11 Attachments 12 Agreement / Submit

Cancel Previous Save and Continue

General

Initial Enrollment Information

Enrollment Type \* Provider Type \* Effective Date \*

Facility Home Health Agency 10/08/2017

Each numbered tile can be clicked to review the detail information provided for that step.

After review, the provider is required to accept the terms of the agreement and provide an electronic signature in order to submit the application. Once the Submit button is clicked, the provider is limited to checking the application's status; no further revisions are allowed.

Similarly for maintenance changes to existing provider records, either by an internal user or by the provider through the secure portal, online rules prompt for the completion of required data in the required format.



|                     |       |                                                                                                                                                                                            |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR07 | The Contractor's solution shall allow enrolling providers to enroll in one or more program types (e.g., Care Management, waiver, CHIP, Standard Medicaid) using a single enrollment event. |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution allows providers to enroll in one or more program using a single enrollment event. For example, providers can enroll in Care Management, waiver, CHIP, and Standard Medicaid with one process in the online application. The first step in the enrollment process is for the provider to choose the provider type and specialties for which they would like to enroll, and the programs they would like to serve. The business rules in the enrollment application define the programs a provider may choose.

|                     |       |                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR08 | The Contractor's solution shall have configurable business rules to suspend or restrict the enrollment of providers, trading partners or clinics affiliated with individuals debarred by State or Federal agencies, listed in Registries (e.g., Child Abuse, Elder/Adult Abuse, Sex Offender), or do not meet requirements specified by the State. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for Provider Enrollment has configurable business rules to suspend or restrict the enrollment of providers, trading partners or clinics affiliated with individuals debarred by State or Federal agencies, listed in Registries or those that do not meet requirements specified by the State. During the enrollment process, we screen providers using data from multiple databases of public records, which can include Child Abuse, Elder/Adult Abuse, and Sex Offender registries. Screening also applies to disclosed entities listed on the enrollment form.

As noted in the response to Questions and Answers, the registry interfaces will vary by state. As part of the Business Function Review during DDI, DXC will work with the Department to define the requirements for including registry information in the screening process.

Results of these screenings will be reviewed in the provider enrollment application review workflow. Flags such as debarment will be clearly shown on the results, allowing the provider enrollment analyst to quickly make an adjudication decision of the application.

|                     |       |                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR09 | For enrolling and actively enrolled providers electing to participate in specific programs, the Contractor's solution shall collect and maintain the supporting data (e.g., geographic locations, number of preferred assigned members, and capacity to accept additional members), present the program agreement/contract for review, and acceptance (i.e., digital signature). |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For enrolling and actively enrolled providers electing to participate in specific programs, the DXC solution will collect and maintain the supporting data, and present the program agreement or contract for review and acceptance. The data we collect includes: geographic locations,





number of preferred assigned members, and capacity to accept additional members. The enrollment final step is the digital signature.

DXC will work with the Department to define the appropriate disclaimers and requirements that a provider must agree to and digitally acknowledge as part of their signature. The Provider Enrollment online application includes an acknowledgment as well as a signature page as shown in this example.

### Terms of Agreement and Signature

**Terms of Agreement**

Legal Name  Contact Name  Contact Email

NPI  Tax ID Type  Tax ID Number  Service Location

The above provider agrees to participate in the Medicaid Program, hereinafter referred to as the Title XIX Program.

I certify, under penalty of perjury, that the information and statements on this application and on any accompanying documents are accurate and true. I understand that the filing of materially incomplete or false information with this enrollment request is sufficient cause for denial of enrollment or termination from the State Medical Assistance Program.

I understand that I should be enrolled as a provider of services under the State Medical Assistance Program, that it is my responsibility to notify the State Medical Assistance Program fiscal agent of any change to the information on this application including but not limited to address, group affiliation, change of ownership, or tax identification number.

You will be submitting the Provider Enrollment application electronically. Therefore, your signature on this application will be electronic. By submitting this application electronically, you acknowledge that you understand that your electronic signature is binding to the same extent as your written signature.

**Proceed**

**Signature**

The Provider Agreement is now fully electronic. By selecting the "I Accept" box below you acknowledge that you understand your electronic signature binding to the same extent as your written signature.

☒ I Accept

Title  Last Name  First Name  Middle Name  Suffix

Comments

Verification Email ID  Confirm Verification Email ID

Click on "Request Verification Code" button, an email will be sent to the verification email address listed above. Check your email & enter the code immediately & before you leave the application. The verification code will expire when the page is closed.

**DO NOT NAVIGATE AWAY FROM PAGE**

Once you receive the code in the email, please enter the verification code. Once the correct verification code is entered & valid, the submit button will be enabled.

**Request Verification Code** Verification Code  Submission Date 10/27/2017

The provider's acknowledgment of these disclaimers and requirements will be recorded as part of the provider's enrollment file.

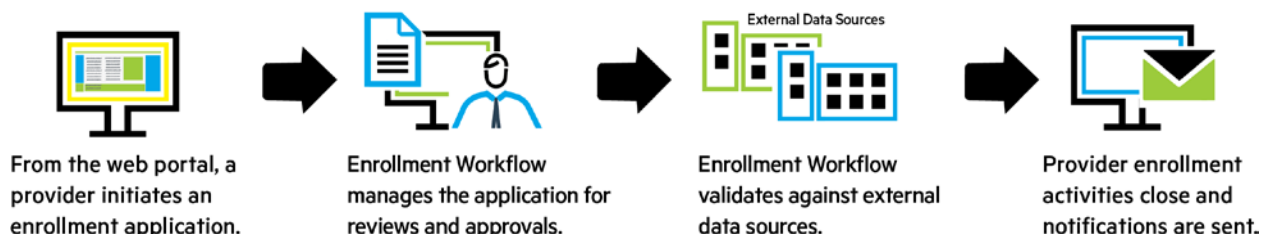
|                     |       |                                                                                                                            |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR10 | The Contractor's solution shall be configurable to allow or prevent provider enrollment based on provider characteristics. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------|





The DXC Provider Enrollment solution is configurable to allow or prevent provider enrollment based on provider characteristics. Our solution assures that the Department complies with the requirements as outlined in 42 CFR 455.416 for denials of provider enrollment. Business rules drive the enrollment decisions to allow or prevent participation by an applicant. Delivering web-based automation to the enrollment processes will increase the MITA maturity for the Department. The following figure shows the automation for the enrollment process within our Provider Services solution.

#### Provider Enrollment Process Flow



DXC's solution will apply Department policies and business rules to determine if the provider is eligible for enrollment. As data and documentation are collected in the web application and workflow, they are maintained in the audit trail and document repository to provide a complete picture of the process and the provider. Once an application is approved, the Provider Data Store will house the needed information for confirming ongoing eligibility of the provider.

|                     |       |                                                                                                                     |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR11 | The Contractor's solution shall prevent the creation of duplicate records during enrollment application submission. |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment solution prevents the creation of duplicate records during enrollment application submission. When enrollment applications are submitted, we check the enrollment type, NPI, Tax ID, Service Location address and other relevant criteria against previously submitted applications. If a match is found and the previously submitted application was approved, we generate an alert to the submitter indicating the application is a duplicate and has been rejected.

|                     |       |                                                                                                                                              |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR12 | The Contractor's solution shall allow a provider to use a single enrollment application for multiple programs, specialties or service types. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution allows a provider to use a single enrollment application for multiple programs, specialties or service types. The first step in the enrollment process is for the provider to choose the provider type and specialties for which they would like to enroll, and the programs they would like to serve. The business rules in the online enrollment application define the programs a provider may choose.

|                     |       |                                                                                              |
|---------------------|-------|----------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR13 | The Contractor's solution shall allow a single provider to enroll multiple service locations |
|---------------------|-------|----------------------------------------------------------------------------------------------|



The DXC Provider Enrollment solution does allow a single provider to enroll multiple service locations. When a provider is initially enrolled, they will be issued a Base ID. For each subsequent certified provider type enrolling, the Provider Services solution will create a separate service location and internal ID. The information will link to the base Provider ID even if the provider has multiple service locations or provider types in the system.

For providers with multiple service locations, we also can dis-enroll, close, or suspend IDs associated with a specific service location without impacting the other locations.

|                     |       |                                                                                                                                                                                |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR14 | The Contractor's solution shall collect and maintain all information needed to complete provider enrollment in compliance with all State and federal policies and regulations. |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution collects and maintains information needed to complete provider enrollment in compliance with State and federal policies and regulations. We provide a robust system for collecting and maintaining provider enrollment data according to program policy. We include the ability to maintain date-specific provider enrollment and demographic data. Throughout the enrollment process, we verify and capture required data. After the application has been approved, the enrollment module submits, through workflow, an enrollment transaction to upload the data to appropriate provider tables in the Provider Master File.

|                     |       |                                                                                                                               |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR15 | The Contractor's solution shall determine provider eligibility in accordance with State and Federal policies and regulations. |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------|

The solution from DXC will determine provider eligibility in accordance with State and Federal policies and regulations. The following table provides the 42 CFR Part 455 Subpart E requirements we followed while developing our Provider Services solution.

#### DXC Solution Compliance

| 42 CFR Part 455 Subpart E                            | Requirement                                                                                                                                                                                                                                   |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>455.410 Enrollment and screening of providers</b> | Screen enrolled providers and verify ordering or referring physicians or other professionals providing services under the State plan or under a waiver of the plan are enrolled as participating providers.                                   |
| <b>455.412 Verification of provider licenses</b>     | Verify that any provider reporting to be licensed in accordance with the laws of the State is licensed by the State. Confirm that the provider's license has not expired and that there are no current limitations on the provider's license. |
| <b>455.414 Revalidation of Enrollment</b>            | Revalidate the enrollment of providers regardless of provider type at least every 5 years.                                                                                                                                                    |
| <b>455.416 Termination or denial of enrollment</b>   | Assures that the State Medicaid agency will comply with the requirements as outlined in 42 CFR 455.416 for terminations or denials of provider enrollment.                                                                                    |



|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>455.420 Reactivation of provider enrollment</b> | After deactivation of a provider enrollment number for any reason, before the provider's enrollment may be reactivated, the State Medicaid agency must re-screen the provider and require payment of associated provider application fees under §455.460.                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>455.422 Appeal rights</b>                       | The State Medicaid agency must give providers terminated or denied under §455.416 any appeal rights available under procedures established by State law or regulations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>455.432 Site visits</b>                         | <p>The State Medicaid agency—</p> <p>(a) Must conduct pre-enrollment and post-enrollment site visits of providers who are designated as “moderate” or “high” categorical risks to the Medicaid program. The purpose of the site visit will be to verify that the information submitted to the State Medicaid agency is accurate and to determine compliance with federal and state enrollment requirements.</p> <p>(b) Must require any enrolled provider to permit CMS, its agents, its designated contractors, or the State Medicaid agency to conduct unannounced on-site inspections of provider locations.</p>                                                                           |
| <b>455.434 Criminal background checks</b>          | <p>Require providers to consent to criminal background checks including fingerprinting when required to do so under State law or by the level of screening based on risk of fraud, waste or abuse as determined for that category of provider.</p> <p>Establish categorical risk levels for providers and provider categories who pose an increased financial risk of fraud, waste or abuse to the Medicaid program.</p>                                                                                                                                                                                                                                                                      |
| <b>455.436 Federal database checks</b>             | <p>Confirm the identity and determine the exclusion status of providers and any person with an ownership or control interest or who is an agent or managing employee of the provider through routine checks of federal databases.</p> <p>Check the Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS), and any such other databases as the Secretary may prescribe.</p> <p>Consult appropriate databases to confirm identity after enrollment and reenrollment; and</p> <p>Check the LEIE and EPLS no less frequently than monthly.</p> |



|                                                        |                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>455.440 National Provider Identifier</b>            | Require claims for payment for items and services that were ordered or referred to contain the National Provider Identifier (NPI) of the physician or other professional who ordered or referred such items or services.                                                                                                                                                                    |
| <b>455.450 Screening levels for Medicaid providers</b> | Screen initial applications, including applications for a new practice location, and any applications received in response to a re-enrollment or revalidation of enrollment request based on a categorical risk level of "limited," "moderate," or "high." If a provider could fit within more than one risk level described in this section, the highest level of screening is applicable. |
| <b>455.452 Other state screening methods</b>           | Nothing in this subpart must restrict the state Medicaid agency from establishing provider screening methods in addition to or more stringent than those required by this subpart.                                                                                                                                                                                                          |
| <b>455.460 Application fee</b>                         | States must collect the applicable application fee before executing a provider agreement from a prospective or re-enrolling provider.                                                                                                                                                                                                                                                       |
| <b>450.470 Temporary moratoria</b>                     | Temporary moratoria on the enrollment of new providers or provider types identified as posing an increased risk to the Medicaid program.                                                                                                                                                                                                                                                    |

We will collaborate with the Department during Business Function Review sessions to confirm that we correctly interpreted mandates and regulations outlined by this RFP. The solution we deliver will conform to the RFP requirements.

|                     |       |                                                                                                              |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR16 | The Contractor's solution shall provide the ability to accept and track provider enrollment fee information. |
|---------------------|-------|--------------------------------------------------------------------------------------------------------------|

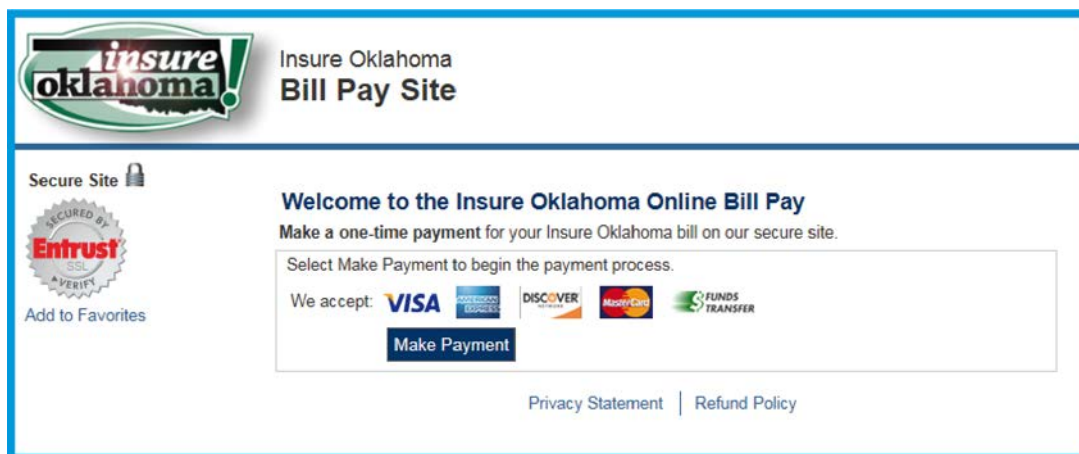
DXC Provider Services provides the ability to accept and track provider enrollment fee information. The ACA requires states to collect an application fee for specific provider types at initial and during revalidation. DXC offers an option for an on-line fee payment interface. This enables us to collect the applicable application fee before the provider can submit the enrollment. Federally, the application fee is applied to the organizations that are not participating in Title XVII of the Act, another state's title XIX or XXI plan, or have not paid the application fee to a Medicare contractor or another state. Questions in the enrollment application are presented to the provider to determine if a fee was already paid. If the provider is unable to pay the full enrollment application fee, the provider is allowed to submit a hardship request. This request will require an explanation of why the fee cannot be paid and is managed through a Fee Waiver workflow step so the state can render their decision.

If it is determined during the enrollment process that the provider does need to submit an application fee, the provider will be directed to a web-based payment processor site.



The following figure is an example of an actual payment processor site we maintain for a customer similar to the Department.

#### Payment Processor Example



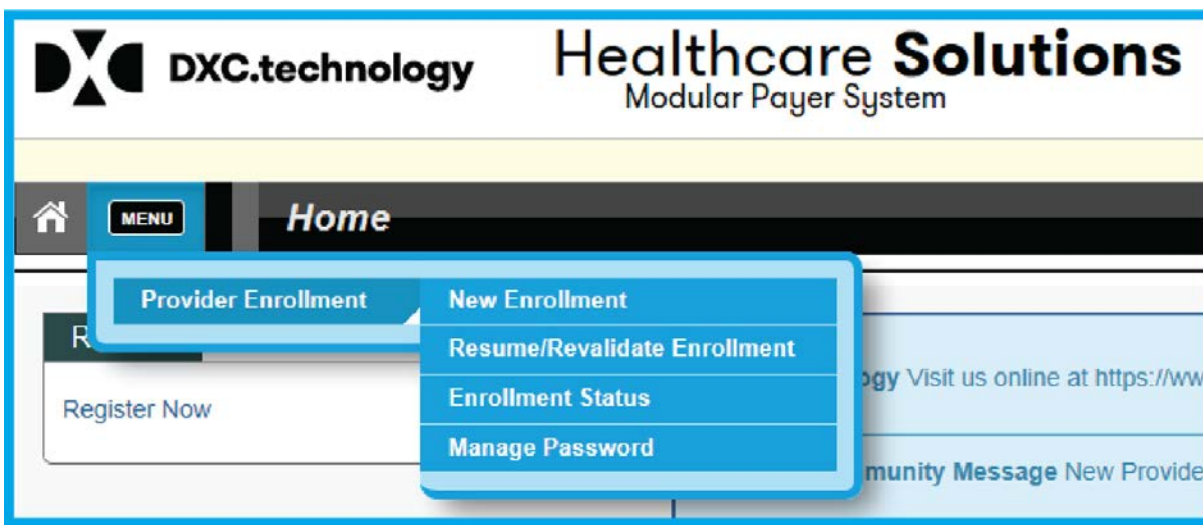
The provider submits the payment transaction to payment processor and receives a confirmation number. The DXC solution will verify during the enrollment workflow process that the payment occurred.

We will collaborate with the Department to determine final processes for handling hardship requests or nonpayment of fees.

|                     |       |                                                                                            |
|---------------------|-------|--------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR17 | The Contractor's solution shall allow providers to view status of their enrollment online. |
|---------------------|-------|--------------------------------------------------------------------------------------------|

The DXC Provider Enrollment portal allows providers to view status of their enrollment online. The following figure is the home page for Provider Enrollment. Applicants have several options on this page, including the option to check the status of a submitted application.

#### Provider Enrollment Home Page



While entering enrollment information, providers can save and resume the enrollment application later or check the status of a submitted enrollment application. To check the status of their enrollment using the Provider Enrollment Portal, providers need to enter the tracking number received after the enrollment was initiated along with the self-selected password. The enrollment status will display the date the application was submitted and the status of the application.

The status page also contains directions for providers to revise a previously submitted enrollment application that the enrollment team determined requires corrections. In this case, the response returns a Revise Provider Enrollment link. After the link is accessed, providers are prompted for a password; then the previously submitted provider enrollment application is presented and the provider can make the necessary updates and resubmit the application. .

|                     |       |                                                                                                                             |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR18 | The Contractor's solution shall support real-time edits allowing providers to submit corrections to applications as needed. |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------|

The DXC solution will support real-time edits allowing providers to submit corrections to applications as needed. The DXC solution prompts users in the event of data entry errors, missing data or inconsistencies in the provider enrollment or revalidation process. The Provider Enrollment online application delivers a guided process for providers to follow, with alerts and messaging when required information or documentation is missing or incomplete.

The online application uses business rules to guide the provider in supplying information for the required fields. Additionally, data validation rules within the enrollment application greatly reduce user data entry errors, significantly reducing enrollment application returns to providers.

|                     |       |                                                                                                                                                                                                                                 |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR19 | The Contractor's solution shall be capable of suspending provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules. |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the capability of suspending provider participation in specific programs while maintaining participation in other programs. The solution can also initiate notifications to the provider, agency staff, and modules.

When a provider is suspended—based on criteria defined by the Department—the Provider Master File for that provider carries an indicator clearly identifying the status to users. As a provider's suspended status changes—going into suspense or coming out of suspense—a notification is automatically sent to the provider and relevant program.

*The Suspense Flag is one of the data elements in the minimum data set prescribed by Chapter 11 of the CMS State Medicaid Manual (SMM).*



|                     |       |                                                                                                                                                                                                                                                                                               |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR20 | The Contractor's solution shall use automated screening and monitoring processes and tools to verify provider enrollment eligibility based on State regulations and policies (e.g., State licensing agencies, State exclusion lists, Provider Enrollment Chain and Ownership System (PECOS)). |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment solution uses automated screening and monitoring processes and tools to verify provider enrollment eligibility based on State regulations and policies.

The enrollment review process includes the screening of providers against State licensing agencies, State and Federal exclusion lists, SSA DMF data, and Provider Enrollment Chain and Ownership System (PECOS). DXC is well versed in the provisions of the Patient Protection and Affordable Care Act (ACA) Section 6401 specifying procedures under which enrollment and screening is conducted for providers. To meet the ACA Provider Screening Rule, as part of the provider enrollment process, our solution includes screening of disclosed entities (e.g. owners and managing employees) associated to the provider.

As outlined in the Question and Answer process, state specific PECOS access will be addressed during the DDI phase. DXC will create an interface with the TIBCO Managed File Transfer Service or other comparable CMS data matching service to facilitate the PECOS comparison.

|                     |       |                                                                                                                                                 |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR21 | The system will be able to link to training modules within the enrollment process (e.g., contractors authorizing member and provider services). |
|---------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Enrollment solution from DXC provides the ability to link to training modules within the enrollment process. Online help is available from within the online enrollment application at both the field and page levels. This supports a provider getting the information needed, at the time it is needed.

The Provider Portal makes information useful to providers easily available. Policy and program information, provider manuals, forms and training materials can be supplied through the Provider Portal.

|                     |       |                                                                                                                                                                                                                                        |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR22 | The Contractor's solution shall support at a minimum, the following enrollment status designations or their equivalent: denied, terminated, suspended, provisionally accepted, accepted, in progress, pending, voluntarily terminated. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider solutions supports the following enrollment status designations or their equivalent:

- Denied
- Terminated
- Suspended
- Provisionally accepted



- Accepted
- In progress
- Pending
- Voluntarily terminated

Configurable rules contains the statuses listed and are set based on state-specific criteria.

|                     |       |                                                                                                                             |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR23 | The Contractor's solution shall allow users to enroll retroactively in compliance with State policy, ACA and CMS standards. |
|---------------------|-------|-----------------------------------------------------------------------------------------------------------------------------|

The DXC solution allows users to enroll retroactively in compliance with State policy, ACA and CMS standards. We implemented a configurable retroactive period for new enrollment effective dates. This enables the provider to request a retroactive start date based on Dates of Service or other relevant criteria. Regardless of which date the provider has requested, the date can be changed during the enrollment review process.

|                     |       |                                                                                                                                                                                                                                                         |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR24 | The Contractor's solution shall maintain the provider's effective date to begin administering services as of the date the provider screening process is complete as the standard effective date unless otherwise overridden and specified by the State. |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will maintain the provider's effective date to begin administering services as of the date the provider screening process is complete, unless otherwise overridden and specified by the State. The effective date will be captured and stored on the Provider Master File.

|                     |       |                                                                                                                                                          |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR25 | The Contractor's enrollment process shall be configurable to include trading partner enrollment within the overall provider enrollment business process. |
|---------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment process is configurable to include trading partner enrollment within the overall provider enrollment business process. We will collect, maintain, and display information about the provider's trading partner and which electronic transactions it will be authorized for.

As noted in the response to Questions and Answers, the workflow and interfaces required for Trading Partner enrollments will be addressed during DDI.

|                     |       |                                                                                                                                                               |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Enrollment | ENR26 | The Contractor's solution shall present conditionally required resource materials and training required in order to complete the enrollment business process. |
|---------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Enrollment solution will present conditionally required resource materials and training required in order to complete the enrollment business process. The online application





uses configurable business rules to drive the completion, or inclusion of required data and supporting documentation. These rules can include required certifications and licensure or documentation to demonstrate the training required by a provider. DXC will collaborate with the state to configure the rules related to conditionally required materials and training.

Online help and user guides provide additional instructions to providers on the completion of an application. Internal user guides are also available online for enrollment staff which includes enrollment workflow, screening service, related enrollment functions, definitions, and resources.

### 3.10.11 Maintenance

This section addresses provider maintenance requirements. The Provider Services module must support provider maintenance activities for external and internal users that are founded on business process driven workflow automation principles. Maintenance activities include the collection, storage, maintenance of information. It also requires ongoing automated provider monitoring necessary to support Montana Healthcare Programs business objectives and must be compliant with federal and state statutes, policies and mandates. The Offeror must describe their approach to meet each of the Provider Maintenance requirements defined in Attachment F, Requirements Matrix.

### DXC Response

Through the DXC Provider Services solution, the Department will receive the needed support for the Montana Healthcare Programs. Our solution provides automated workflows to streamline processes and improve productivity. Users will have ready access to accurate provider data, online help, and other resources to allow them to focus on conducting business, not on the tasks of their job.

As the nation's largest provider of Medicaid system and support services, DXC is skilled at maintaining systems and delivering services. We currently serve 21 states, maintaining provider data for internal and external users. Under the direction of Technical Manager George Bjorkman the Montana provider data will be collected, stored, and maintained accurately and timely.

### Attachment F Requirements for Maintenance

In the following narratives, we provide a response to each of the Attachment F requirements for Maintenance. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|             |        |                                                                                                                                                                                                                    |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT01 | The Contractor's solution shall have the capability to terminate inactive providers based on criteria determined by the department for either automatic termination or initiate a workflow for manual termination. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the capability to terminate inactive providers based on criteria determined by the Department, for either automatic termination or initiate a workflow for manual termination. Provider Termination can be accomplished through business rules, such as because of inactivity, or through direct-data-entry for cause.

If a negative report is received during the recurring screening process, a workflow event is triggered to investigate the issue and make a determination of continued eligibility in the



program. If it is determined the negative item on the report mandates termination, the analyst enters the decision in the Workflow tool, triggering the termination and notification to the provider.

As part of the Provider Services workflow process for provider terminations, the system automatically generates a letter to the provider when a termination occurs. The system uses an online letter generation template that allows notification letters to be updated as business needs dictate. The letter also includes free-form text comments, allowing analysts to manually include additional information if necessary. DXC will work with the Department to define the contents of letters for voluntary and involuntary terminations.

Providers who do not respond to the recertification or re-licensure requirements will be suspended or terminated based on Department rules and policies. When the recertification or re-licensure deadline approaches and the provider has not responded, tasks are generated in the Provider Management workflow. The provider's eligibility is set to inactive or suspense based on the business rules configured.

DXC will work with the Department to fully define provider termination criteria and actions. We will collaborate to verify actions are consistent with ACA Section 6501 and subsequent guidance.

|             |        |                                                                                                                                                                                                                                                                                                                             |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT02 | The Contractor's solution shall collect and retain electronically all provider documentation (e.g., original application and copies of correspondence) for actively participating providers. For terminated providers, records shall be retained electronically according to record retention requirements (i.e., 7 years). |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

For actively participating providers, the DXC Provider Services solution electronically collects and retains provider documentation such as the original application and copies of correspondence. For terminated providers, records will be retained electronically according to record retention requirements of the Department, for example seven years if that is the Department standard.

DXC retains provider data and documentation as submitted. CMS requirements for capturing and processing provider information are built into our solution. The Provider Master File captures details about the provider that were submitted during the application process—whether the application was online or on paper—including licenses, disclosing entities, and tax identification for payment processing.

As data and documentation are collected in the web application and workflow, they are maintained in the audit trail and document repository to provide a complete picture of the process and the provider. The Provider Data Store within the Provider Management Suite will house the needed information for compliance and proper processing.

Electronic documents are systematically attached to their corresponding application. Whether a provider chooses to use the secure online web application or submits a paper application, electronic versions of related documents will be accessible to authorized users through the document management system.

Provider data and documents are archived in accordance with state and federal record retention requirements.



|             |        |                                                                                                                                                                                                                         |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT03 | The Contractor's solution shall require, capture and maintain the 10-digit National Provider Identifier (NPI) for all healthcare providers required to have an NPI and interface with NPPES to verify the NPI is valid. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC provider Services solution requires, captures, and maintains the 10-digit National Provider Identifier (NPI) for healthcare providers required to have an NPI. The solution does interface with National Plan & Provider Enumeration System (NPPES) to verify the NPI is valid.

As part of the DXC professional services related to provider enrollment, we validate a provider's National Provider Identifier (NPI) and demographics against the NPPES. The results of the validation are stored in the audit history of the provider. If no match is found during this process, a workflow event is triggered to appropriate personnel for further review.

*The enrollment system uses the NPI and taxonomy for identifying providers. Taxonomy is used for type and specialty analysis.*

Review processes in workflow also can validate that the NPI taxonomy matches what was submitted by the provider. Discrepancies between the NPPES taxonomy and the application would be resolved through our Return to Provider (RTP) process. When resolved, the application continues through the workflow.

|             |        |                                                                                                                                                                                                                                                  |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT04 | The Contractor's solution shall record and display begin and end dates for specific provider enrollment and demographic data (e.g., license, eligibility period, physical address) and provide access to historical provider record information. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC records and displays begin and end dates for specific provider enrollment and demographic data such as license, eligibility period, and physical address. The solution does provide access to historical provider record information.

The Provider Data Store is a flexible, table-driven database that is accessed using online browser-based windows. The table-driven design provides the ability to update provider information as we receive changes from the Department or from providers. The online rules interrogates data updates, applying edits and audits, to make sure data is valid and meets State-specified parameters and criteria.

Provider data is stored in tables and accessed by the Provider Services modules and other MPATH enterprise applications as needed for transaction processing. The data is stored by effective and end dates allowing accurate claims processing and payment by date of service. Data includes provider network, contract, demographics, eligibility, enrollment, and preferred communication methods.

Provider data is archived in accordance with state and federal record retention requirements. Current and historical provider data is maintained. Each time an entry in a Provider Master File table is changed, added, or deleted, an entry is automatically logged in an audit history file table.



|             |        |                                                                                                                                                                                                                                   |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT05 | The Contractor shall use a standardized format for provider names that differentiate between first name, middle name/initial, last name, and business or corporate names and allows flexible searches based on the provider name. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution uses a standardized format for provider names that differentiate between first name, middle name/initial, last name, and business or corporate names. The solution allows flexible searches based on the provider name. Numbers and IDs are only a part of a complete and accurate provider profile. It also is essential that consistent naming conventions be used. DXC will support this by using the module's capability to store either a personal or a business name in association with each address type that the provider chooses at enrollment.

DXC will work with the Department to develop a set of approved naming conventions to better assist with queries on the provider file. This includes common abbreviations for medical degrees, as well as defined naming conventions for addresses and abbreviations. Establishing these conventions upfront results in consistent data being available for data merge purposes across the MPATH enterprise.

|             |        |                                                                                                                                                 |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT06 | The Contractor's solution shall allow provider records to be associated and linked by tax identification number (TIN) and parent organizations. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution does allow provider records to be associated and linked by tax identification number (TIN) and parent organizations. Our Provider Services module supports multiple tax IDs where each is associated to a unique arrangement and qualified by attributes such as different products or lines of business associated with different practice locations, or different provider group or provider organization affiliations such as a parent organization.

|             |        |                                                                                                                                                                                                                                                                                                                                  |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT08 | The Contractor's solution shall allow for collection and maintenance of site visit, finger printing and background check information (e.g., the type of site visit (e.g., field representative, pre enrollment, program staff), date the site visit/ finger print/background check completed, reason and outcome if applicable). |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution allows for collection and maintenance of site visit, finger printing, and background check information. We capture the type of site visit whether a field representative, pre enrollment, or program staff visit. The solution also captures the date the site visit, finger print, or background check was completed, the reason, and the outcome, if applicable.

As part of the Provider Enrollment function, and to meet the ACA Provider Screening Rule, our solution supports background checks that include license information, sanctions, terminations, and exclusion screening of potential providers. The data gathered from the external entities will be maintained in the Provider Management Module.



The fingerprinting requirements are explained to providers during the Provider Enrollment process on the portal, as depicted in the following figure. A list of the provider and any disclosed owners who are subject to a fingerprint background check is presented on the Background Check panel. We also allow the provider to indicate if they've submitted fingerprints to Medicare or Medicaid previously as this may eliminate the need for additional fingerprints to be obtained. This information is verified during workflow and if confirmation cannot be determined, the provider and/or the owner will be issued a notification to obtain the fingerprints.

#### Provider Enrollment Process Step

A screenshot of a web form titled "Background Check" with a sub-header "Background Check Details". A yellow callout box with a black border and a pointer to the form contains the text: "Clear instructions guide the provider through the fingerprint and criminal background check process." The form text reads: "The Affordable Care Act requires that providers with an ownership of 5% or more and are considered a high category of risk, submit fingerprint and background checks. This page is being displayed based on the provider type/primary specialty you selected earlier in the enrollment process. If you are assigned to the high-risk category, the information below identifies those individuals required to submit fingerprints. You will receive additional instructions after you submit the application." Below this is a table with the following data:

| Last Name | First Name | SSN         | Birth Date | Have You Submitted Prints to Medicare or Medicaid Within the Past Five Years? |
|-----------|------------|-------------|------------|-------------------------------------------------------------------------------|
| Smith     | John       | 123-45-6789 | 09/08/1970 | <input type="checkbox"/> Check if Yes                                         |

Providers will be instructed to obtain the fingerprints and submit those as part of the enrollment process. The fingerprint information will be transmitted to the designated State Agency Repository for processing. Because only state agencies have access to fingerprint results, we assume the Department will review those results and render a decision during the enrollment process. This is a routine step in our automated workflow process. The resulting action is stored in the provider's record with the decision of approved or denied.

The Provider Management module, in conjunction with the rules in the workflow tool, triggers alerts for when site visits are required. The field representative will enter the details and comments from the visit into the workflow tool. This data is maintained under the Department retention policies.

|             |        |                                                                                                                                                                     |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT09 | The Contractor's solution shall collect and maintain licensure information to include at a minimum, licensing state, license number, licensure begin and end dates. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collect and maintain licensure information. License information stored in the Provider Master File includes, at a minimum, licensing state, license number, licensure begin and end dates.

The Provider Master file contains the provider's licenses, certifications, service location, EFT and various data. The license and certification information contains effective and end dates. Providers who have been identified within the Department's time period for re-certification and/or licenses renewal will receive a notification to submit their update. The provider is notified of the need for the updated license or certificate in the identified media, whether that be email or hard copy. The system continually checks the status and end date on licenses and certifications and identifies providers who meet the defined criteria to be notified to submit updated information. The system will update the license flag on the provider record to indicate requested



license information was or was not received. When received, the provider record is updated with the new license expiration date.

|             |        |                                                                                                               |
|-------------|--------|---------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT10 | The Contractor's solution shall collect and maintain the Pay for Performance (P4P) information from Medicare. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------|

The DXC solution will collect and maintain the Pay for Performance (P4P) information from Medicare. Through our ESB, we can connect to CMS for file uploads and downloads as needed. Our solution provides open interfaces to designated federal repositories and data hubs. Detailed specifications will be defined as part of the Business Function Review during DDI.

|             |        |                                                                                                                                        |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT11 | The Contractor's solution shall collect and maintain date specific (as applicable) provider endorsement and accreditation information. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------|

DXC will collect and maintain date specific provider endorsement and accreditation information as applicable. As with licenses and certifications, data is collected and stored in the Provider Master File with effective and end dates.

|             |        |                                                                                                                   |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT12 | The Contractor's solution shall collect and maintain malpractice insurance information including expiration date. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------|

DXC will collect and maintain malpractice insurance information including expiration date. As with accreditation data, malpractice data is collected and stored in the Provider Master File with effective and end dates.

|             |        |                                                                                                                                                                                                                                                                                      |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT13 | The Contractor's solution shall provide dynamic navigation that allows users to have one click access to additional detail for summary information (e.g., from the providers screen, select a specific location to view location details such as address, contact(s), office hours). |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides dynamic navigation that allows users to have one click access to additional detail for summary information. As in the Department's example, from the provider screen a user can select a specific service location to view location details such as address, contact, and office hours.

Our solution has one click technology throughout the modules. Users can jump from one screen to another with one touch. Navigation from summary to detail screens and from detail to summary is simple and efficient. Moving from the Provider Information panel to the Service Location panel is achieved with one click. Users can also select the specific detailed screens they wish to view and the details will be presented on a consolidated view.



|             |        |                                                                                                                                                         |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT14 | The Contractor's solution shall collect and store standardized W-9 information that reflects the owner of the EIN and the Doing Business As (DBA) name. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collect and store standardized W-9 information that reflects the owner of the EIN and the Doing-Business-As (DBA) name. In the DXC Provider Enrollment wizard, each provider must provide W-9 information and upload the actual W-9 form. When providers upload a copy of their W9, they will choose an Attachment type of "W9 Tax Form." In the workflow tool, the Provider Enrollment agent will review the document to validate it is truly a W-9. After the documentation has been validated to be intact, the Provider Enrollment staff will approve the application to proceed to the next step in the workflow process.

If the provider included an attachment categorized as "W9 Tax Form" but on review staff members determine the document does not meet requirements, the transaction is flagged as requiring additional information. The Provider Enrollment staff will note the results of their review in the online comments section to make it available for authorized users. Additionally, the Provider Enrollment staff will initiate an action of "Return to Provider" and cite the reason for the return.

|             |        |                                                                                                                                       |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT15 | The Contractor's solution shall provide the capability to reactivate terminated providers without requiring a complete re-enrollment. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the capability to reactivate terminated providers without requiring a complete re-enrollment. The Provider Services solution is compliant with 42 CFR 455.420 Reactivation of Provider Enrollment. Reactivation policy varies from state to state. During the Business Function Reviews, we will gather the Department's rules regarding reactivation and configure the solution to comply.

|             |        |                                                                                                                                                                                                                                                                                  |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT16 | The Contractor's solution shall track and support provider review schedules to ensure providers continue to meet program eligibility requirements and initiate notification(s) to the provider, agency staff, and modules of State healthcare programs agreements and contracts. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution will track and support provider review schedules to facilitate providers continuing to meet program eligibility requirements. The solution will initiate notification to the provider, Department staff, and modules of State healthcare programs agreements and contracts. Monthly, active Medicaid providers—including disclosed owners and managing employees—will be validated using the screening methods used at initial application. Our solution will verify data for newly enrolled and re-enrolled owners and managing employees through web services with data sources in the State and at the federal level. This step makes sure providers continue to meet program eligibility requirements.

Our tool also maintains a revalidation schedule, sending an invitation within a configurable time frame, typically 60 days, to providers scheduled to revalidate. Providers return to the portal to launch the revalidation process. When they launch the application, it prepopulates with current data from the provider's record, requiring them to review and make updates, as necessary. The



same rules apply as far as required data and documentation. This process makes sure that providers continue to meet program eligibility requirements, and does it in a way that minimizes time spent by the provider.

|             |        |                                                                                                                            |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT17 | The Contractor's solution shall accept, validate and store new and updated provider information entered by internal users. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------|

The DXC solution accepts, validates, and stores new and updated provider information entered by internal users. Through our user-friendly web-based module screens, authorized users can update allowable data fields. The solution captures an audit trail of changes and updates made, retaining a historical view of the data. The audit trail of revisions shows the historical information before the change, when the change was made, and the ID of the user making the change.

|             |        |                                                                                                                                                                                                                    |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT18 | The Contractor's solution will collect, store, maintain and display current and historical addresses by type (e.g., physical address, correspondence address and billing address) and include begin and end dates. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution collects, stores, maintains and displays current and historical addresses by type. The address audit trail includes begin and end dates for each address. Our solution contains six address types for each provider as follows:

- Mandatory address information required:
  - Service Location
  - Mail To
  - Pay To
- Optional address information:
  - Informational Mail To
  - Remit To
  - Doing Business As address

As address changes are made over time, we will capture an audit trail of changes and updates made, retaining an historical view of the data. The audit trail of revisions shows the historical information before the change, when the change was made, and the clerk ID, which could be a staff person ID or the ID of a provider making a change using the portal.

|             |        |                                                                                                                                                                           |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT19 | The Contractor's solution will collect, store, maintain and display current and historical Drug Enforcement Administration (DEA) number(s) including begin and end dates. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution collects, stores, maintains, and displays current and historical Drug Enforcement Administration (DEA) number(s) including begin and end dates. As a part of the Provider Enrollment process, we collect the DEA number from the provider and validate it from external sources including DEA. The DEA data is stored in the Provider Master file. As changes are made to the DEA data, the solution captures an audit trail of changes and





updates made, retaining a historical view of the data. The audit trail of revisions shows the historical information before the change, when the change was made, and the ID of the user making the change.

|             |        |                                                                                                                                                                                                               |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT20 | The Contractor's solution will collect, store, maintain and display provider business relationships (e.g., ownerships and managing entities) for use in provider screening and ongoing monitoring activities. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution collects, stores, maintains, and displays provider business relationships such as ownerships and managing entities. This data is used in provider screening and ongoing monitoring activities. Our Provider Management module has the capability to apply several roles to the same provider—including billing, servicing, prescribing, Medicaid, and MCO-only provider statuses. The database also maintains provider links to other entities—such as chains, networks, ownerships, and partnerships—that are identified during initial enrollment, revalidation, or provider information change requests.

The following figure is a partial view of the disclosure form for ownership and controlling interests, configured for our Kansas client, using fictional test data. The provider completes one form for each relevant party.

**Edit Ownership and Control Interest**

Required Fields ( \* )

List the name, address, federal employer identification number (EIN) or Social Security Number (SSN) and date of birth (DOB) of each person (individual or corporation) with an ownership or controlling interest in the disclosing entity, fiscal agent or managed care entity having direct or indirect ownership of 5% or more. Corporations, LLC, Non-Profits must list Board of Directors and government agencies must list local management structure. Corporate entities must list, as applicable, primary business address, every business location, and P.O. Box address

\* 1. Is there any entity (individual or corporation) with an ownership or controlling interest in the disclosing entity as described above?

☒ Yes ☐ No

\* 2. Is this entity an individual or a corporation?

☐ Individual ☒ Corporation

\* % interest: 95

\* Legal Business Name: Association of Home Health

\* EIN: 31-9999999

\* Address Line 1: 400 E Ohio

\* Address Line 2:

\* City: Chicago

\* State: Illinois

\* Country: United States

\* ZIP Code: 60610-0000

\* 3. Does this entity have ownership or controlling interest of 5% or more in any other provider, fiscal agent or managed care entity?

☒ Yes ☐ No

\* % interest: 90

\* Full Name of Other Provider: Cook County Home Health

\* Tax ID Type: ☒ EIN ☐ SSN

\* Tax ID Number: 31-9191999

\* 4. Has this entity been convicted of a criminal offense related to their involvement in any program under Medicare, Medicaid, Children's Health Insurance Program (CHIP+), or the Title XX services since the inception of these programs?

☐ Yes ☒ No



|             |        |                                                                                                                                     |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT21 | The Contractor's solution shall have the ability to perform mass updates to provider information using flexible selection criteria. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution contains the ability to perform mass updates to provider information using flexible selection criteria. As part of the Business Function Review during DDI, DXC will work with the Department to define the requirements for mass updates and the selection criteria needed.

The DXC provider module will efficiently support enrollment changes for the provider business processes. For the example given by the Department during the Question and Answer period, DXC has a solution built into the Provider Management module of our Provider Services offering. Through the configuration of business rules, providers are terminated after a specified period of time with no claims activity. We can configure this rule to be invoked annually, as specified in the Department's example; or it can occur continuously throughout the year as a threshold, such as 12 or 24 months, is met with no claims activity.

|             |        |                                                                                                                                                                                                                                 |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT22 | The Contractor's solution shall provide indicators to identify providers that are Fee-for-Service (FFS), Managed Care Organization (MCO) network only, or participating in any other healthcare programs (e.g., medical homes). |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide indicators to identify providers that are Fee-for-Service (FFS), Managed Care Organization (MCO) network only, or participating in any other healthcare programs such as medical homes. During the enrollment process, the provider can select which programs they choose to participate in. This information is then stored on the provider's record.

|             |        |                                                                                                                                                                       |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT23 | The Contractor's solution shall provide the capability to capture and crosswalk subpart NPIs used by Medicare (but not Medicaid) to facilitate COB claims processing. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the capability to capture and crosswalk subpart NPIs used by Medicare to facilitate COB claims processing. Our solution provides the ability to link and delink to other provider IDs for the same provider, such as numbers used before the NPI was established, erroneously issued prior number, multiple NPIs for different subparts, and similar situations. Subpart provider identifiers (NPI or Medicaid ID) are captured and crosswalked on the Identifier panel. Subpart NPIs used by Medicare to support coordination of benefits also are captured and stored.

|             |        |                                                                                      |
|-------------|--------|--------------------------------------------------------------------------------------|
| Maintenance | PMNT24 | The Contractor's solution shall auto-populate fields with valid data where required. |
|-------------|--------|--------------------------------------------------------------------------------------|

The Provider Services solution from DXC auto-populates fields with valid data where required. Examples of current pre-populated data include the following:

- At revalidation of an active provider, the enrollment form is pre-populated with current data from the Provider Master File.



- When completing direct data entry of a claim or prior authorization on the portal, the provider data such as name, ID number, and address are pre-populated based on the log in ID of the user.
- When completing the Appeal request on the portal the provider data such as name, ID number, and address are pre-populated based on the log in ID of the user.

|             |        |                                                                                                                                                     |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT25 | The Contractor's solution shall allow internal users to add and view free-form and structure notes on or associated with individual provider files. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution allows internal users to add and view free-form and structure notes on or associated with individual provider files. The notes are captured as part of the Provider Master File. This field can be captured for the enterprise data warehouse if the Department chooses.

|             |        |                                                                                                                                                                                                                                                                                                                                                               |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT26 | The Contractor's solution shall allow authorized internal users to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for Provider Services allows authorized internal users to link and unlink individual practitioners from and to billing providers, as well as the ability to link an individual provider to multiple billing providers. Each relationship includes an effective date when initiated and an end date associated with the termination of the affiliation. Data in the Provider Master File includes group affiliations, billing agency, service locations, and provider identifiers. Authorized users can create or terminate links to groups, practices, and other affiliations such as clinics. Changes in linkages are captured in an audit trail.

|             |        |                                                                                                                                                                                        |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT27 | The Contractor's solution shall collect, store and maintain multiple provider contacts, including the contact name, title, contact type, telephone number, email address and location. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution collects, stores, and maintains multiple provider contacts, including the contact name, title, contact type, telephone number, email address, and location. Contact information can be associated to the Service Location, Mail To address, Pay To address, Remit To address, Doing Business As address and Informational address. During the enrollment process, the contact information for the person submitting the enrollment application is also captured.



|             |        |                                                                                                                                                                                                             |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT28 | The Contractor's solution shall have the capability to indicate providers who are suspended or under review or investigation and a method for indicating the reason for the suspension or in review status. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

*The Suspense Flag is one of the data elements in the minimum data set prescribed by Chapter 11 of the CMS State Medicaid Manual (SMM).*

The DXC solution has the capability to indicate providers who are suspended, or under review or investigation, and a method for indicating the reason for the suspension or review status. When a provider is suspended—based on criteria defined by the Department—the Provider Master File for that provider carries an indicator clearly identifying the status to users. The authorized user that suspends, or places the provider on review, can enter a free-form note as to the reason.

|             |        |                                                                                                                                                         |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT29 | The Contractor's solution shall allow authorized users to enter, view and update provider data (e.g., demographic data, taxonomy, banking information). |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution allows authorized users to enter, view, and update provider data such as demographic data, taxonomy, and banking information. Role based access to the solution determines which panels or fields are editable or view-only by each user. Roles are determined by the user's security profile, tied to their job description.

The data that is editable carries an audit trail to show when the change was made and who made the change.

|             |        |                                                                                               |
|-------------|--------|-----------------------------------------------------------------------------------------------|
| Maintenance | PMNT30 | The Contractor's solution shall allow authorized users to retroactively update provider data. |
|-------------|--------|-----------------------------------------------------------------------------------------------|

The Provider Services solution from DXC allows authorized users to retroactively update certain provider data. We will work with the Department to determine the business needs for retroactive changes and which fields would be affected. Business rules will be configured to allow retroactive updates based on Department criteria.

|             |        |                                                                                            |
|-------------|--------|--------------------------------------------------------------------------------------------|
| Maintenance | PMNT31 | The Contractor's solution shall store and display geographic codes for provider locations. |
|-------------|--------|--------------------------------------------------------------------------------------------|

The DXC solution does store and display geographic codes for provider locations. Our MITA-aligned solution uses Address Doctor to validate provider addresses. The solution also captures latitude and longitude. These indicators are available for ad hoc reporting, assignment of PCP or MCO in states where this applies, the provider directory and other purposes.



|             |        |                                                                                                                                                                                           |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT32 | The Contractor's solution shall have configurable event based workflow to instantiate information requests, correspondence or electronic notifications throughout the provider lifecycle. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution has a configurable event based workflow for instances of information requests, correspondence, or electronic notifications throughout the provider lifecycle. K2 blackpearl powers the DXC Provider Services solution workflow management process. K2 is a leading SaaS product that places workflow management in the hands of business users. The workflow solution provides the ability to generate requests for information and notifications. As these actions occur, they are associated to the work item for a complete audit trail.

|             |        |                                                                                                                                                                                                                                                                |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT34 | The Contractor's solution shall have the ability to suspend the provider record for providers that fail to respond to requests (e.g., revalidation, recertification, and updated licensure) in compliance with all federal and State policies and regulations. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the ability to suspend the provider record for providers that fail to respond to requests in compliance with all federal and State policies and regulations. Examples of when business rules would suspend a provider include revalidation, recertification, and updated licensure. If the provider fails to meet a deadline for an event, Department-defined business rules will determine whether to suspend or terminate the provider.

|             |        |                                                                                                                                                                                                                           |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT35 | The Contractor's solution shall allow for mass updates to provider status based on criteria defined by the department (e.g., group practice changes) and initiate notification to the providers and appropriate programs. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will allow mass updates to provider status based on criteria defined by the Department, for example in the event of group practice changes. When a mass update is performed, the system will initiate notification to the providers and appropriate programs. During the Business Function Reviews, we will collaborate with the Department to define the specific business needs and processes.

|             |        |                                                                                                                                                                                                                                     |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT36 | The Contractor's solution shall have the ability to end date provider participation in specific programs while maintaining participation in other programs and initiate notification(s) to the provider, agency staff, and modules. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the ability to end date provider participation in specific programs while maintaining participation in other programs. When a program is end dated, the system will initiate notification to the provider, Department staff, and modules. The Provider Services solution allows providers to be enrolled in multiple programs at one time. Enrollment and disenrollment in one program does not affect enrollment or disenrollment in another program. Therefore the solution does support disenrollment of providers from specific



programs or services while maintaining enrollment for other programs or services within the enterprise.

As a provider is dis-enrolled from a program, a notification is generated automatically to inform the provider and relevant program of the change of status.

|             |        |                                                                                                                                                                                                                                                             |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT37 | The Contractor's solution shall record and display multiple instances of specific provider enrollment and demographic data (e.g., license, eligibility period, physical address, CLIA levels) and provide access to historical provider record information. |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will record and display multiple instances of specific provider enrollment and demographic data and provide access to historical provider record information. As updates are made to provider information these changes are captured in an audit trail which shows the specific fields and data changed, the date of the change, and which user made the change. The following figure shows the Audit Trail panel.

### DXC Provider Services Audit Trail

| AUDIT                                 |                 |                   |                    |
|---------------------------------------|-----------------|-------------------|--------------------|
| This Audit trail is available online. |                 |                   |                    |
| Audit History Results                 |                 |                   |                    |
| Date/Time                             | Event           | User ID           | Source Of Change   |
| Field Description                     | Before Value    | After Value       |                    |
| Address                               |                 |                   |                    |
| Type                                  | S               |                   |                    |
| EffectiveDate                         | 07/26/2016      |                   |                    |
| IsActive                              | True            |                   |                    |
| Line1                                 | 1234 Main St    | 1234 MAIN AVE     |                    |
| City                                  | Cleveland       | CLEVELAND         |                    |
| 08/30/2017 11:25:36                   | ContractAdded   | PMSupervisorTST01 | ProviderManagement |
| 08/30/2017 11:22:53                   | ContractDeleted | PMSupervisorTST01 | ProviderManagement |
| 08/30/2017 11:22:06                   | ContractUpdated | PMSupervisorTST01 | ProviderManagement |
| 08/30/2017 11:20:39                   | ContractUpdated | PMSupervisorTST01 | ProviderManagement |

|             |        |                                                                                                                                                                                                                                                |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT38 | The Contractor's solution shall validate email addresses associated with the provider account through a confirmation and/or activation email process that requires the user to respond to activate the email account for agency communication. |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC will validate email addresses associated with the provider account through a confirmation and/or activation email process that requires the user to respond to activate the email account for agency communication.



During the registration process, the DXC solution sends an email to the given email address and the provider must click a link within the email to validate the address and complete the registration process.

|             |        |                                                                                                                                                                                           |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT39 | The Contractor's solution shall collect and maintain provider data necessary to support other module functions (e.g. claims processing, service authorizations, and reporting functions). |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will collect and maintain provider data necessary to support other module functions such as claims processing, service authorizations, and reporting functions. Our goal is to collect required information electronically in the most user-friendly approach for providers. The following figure shows some of the main screens in our web application solution which demonstrate it is user friendly and complete in nature.

#### DXC Healthcare Solutions Provider Enrollment Sample Web Screens

The screenshots illustrate the user interface for the DXC Healthcare Solutions Provider Enrollment system. The top screen is the 'Welcome' page, which provides instructions for the enrollment process and lists the required information: National Provider Identifier, Address Information (including Zip Code + 4), Taxonomy Codes, Tax ID (either EIN or SSN), and License Number. The middle screen shows 'Step 1: General' of the enrollment process, with a progress bar indicating the current step and buttons for 'Cancel', 'Previous', and 'Save and Continue'. The bottom screen shows the 'Registration' form, which includes fields for 'Email' and 'Password', and a 'Register' button.

As data and documentation are collected in the web application and workflow, they are maintained in the audit trail and document repository to provide a complete picture of the process and the provider. The Provider Data Store within the Provider Management Suite will house the needed information for compliance and proper processing.

Data elements needed to support other module's functions will be carried in the Provider data store. Some of this data carries an effective and end date where appropriate. This allows the other modules to query for the information that was in effect on the date of service, building accuracy and quality into transaction processing.



|             |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT40 | The Contractor's solution shall provide the ability to interface with external systems to automate verification and validation of provider information and credentials for enrollment, screening and monthly monitoring (e.g., CMS data matching, licensure, Social Security Administration's Death Master File, the National Plan and Provider Enumeration System (NPPES), the List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)), and provide online alerts or notifications via workflow when adverse results or mismatches occur. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for Provider Services provides the ability to interface with external systems to automate verification and validation of provider information and credentials for enrollment, screening and monthly monitoring. Our solution provides online alerts or notifications via workflow when adverse results or mismatches occur.

Examples of systems we interface with include the following:

- CMS data matching
- State licensure boards
- Social Security Administration's Death Master File
- National Plan and Provider Enumeration System (NPPES)
- List of Excluded Individuals/Entities (LEIE), the Excluded Parties List System (EPLS)

As part of the DXC professional services related to provider enrollment, we validate a provider's National Provider Identifier (NPI) and demographics against the National Plan & Provider Enumeration System (NPPES). The results of the validation are stored in the audit history of the provider. If no match is found during this process, a workflow event is triggered to appropriate personnel for further review.

The enrollment system uses the National Provider Identifier (NPI) and taxonomy for identifying providers. Taxonomy is used for type and specialty analysis.

Review processes in workflow also can validate that the NPI taxonomy matches what was submitted by the provider. Discrepancies between the NPPES taxonomy and the application would be resolved through our Return to Provider (RTP) process. When resolved, the application continues through the workflow.

We check the LEIE and EPLS no less frequently than monthly, as stated in 42 CFR 455.436

For each screening we conduct, if a discrepancy is found, a workflow event is triggered to appropriate personnel for further review.

|             |        |                                                                                                        |
|-------------|--------|--------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT41 | The Contractor's solution shall require and capture termination reasons for all provider terminations. |
|-------------|--------|--------------------------------------------------------------------------------------------------------|

The DXC solution requires and captures termination reasons for each provider termination. Terminations can be generated in several ways—by owner/updates, by negative findings in screening, or by audit and fraud investigations. Providers also can be terminated by the provider revalidation enrollment workflow if they do not meet policy requirements for enrollment.





Each termination reason has a specific order of events to make sure the processes follow policy. Each will be managed with the right tool, including the right rules engine. The Provider Services solution will be configurable for end-to-end management of the provider community, including identifying provider terminations.

The Provider Services product comes pre-loaded with common termination reason codes used by the Medicaid programs we serve. However, the module is flexible, allowing configuration of rules by authorized users, including termination reason codes. The rules engine solution includes a user-friendly, graphical front end to the rules repository. Through this plain-English user interface, authorized users can change rules, including reason code lists. Rules are managed by business analysts without the need for programmer intervention, eliminating the need for access to the source code.

|             |        |                                                                                                                                                                             |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT42 | The Contractor's solution shall collect, process and maintain the data elements necessary to enroll trading partners with the department to support HIPAA X12 transactions. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution will collect, process, and maintain the data elements necessary to enroll trading partners with the Department to support HIPAA X12 transactions. The DXC Provider Services solution will allow entities enrolling as trading partners with the Department's healthcare programs to select the HIPAA X12 transactions they choose to submit and receive. Working with external trading partners is an important part of providing a good experience for providers and keeping the system running smoothly. Trading partners will register and test each transaction format for which they want to be certified.

After testing is complete, the Trading Partner Management function will store the trading partner's contact information and a list of the HIPAA transactions the partner can send and receive so the system can track and verify data exchanges.

|             |        |                                                                                                                                            |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT43 | The Contractor's solution shall provide the ability to capture and store electronic payment information e.g., (credit card, bank account). |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC provides the ability to capture and store electronic payment information, including credit card or bank account information.

As noted in the Questions and Answers the Department has indicated that this requirement is to collect the Application Fee and any other enrollment related fees/payments that become necessary in the future.

DXC can accept, manage, and track enrollment application fees for the Department. ACA requires states to collect an application fee for specific provider types at initial and re-enrollment. We will collect the applicable application fee before completing enrollment. Federally, the application fee is applied to the organizations that are not participating in Title XVII of the Act, another state's title XIX or XXI plan, or have not paid the application fee to a Medicare contractor or another state. Questions in the enrollment wizard are presented to the provider to determine if a fee was already paid or if they are requesting a waiver.



DXC will set up an application collection step as part of the provider enrollment process, which will allow providers to pay the application fee using check or credit card. If it is determined during the enrollment process that the provider does need to submit an application fee, the provider will be directed to a web-based payment processor site. Once the payment is processed a confirmation number is presented to the provider.

|             |        |                                                                                                                          |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT44 | The Contractor's solution shall provide the ability to display payment information (e.g., provider administrative fees). |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the ability to display payment information. This applies to payments received from a provider, for example provider administrative fees, and payments made to a provider.

As noted in the Questions and Answers the Department has indicated that the solution shall allow a provider to view payments made by the Provider to the State or payments made by the State to the Provider. In our response to PMNT43, our solution supports the collection of the application fee which presents a confirmation number that a fee was paid. For payments that are made by the State to the provider the Provider Portal supports this functionality.

This capability is available as an Option A service. The Provider Master File in the Provider Services modules, does not contain financial payments as these should be housed in the Financial module which is outside the scope of this RFP. We have described our ability to meet this requirement in Section 3.10.13 Option A.

The Provider Portal allows providers to search for payments meeting specified criteria. Possible search criteria include payment method, payment type, Electronic Funds Transfer (EFT) payment ID, check number, claim ID, remittance ID and the issue date for a settlement or payment. Only the payments for the logged-on user are included in the search results. When a provider uses a claim ID as search criteria, the most recent payment that includes that claim will be displayed. Both providers and their delegates have access to the payment history search capability.

When the payer system returns the list of payments, the list includes both check and electronic payments that meet the search criteria. Additionally, although neither a check nor an electronic payment is made, financial activity that results in a net-zero payment to a provider also is included in the results. Because this capability is presenting payment information electronically, it must be data-content compliant with the HIPAA 835 transaction regulation. Only data that exists on the 835 can be displayed.

From the search results, providers and delegates can select a specific payment to view the payment details. The details include the claims for which payment was made, accounts receivable activity, cash receipt activity, and capitation payments. Additional detail filters can narrow viewing to a specific member, claim, or service date range.

|             |        |                                                                                                                                       |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT45 | The Contractor's solution shall provide the ability to automatically and manually unlink provider records determined to be unrelated. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------|



The Provider Services solution from DXC will provide the ability to automatically and manually unlink provider records determined to be unrelated. An example of unlinking would be when a group practice provider has been terminated. In this case, linkages of individuals affiliated with that group would automatically be end dated. Additionally, disassociating individual providers from groups can be done manually through the online panels.

|             |        |                                                                                                                                                               |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT46 | The Contractor's solution shall have the ability to assign classifications (e.g., provider type and specialty) to all providers including atypical providers. |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the ability to assign classifications such as provider type and specialty to each provider, including atypical providers. Provider types, specialties and taxonomies configurations are used in combination with one another to establish classifications. For example, a Physician provider type can be restricted to specific physician related specialties. Enrollment type (e.g. individual, facility, OPR, atypical) is also configurable which allows for limiting the types of providers that are allowed to enroll for specific enrollment types. Configurations are easily managed which allows the State to quickly establish or modify classifications to support program policy. All providers are assigned a classification (e.g. provider type and specialty) during the enrollment process.

We use taxonomy codes for each provider type and specialty, even those with no enumeration with NPPES. For those enumerated, we confirm that the taxonomy of the provider matches with NPPES before issuance of a provider ID, or if the provider is already enrolled, applying updates to an existing provider record.

The DXC solution assigns an “atypical” provider ID for those providers that do not require an NPI. As a number is assigned by the system, it is associated to a type and specialty.

|             |        |                                                                                                                     |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT47 | The Contractor's solution shall provide the ability to collect and maintain bed data (e.g. nursing home, hospital). |
|-------------|--------|---------------------------------------------------------------------------------------------------------------------|

The DXC solution can collect and maintain bed data for nursing home and hospital provider types. This data is stored in the Provider Master File with other provider information. The following figure shows screen where we capture bed data.

### DXC Bed Data Information Capture

This example shows Hospital Beds. We also capture bed data for nursing homes and other facilities.

**Add Hospital Information**

Required Fields ( \* )

\* Hospital Bed Type: select a value...

\* Number Of Beds: 0

\* Effective Date: [Empty field]

\* End Date: 12/31/9999

Bed type is captured; for example hospice bed or others.



|             |        |                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT48 | The Contractor's solution shall provide the ability to collect conditional enrollment and maintenance data that is configurable by provider role ( e.g., ORP, Rendering, Attending and Billing/Pay to Providers) and provider classification (e.g., case manager, physician, home health agency) and displays indicators on the provider record to distinguish the provider role(s) and classifications. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides the ability to collect conditional enrollment and maintenance data that is configurable by provider role and provider classification. This data displays indicators on the provider record to distinguish the provider roles and classifications.

The enrollment wizard is supported by configurable business rules to drive the collection of data based on enrollment type, provider type, and specialty. These rules help confirm that only the necessary information is collected based on the provider's role. Once the provider is enrolled, indicators that define their role — such as ORP, Rendering, or others — are also associated to their record.

|             |        |                                                                                                                                                                                                  |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT49 | The Contractor's solution shall automate the identification of providers due to revalidate their enrollment information and initiate notification(s) to the provider, agency staff, and modules. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC provides automated identification of providers due to revalidate their enrollment information and initiates notification to the provider, agency staff, and modules. Our solution maintains a revalidation schedule, sending an invitation within a configurable time frame, typically 60 days, to providers scheduled to revalidate. Providers return to the portal to launch the revalidation process. When they launch the enrollment application it prepopulates the data, requiring them to review and make updates, as necessary. This process makes sure that providers continue to meet program eligibility requirements, and does it in a way that minimizes time spent by the provider.

|             |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT50 | The Contractor's solution shall support the ability to compare provider enrollment and revalidation information with PECOS if the provider is enrolled with Medicare. Depending on provider risk category, the solution shall verify completion of the fingerprint background check (if required), payment of application fee (if required) and verify Medicare ownership information matches the provider record in the provider module. If a mismatch is found, create an alert to the designated work group. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution supports the ability to compare provider enrollment and revalidation information with PECOS source data if the provider is enrolled with Medicare. Depending on provider risk category, our solution will verify the following:



- Completion of the fingerprint background check, if required
- Payment of application fee, if required
- Medicare ownership information matches the provider record in the provider module
- If a mismatch is found, our solution creates an alert to the designated work group through our workflow tool.

As outlined in the Question and Answer process, state specific PECOS access will be addressed during the DDI phase for Montana. DXC will create an interface with the TIBCO Managed File Transfer Service or other comparable CMS data matching service to facilitate the PECOS comparison.

|             |        |                                                                                                                                                                                                                                                                                                                                               |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT52 | The Contractor's solution shall collect, validate and maintain Clinical Laboratory Improvement Amendments (CLIA) certification information including the level of certification, the specific procedures each laboratory is authorized to perform, effective and end dates, and location of the certification for use in claims adjudication. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collect, validate, and maintain Clinical Laboratory Improvement Amendments (CLIA) certification information including the following:

- Level of certification
- Specific procedures each laboratory is authorized to perform
- Effective and end dates
- Location of the certification for use in claims adjudication

Our Provider Services solution interfaces with CMS to capture CLIA certification information. We have batch processes to load the CLIA data. Our solution also contains a CLIA report detailing the number of adds, deletes, changes, or errors used for verification, system analysis, and maintaining data integrity.

|             |        |                                                                                                                                                    |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT53 | The Contractor's solution shall have the ability to indicate providers using electronic funds transfer (EFT) and submitting claims electronically. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the ability to indicate providers using EFT and submitting claims electronically.

Our solution is compliant with Rule 380: EFT Enrollment Data Rule of Section 1104 of the Affordable Care Act. Our Provider system meets the requirements for collecting provider data for new or changed electronic funds transfer (EFT) enrollment.

The following figure is a section of the EFT enrollment page the providers encounter during the enrollment online process. Once the provider is approved, this information is stored in the provider's record.



## EFT Enrollment

**Add EFT Enrollment**

EFT information is captured during the enrollment process and stored in the Provider Management master table.

**FINANCIAL INSTITUTION INFORMATION**

Required Fields ( \* )

\* Account Type (select a value...) \* Financial Institution Name \* ABA Routing Number \* Account Number

Address Line 1 Address Line 2 City State (select a value...)

Zip Code Country (select a value...) Phone Number Extension

\* Effective Date \* End Date

The Provider Master File carries a flag to indicate which providers are receiving claims electronically. The following figure reflects where this flag is captured.

## Electronic Claims Submission Indicator

**COMMUNICATION**

☐ Suppress RA ☐ Electronic Claims Submission Provider Website URL

**CONTACT INFORMATION**

\* Last Name \* First Name \* Middle Name

\* Phone Type (select a value...) \* Extension \* Fax Number

\* Preferred Communication (Email)

\* Address Line 1 \* Address Line 2

\* City \* State (select a value...) \* Country (select a value...) \* ZIP Code

The Electronic Claims Submission flag is used to identify providers opting to avoid paper.

|             |        |                                                                                                                                                                            |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT54 | The Contractor's solution shall support communications (e.g., email, SMS, correspondence) to and from providers, track and monitor responses to department communications. |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution supports communications—including email, SMS, and correspondence—to and from providers. We will track and monitor responses to Department communications.

Various notifications occur during enrollment and maintenance activities. For example, if required information is missing from an enrollment, the solution supports the systematic generation of notification to the provider to provide the corrections or additional documentation. Configurable timers can be set on notifications, along with reminders. Notifications can be configured to allow communications be sent via email or mail based on the providers preference or based on the Department's preference.



Enrolled providers can generate secure electronic messaging through the portal to provider services staff members or to the provider call center. Responses to the provider-generated communication are delivered to the messaging component of the Provider Portal so that they can be retrieved in a secure and compliant manner.

The Provider Portal allows a provider to subscribe for email notifications on a variety of topics. This portal feature supports back-end processing to verify the desired notifications are being delivered to the appropriate providers at the accurate email address. The number and type of notification categories available are configurable by the Department and should be in line with current notifications generated on the back-end.

The Provider Portal also provides for standardized and automated communication with providers. Broadcast messages on the public web pages can communicate global information needed for population groups. On the secure web pages, messages can be focused by provider type or other variables.

DXC employs a SOA-integrated tool that automatically generates letters to providers, such as the letter to notify the provider of termination actions. When providers are terminated, involuntarily or voluntarily, the action of termination within the Provider Services modules triggers an automated notice through the letter generator. The letter generator supports multiple languages and various output formats.

The Provider Portal will also allow providers to initiate contact with the Department to send questions, concerns, or comments. This function is implemented using an electronic form that is accessed through a Contact Us link found on every page of the Portal. When this form is initiated, it is prepopulated with the provider's information. The Department can decide what fields are required on the form. The form is transmitted by email to a predetermined email account. A notification is returned to the submitter whether the transmission was a success. The following figure shows a sample of the Contact Us panels in the Provider Portal.



## DXC Healthcare Solutions Provider Portal—Contact Us Features

The Contact Us feature lists business hours and contact information and allows providers to complete a form that is delivered to a customer service mailbox.

**Customer Service**  
Hours:  
6:00 a.m. – 6:00 p.m. Mon-Fri  
6:00 a.m. – 12 Noon Sat  
Phone:  
1-555-123-4566  
1-800-123-4567  
Fax:  
1-800-123-4566

**Automated Response Line (IVR)**  
Hours:  
24 hours per day, 7 days a week  
Phone:  
1-555-123-4570  
1-800-123-4571

**Mailing Address**  
Our Health Care Plan Name  
123 Main St  
Plano, TX 54321  
Send us an Email

**Contact Us Form Fields:**  
First Name, Last Name, Street Address, City, State, Zip Code, Phone Number, Email, Confirm Email, Comments

After a user submits or cancels a Contact Us form, the user is returned to the previous page on which the user was working.

|             |        |                                                                                                                                |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT55 | The Contractor shall ensure information exchanges are documented in trading partner agreements as specified in 45 CFR 162.915. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure information exchanges are documented in trading partner agreements (TPA) as specified in 45 CFR 162.915. As the fiscal agent for numerous State Medicaid Agencies we are very familiar with the terms and conditions of TPAs and the need to document the specific information that will be exchanged. TPA's must be completed as part of the trading partner enrollment process.

|             |        |                                                                                                                                                                                                                                                    |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT56 | The Contractor's solution shall have the ability to assign an individual provider an unlimited number of valid provider classifications (e.g., physician-family practice, physician-oncologist, hospital-acute care, registered nurse-pediatrics). |
|-------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution has the ability to assign an individual provider an unlimited number of valid provider classifications, for example physician-family practice, physician-oncologist, hospital-acute care, and registered nurse-pediatrics. Our solution includes the ability to have multiple provider types, specialties, and taxonomies in one provider profile. We understand that it is





necessary to collect unique, specific information dependent on the provider enrolling. As the provider completes the enrollment process, the provider will be prompted to answer specific questions and provide specific information based on the provider type and specialty.

When a provider is initially enrolled, they will be issued a Base ID. For each subsequent certified provider type assigned to a provider, the Provider Services solution will create a separate service location and internal ID. The information will link to the base Provider ID even if the provider has multiple service locations or provider types in the system. The provider enrollment team can retrieve a provider profile and view this information.

|             |        |                                                                                                                                                                        |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT57 | The system shall allow a single provider to have more than one electronic submitter associated with their provider file, and designate one biller to receive 835 files |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution allows a single provider to have more than one electronic submitter associated with their provider file and designate one biller to receive 835 files. This data is maintained through the Identifiers panel, as depicted in the following figure.

### DXC Identifier Panel

|             |        |                                                                                                                                                                                                                                                                        |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT58 | The Contractor's solution shall have the ability to automatically and manually link the unique provider number to other provider IDs used throughout the State enterprise (e.g. SABHRS or State Eligibility Systems IDs). The solution shall display all provider IDs. |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution from DXC has the ability to automatically and manually link the unique provider number to other provider IDs used throughout the State enterprise, such as SABHRS or State Eligibility Systems IDs. The solution displays each provider ID associated to the provider's record.

The Identifiers panel stores other IDs associated to the provider. Each ID has a description associated with it and this information can be used for other purposes such as reporting. This information can be updated through the online windows.



As outlined in the Question and Answer process, the Department desires an automated mechanism for making these updates. This will require interfaces to obtain the source data. During the DDI, DXC will work with the Department to define the requirements for these interfaces and the necessary linkages to the unique provider number.

|             |        |                                                                                                                                                                   |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT60 | The Contractor's solution shall be configurable to allow users to indicate the method of how required documentation will be submitted (e.g., mail and facsimile). |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution is configurable to allow users to indicate the method of how required documentation will be submitted, for example mail and facsimile. While DXC prefers to move providers to a paperless environment through our sophisticated online tools, the solution allows providers to indicate if documentation will be sent in using other methods.

|             |        |                                                                                                                                                                                                 |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT61 | The Contractor's solution shall have configurable workflow to present for validation, updates submitted online/electronically by specific criteria (e.g., program type, data type, risk level). |
|-------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution contains a configurable workflow. Through the workflow, we can validate updates submitted online/electronically by specific criteria such as program type, data type, and risk level. The Department will receive our web-based, automated provider enrollment portal and processing workflow to track and report provider applications and updates. The web application process and Workflow tool provide efficient and accurate processing, making it simple for providers to participate in the Medicaid program. The tools automate the screening and verification process—validating appropriate licensure, certification, and other authority—to support participation criteria and requirements. Our workflow solution is designed to use various data such as provider type, to drive the required review steps. For example, a moderate or high risk provider enrollment application would include a step to conduct a pre-enrollment site visit. Workflow is also used for the monthly provider verification process which generates work items for any negative findings that may have been identified.

|             |        |                                                                                                                                                                                                            |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT62 | The Contractors solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable. |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Department will receive a Provider Services solution that will support manual and automatic classification of a provider risk level status—limited to moderate to high—which will trigger additional steps and screening, as applicable. In compliance with 42 CFR 455.450 Screening levels for Medicaid providers, the DXC solution screens initial applications and revalidation based on a categorical risk level of “limited,” “moderate,” or “high.” Each provider type is assigned a risk level. The risk level is configurable allowing the Department to reassign to higher or lower levels as State or Federal policy may require.



The enrollment steps vary based on enrollment type and risk level. As providers answer questions in the enrollment wizard, business rules guide the process, asking follow-up or specialized questions based on previous answers. Additional screening, such as a site visit or fingerprint background checks, is triggered in the workflow for those providers with risk levels requiring further investigation.

|             |        |                                                                                                                                                                                            |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT63 | The Contractor's solution shall provide the capability for users to review enrollment and revalidation information prior to final submission of the enrollment or revalidated information. |
|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution provides the capability for users to review enrollment and revalidation information prior to final submission of the enrollment or revalidated information. As providers complete the Provider Enrollment process, they are presented with an opportunity to review each answer provided, prior to submission. The following is an example screen shot for an individual provider's table of contents for review.



The top Progress bar shows the provider has completed all steps. Each numbered item in the bottom bar can be clicked to review information provided.

After review, the provider is required to accept the terms of the agreement and provide an electronic signature in order to submit the application. Once the Submit button is clicked, the provider is limited to checking the application's status; no further revisions are allowed.

|             |        |                                                                                                                                                                                                            |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT64 | The Contractors solution shall support manual and automatic classification of a provider risk level status (limited to moderate to high) which shall trigger additional steps and screening as applicable. |
|-------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The Department will receive a Provider Services solution that will support manual and automatic classification of a provider risk level status—limited to moderate to high—which will trigger additional steps and screening, as applicable. In compliance with 42 CFR 455.450 Screening levels for Medicaid providers, the DXC solution screens initial applications and revalidation based on a categorical risk level of “limited,” “moderate,” or “high.” Each provider type is assigned a risk level. The risk level is configurable allowing the Department to reassign to higher or lower levels as State or Federal policy may require.

The enrollment steps vary based on enrollment type and risk level. As providers answer questions in the enrollment wizard, business rules guide the process, asking follow-up or specialized questions based on previous answers. Additional screening, such as a site visit or fingerprint background checks, is triggered in the workflow for those providers with risk levels requiring further investigation.



|             |        |                                                                                                                                                                             |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT65 | The Contractor's solution shall capture and maintain at a minimum, the data set defined in Part 11 of the State Medicaid Manual and provider related TMSIS required fields. |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will capture and maintain, at a minimum, the data set defined in Part 11 of the State Medicaid Manual and provider related TMSIS required fields. The Provider Master File contains each federally required data element.

Our Medicaid solutions in production have been federally certified to meet the requirements of the State Medicaid Manual (SMM) Part 11. As with our earlier MMIS products, the requirements in the State Medicaid Manual, MITA conditions, and CMS Seven Standards and Conditions compliance are the basis of the design of our Provider Services modules.

|             |        |                                                                                                                                                                 |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance | PMNT66 | The Contractor shall collect and maintain certifications by specific industry standard or state policy (e.g., NCQA Certification and NCQA Certification Level). |
|-------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will collect and maintain certifications by specific industry standard or state policy, for example National Committee for Quality Assurance (NCQA) Certification and NCQA Certification Level. The DXC solution collects self-reported certifications. Based on our product roadmap, we are planning to capture the NCQA identifier in a future release.

### 3.10.12 Self Service Portal

This section addresses self-service portal requirements. The Provider Services module must support self-service provider enrollment and maintenance activities in addition to other self-service functions necessary to support day to day business functions including but not limited to; a provider inbox, interactive chat functionality, and a provider locator for both public and authenticated users to find actively enrolled providers based on specified criteria. The Offeror must describe their approach to meet each of the Self-Service Portal requirements defined in Attachment F, Requirements Matrix.

## DXC Response

DXC will deliver our innovative Healthcare Solutions Provider Portal as part of the Provider Services solution. Our Provider Portal contains a wide spectrum of self-service features and static content that the Department would like to deliver to the provider community. This solution will provide highly developed tools, in a user-friendly environment, that will lead to high customer satisfaction.

Our Provider Portal is accessible 24x7 on a secure, regulations-compliant platform, safeguarding PHI and PII. This solution provides an easy-to-use and intuitive design, encouraging users to navigate the site to locate necessary information. By replacing paper-based processes, the portal also offers a green, sustainable way to do business.

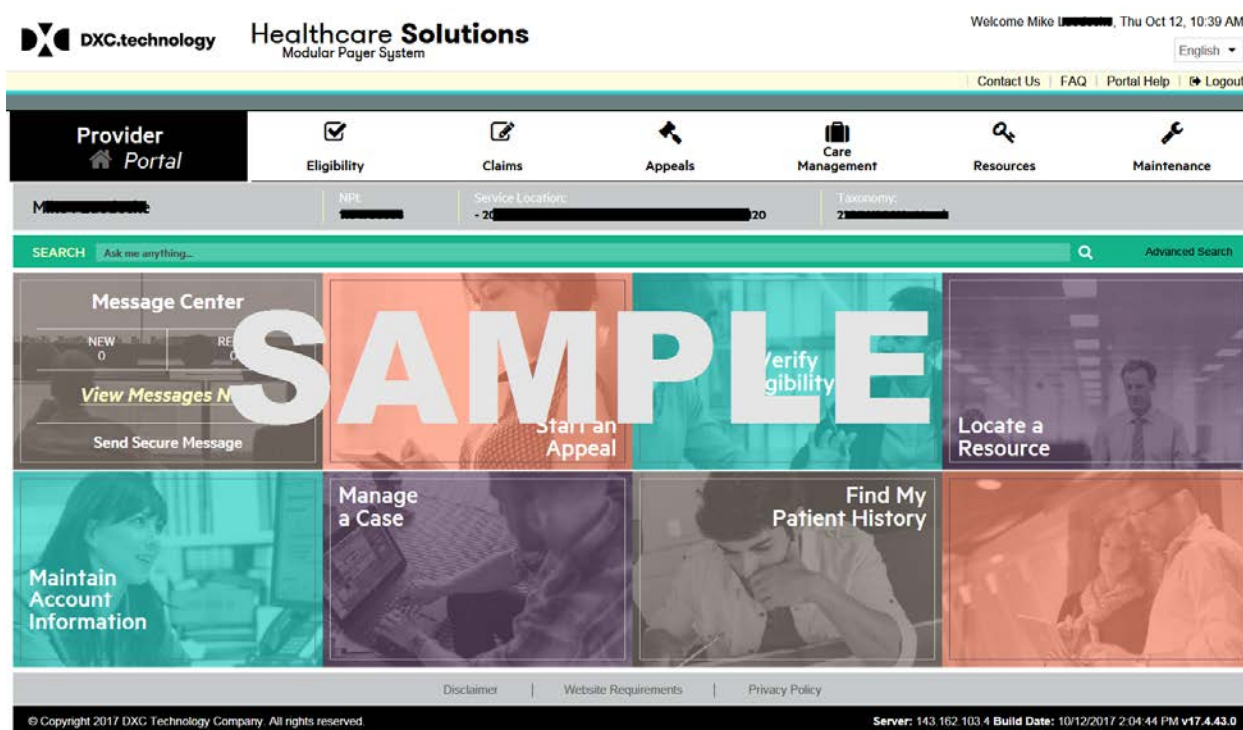
The Provider Portal solution is a web-based front-end integrated to multiple back-end modular systems. It consumes the services these systems provide, taking existing disparate information and presenting it in new contexts. Our Provider Portal is highly configurable in that it provides



the ability for each implementation to customize section titles, label names, column headings, link names, instructional text, graphics, icons and error messages, if necessary.

The following figure depicts a sample of the secure landing page for our Provider Portal. This page acts as the hub for providers to navigate to all the information they need. The colored blocks are links that provide the user quick access to frequently-used queries and information, such as Eligibility Verification or Account Information. The tool bar across the top of the page offers access to all available Provider Portal menu options.

### DXC Healthcare Solutions Provider Portal



Common features used throughout the Provider Portal include the following:

- A Home button is located towards the upper left corner of every page, allowing the user to navigate to the landing page.
- Both page and field-level Help is available throughout the Portal. The Portal's comprehensive help feature provides detailed information about each page, how to, or step-by-step, information for common processes, and a keyword search option to quickly find information.
- Search results grids contain pagination, if applicable. The user also has the option to change how many search results they would like to see in the grid.
- Grid controls allow the user to sort and/or change the width of any column. A column may also have a filter option that allows the user to pare down the list even further.
- Search results lists can be exported to both Excel and/or PDF.
- Summary versions of entry forms (e.g. claims, authorizations, etc.) can be printed. The print version is generated in PDF format, so the user has the option to print and/or save a copy of the information.



- Detail pages (e.g. claim details, eligibility detail, provider details, etc.) can be printed. The print version is generated in PDF format, so the user has the option to print and/or save a copy of the information.

Our Provider Portal will use provider data, as needed, to support each item in the Provider Services Enrollment (PSER) requirements. However, some of the **requirements may also rely on interfaces to modules outside of DXC control**. For example, to view claim status a provider can use the DXC Provider Portal to request the status from the claims system. We provide the front-end access to back-end data held by other module vendors or the legacy MMIS. Through web services, we send a request to the system which houses the data and displays the result of the request to the user. In the following table we designate which PSER requirements require an interface to another module within the MPATH environment and which module.

| Self-Services Area  | RFP Requirement | Interface | Module to which Interface is Required |
|---------------------|-----------------|-----------|---------------------------------------|
| Self-Service Portal | PSER01          | No        |                                       |
| Self-Service Portal | PSER08          | Yes       | Customer Experience and CRM solutions |
| Self-Service Portal | PSER09          | No        |                                       |
| Self-Service Portal | PSER10          | No        |                                       |
| Self-Service Portal | PSER11          | No        |                                       |
| Self-Service Portal | PSER12          | No        |                                       |
| Self-Service Portal | PSER15          | Yes       | Customer Experience and CRM solutions |
| Self-Service Portal | PSER 16         | No        |                                       |
| Self-Service Portal | PSER17          | No        |                                       |
| Self-Service Portal | PSER22          | No        |                                       |
| Self-Service Portal | PSER25          | No        |                                       |
| Self-Service Portal | PSER26          | No        |                                       |
| Self-Service Portal | PSER28          | No        |                                       |

## Attachment F Requirements for Self-Service Portal

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Portal. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.



|                     |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER01 | The Contractor's solution shall provide a self-service tool that will allow authenticated users to search by provider name (including phonetic search), NPI/API, network(s), location(s) (including city, state and zip code), provider classification(s), provider role, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include; provider name, locations, phone numbers, provider classification(s), provider role, network(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served, gender). |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a self-service tool that will allow authenticated users to search by the following criteria:

- Provider name (including phonetic search)
- NPI or alternate provider ID(API)
- Network
- Location, including city, state and zip code
- Provider classifications
- Provider role
- Languages spoken/language accommodations (English, Spanish, American Sign Language)
- Accessibility
- Gender
- Whether or not a provider is accepting new patients

This requirement is handled fully within the Provider domain.

Users can search for providers using a mix of required and optional search criteria. Multiple criteria may be entered or selected for one search. The Portal employs a robust search capability when searching for Providers mnemonically. Searches allow for use of multiple search criteria and certain fields allow the user to limit the search with wild card asterisks. The user can also select options such as distance or location that determine the display of the search results. The following figure shows the Provider Search screen.



## Provider Search Screen

A list of providers that match to the search criteria will be presented to the user, as depicted in the following figure.

## List of Matching Providers

| Provider Name | Provider Type       | Specialty | Address          | City        | State    | ZIP Code   | Accepting Patients | ADA |
|---------------|---------------------|-----------|------------------|-------------|----------|------------|--------------------|-----|
| Smith, John   | Physician Assistant |           | 1st cross street | Alaska      |          | 567890     | No                 | No  |
| Smith, Johns  | Acute Care          |           | 521 CAMPBELL ST  | Atlanta, GA | Georgia  | 31792-5916 | No                 | No  |
| smith, john   | Acute Care          |           | 821 F New York   | brooklyn    | New York | 11203-1211 | No                 | No  |
| smith, john   | Acute Care          |           | 821 F New York   | brooklyn    | New York | 11203-1211 | No                 | No  |

The user can then select a provider and see additional information about the provider and view a map of the provider's address. The results displayed will include: provider name, locations, phone numbers, provider classification, provider role, networks, languages spoken/language accommodations, office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator, for example ages and genders served. The following figure depicts search results.





## Search Results

View Provider Details

Provider Details - HargisTESTT, JH Tim J

View Provider Details

PROVIDER DETAILS FOR HARGISTESTT, JH TIM J

Group Practice: \* NPI: 1629447446 Plan Provider ID: Gender: Male

Provider Type: 31 - Physician

ADDRESS

Address: 1234 MAIN AVE City: CLEVELAND

State: OH Zip Code: 44113-2330 Map

Phone: Fax: ADA Compliant: No

LANGUAGES

Language: Active

PAGE HAS BEEN TRUNCATED DUE TO SIZE

|                     |        |                                                                                                                                                                                                                          |
|---------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER08 | The Contractor's solution shall provide an online self-service tool for providers to access a provider inbox for messages and notices. The solution shall provide the ability to send, receive, and respond to messages. |
|---------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides an online self-service tool for providers to access a provider inbox for secure messages and notices. The solution provides the ability to send, receive, and respond to messages. This requirement is handled by integrating the DXC Provider Portal along with DXC's Customer Experience (CX) and CRM solutions.

The Provider Portal will allow users to conveniently and securely communicate with the Department through a secure correspondence message center. Secure correspondence features allow a user to:

- Submit messages—Required information captured on the secure message includes category, subject, date sent, email address, and detailed description
- View previously submitted messages and sort these by status, subject, message category, date opened, or date sent
- Receive a response

The following figure depicts the portal screen used to send secure email from the provider portal mail box.



## Portal Message Center—Create Secure Message

**DXC.technology** **Healthcare Solutions**  
Modular Payer System

**Create Secure Message**

Secure messages auto-populate with the provider data of the provider logged in to the portal.

Contact Name: Test User a1  
Contact Phone #: 972-605-6000  
Contact E-mail: a1.a1@hpe.com

Category: select a value... Subject: [empty]

Provider ID: [empty] Provider/Facility Name: [empty]

Member ID: [empty] Member Name (Patient): [empty]

If submitting correspondence about a claim, please include Claim ID and dates of service.

Detailed Description: [empty text area]

The sender receives a confirmation that the secure message has been sent.

Secure message #100000142 has been submitted successfully.

Cancel Submit

|                     |        |                                                                                                                                                                                 |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER09 | The Contractor's solution shall provide an online self-service tool for providers to add or remove provider account users and change user roles for all self-service functions. |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution provides an online self-service tool for providers to add or remove provider account users and change user access to all self-service functions. Users appointed by the provider are called delegates. This requirement is handled fully within the Provider domain.

The Provider Portal allows an administrative user, usually the provider, to create delegate accounts through the Manage Account function. Authorized users can establish and maintain a list of delegates who can work for them in the portal. Delegates can only perform functions in the portal that are assigned by the user whom they represent. The intention of this function is to allow providers to give portal access to their clerical or administrative staff for purposes such as eligibility inquiry or claims submission.

After a user adds a delegate, that delegate must complete the delegate registration process to create their own portal account, before logging on to the secured provider pages. The following features are available for Provider Portal users to create and manage their authorized delegates:



- **Add a new delegate**—This feature allows the Provider Portal user to add an individual who is not already associated with another provider and registered with the portal. The provider assigns one or more functions to the user. Functions can comprise one or more security rights. For example, a function for claims inquiry will contain the security rights needed to perform that function. Following successful completion of this process, the portal creates a system-generated delegate code. The provider must give this delegate code to the new delegate user. When the delegate user registers to use the portal, the delegate code is requested by the portal for validation.
- **Add an existing delegate**—This feature allows the Provider Portal user to add an individual who is already associated with another provider and registered with the portal. This feature allows providers (perhaps in the same practice) to “share” a delegate user, without the delegate having to maintain multiple portal registrations. To add an existing delegate, the provider must obtain the delegate’s original delegate code that was used when the delegate was initially added by the first provider. The provider can retrieve the existing delegate and add that same individual to their portal account. The delegate user does not need to re-register. Their account will be updated to reflect that they can now represent more than one provider using their portal account. The provider assigns one or more functions to the delegate. A delegate can have different security access for the each provider they represent. For example, a delegate may represent provider no. 1 and provider no. 2. The delegate may only have the claim inquiry function for provider no. 1, but for provider no. 2, the delegate may have claim inquiry, claim submission, and verify eligibility functions.
- **Edit delegate**—A Provider Portal user also may disable a delegate from their current list of delegates. When the provider sets the delegate’s status to inactive, the delegate’s account is updated to reflect that they no longer represent that provider. When the delegate logs in, they will no longer be able to access that provider’s information or represent that provider on the portal. A provider also may reinstate a delegate from their current list of delegates. When the provider sets a delegate’s status back to active, the delegate’s account is updated to reflect that they again represent that provider. When the delegate logs in, they can access that provider’s information or represent that provider on the portal. A provider user also may change the functions that are assigned to a delegate to take away or grant access.

|                     |        |                                                                                                                                                                                                                                                                   |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER10 | The Contractor's solution shall allow individual practitioners to submit a request to link or unlink an affiliation with a billing provider. Each relationship shall include an effective date when initiated and an end date when the affiliation is terminated. |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal will allow individual practitioners to submit a request to link or unlink an affiliation with a billing provider. Each relationship includes an effective date when initiated and an end date when the affiliation is terminated. This requirement is handled fully within the Provider domain.

Each state and commonwealth is unique in what they choose to let the provider update directly into the data store. Some updates, such as affiliations, may trigger a workflow task for an analyst to review and approve before updating the data store.



|                     |        |                                                                                                                                                 |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER11 | The Contractor's solution shall accept, validate and store new and updated provider information entered through the Provider Self Service tool. |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC portal will accept, validate, and store new and updated provider information entered through the Provider Self Service tool. The Provider Portal allows providers to view and update their respective information, such as service location addresses, telephone and fax numbers, enrollment data, and other contact and demographic characteristics such as languages spoken at a given location. Each state and commonwealth is unique in what they choose to let the provider update directly into the data store. Some updates, such as a change in service location, may trigger a workflow task for an analyst to review and approve before updating the data store.

This requirement is handled fully within the Provider domain.

|                     |        |                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER12 | The Contractor's solution shall allow authorized billing providers to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation. |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC portal will allow authorized billing providers to link and unlink individual practitioners from and to billing providers with the ability to link an individual provider to multiple billing providers. Each relationship shall include an effective date when initiated and an end date associated with the termination of the affiliation. This requirement is handled fully within the Provider domain.

Each state and commonwealth is unique in what they choose to let the provider update directly into the data store. Some updates, such as linking to individual practitioners, may trigger a workflow task for an analyst to review and approve before updating the data store.

|                     |        |                                                                                                                                                                                                                                                                                                                |
|---------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER15 | The Contractor's solution shall provide online interactive chat functionality as a reliable transaction channel that allows enrolled and authenticated users to chat directly with a customer care representative. The chat session shall be recorded, stored, and accessible to internal staff for reference. |
|---------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides the starting point for users to initiate a chat session to provide online interactive chat functionality as a reliable transaction channel. Enrolled and authenticated users can launch a chat from the portal and be connected through the CX platform to a customer care representative. Using CRM MS Dynamics, the chat session will be recorded, stored, and accessible to internal staff for reference. The CX and CRM solutions we propose for Option B requirements would require integration with the Provider Portal.

This requirement is handled by integrating the DXC Provider Portal along with DXC's Customer Experience (CX) and CRM solutions.



|                     |        |                                                                                                                                                                                                                                    |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER16 | The Contractor's solution shall include a configurable self-service tool that allows active and inactive providers to update and validate their provider record through direct data entry via the web, based on selected criteria. |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution includes a configurable self-service tool that allows active and inactive providers to update and validate their provider record through direct data entry via the web, based on selected criteria. The Provider Portal allows providers to view and update their respective information, such as service location addresses, telephone and fax numbers, enrollment data, and other contact and demographic characteristics such as languages spoken at a given location. The editable information in this tool is configurable, at the Department's discretion. Each state and commonwealth is unique in what they choose to let the provider update directly into the data store. Some updates can be configured to trigger a workflow task for an analyst to review and approve before updating the data store.

This requirement is handled fully within the Provider domain.

|                     |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER17 | The Contractor's solution shall provide public provider search feature that will allow users to search by provider name (including phonetic search), network, location(s) (including city, state and zip code), provider classification(s), all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), accessibility, gender, and whether or not a provider is accepting new patients. At a minimum the results display shall include; provider name, network(s) location(s), phone numbers, provider classifications, all languages spoken/language accommodations (e.g., English, Spanish, American Sign Language (ASL)), office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator (e.g., ages served, gender). |
|---------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Portal will provide public provider search feature that will allow users to search by the following criteria:

- Provider name (including phonetic search)
- NPI or alternate provider ID (API)
- Network
- Location, including city, state and zip code
- Provider classifications
- Provider role
- Languages spoken/language accommodations (English, Spanish, American Sign Language)
- Accessibility
- Gender
- Whether or not a provider is accepting new patients

This requirement is handled fully within the Provider domain.



Users can search for providers using a mix of required and optional search criteria. Multiple criteria may be entered or selected for one search. The Portal employs a robust search capability when searching for Providers mnemonically. Searches allow for use of multiple search criteria and certain fields allow the user to limit the search with wild card asterisks.

A list of providers that match to the search criteria will be presented to the user. The user can then select a provider and see additional information about the provider and view a map of the provider's address. The user can then select a provider and see additional information about the provider and view a map of the provider's address.

The results display will include: provider name, locations, phone numbers, provider classification, provider role, networks, languages spoken/language accommodations, office hours, accessibility, whether or not a provider is accepting new patients, and any restrictions on the freedom of choice among providers in the public provider locator, for example ages and genders served.

|                     |        |                                                                                                                           |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER22 | The Contractor's solution shall provide online key contact information at a minimum by program type and business process. |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------|

The DXC portal will provide online key contact information, at a minimum by program type and business process. This requirement is handled fully within the Provider domain.

Portal Contact Us information is customizable and can be easily updated to include implementation-specific details.

#### Portal Contact Us Page

CONTACT US

Use this directory to contact us by phone or mail.  
To report any issues,click on the online link for webmaster mail at the bottom.

MAILING ADDRESS

Our Health Care Plan Name  
123 Main St.  
Plano, TX 54321

CUSTOMER SERVICE

Hours(est) : 6:00 a.m. to 6:00 p.m.  
Phone : 1-800-123-4567  
Fax : 1-800-123-4567  
Hearing Impaired : 1-800-123-4567

AUTOMATED RESPONSE LINE (IVR)



|                     |        |                                                                                                                                                                                                       |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER25 | The Contractor's solution shall provide links to relevant web resources (e.g., State and Federal websites, and other entities determined by the State to be appropriate for the self-service portal). |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC provider Portal provides links to relevant web resources such as State and Federal websites, and other entities determined by the Department to be appropriate for the self-service portal. This requirement is handled fully within the Provider domain.

Reference pages are spread throughout the Portal and provide textual information or hyperlinks to various internal pages or external websites. These may include but are not limited to:

- **Public home page**—The launch pad for the Member Portal
- **Secure home page**—Provides a myriad of links to other pages as needed to perform tasks and communicate with the Medicaid program
- **Help**—Page-specific instructions
- **FAQs**—Answers to frequently asked questions
- **Links and tools**—Links and tools used by providers—for example, contact information, billing and claims information, enrollment information, educational materials, and other resources
- **Notices**—A listing of published notifications

The Department can choose specific links to other websites to be added such as CMS or montana.gov.

|                     |        |                                                                                                                                                                                                                                                              |
|---------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER26 | The Contractor's solution shall allow enrolled providers, enrolled trading partners, State users, and other users designated by the State, access to the secure areas of the self-service portal following successful authentication through single sign-on. |
|---------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal allows enrolled providers, enrolled trading partners, State users, and other users designated by the Department, access to the secure areas of the self-service portal following successful authentication through single sign-on (SSO). This requirement is handled fully within the Provider domain.

DXC uses an SSO engine that will use tokens for authentication. SSO functions simplify the user experience, reducing the need to remember multiple user names and passwords. It also facilitates user access management by administrators, allowing them to manage and remove access privileges more efficiently. SAML has become the definitive standard underlying our SSO solution in the enterprise identity management. Incorporating the SAML standard builds trust relationships between the MPATH organizations.

*The Security Assertion Markup Language (SAML), developed by the Security Services Technical Committee of OASIS, is an XML-based framework for communicating user authentication, entitlement, and attribute information. As its name suggests, SAML allows business entities to make assertions regarding the identity, attributes, and entitlements such as a trading partner or another enterprise application. OASIS is a nonprofit consortium that drives the development, convergence and adoption of open standards for the global information society.*



|                     |        |                                                                                                                                                       |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER28 | The Contractors solution shall create and present a tracking or confirmation number when provider information is updated via the self-service portal. |
|---------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------|

In a future release of the DXC portal, the solution will create and present a tracking or confirmation number when provider information is updated via the self-service portal. This requirement is handled fully within the Provider domain.

This feature is still in progress. We plan to provide a tracking number when updates to provider information is updated via the portal.

### 3.10.13 Option A Provider Services

In addition to the primary scope of the Provider Services module, states may procure additional provider self-service portal components and services for activities not categorized in Section 3.10.1 through 3.10.12. These services are integral to the provider's ability to complete necessary activities in order to participate in one or more of State healthcare programs. Option A Provider Services requirements provide flexibility to State's or Agencies who may desire to procure the components or services outlined in Option A as a part of this procurement versus a separate procurement. The Offeror is not required to include Option A in their proposal. If the Offeror chooses to include these services in their proposal the Offeror must describe in their response, their approach to meet the Option A requirements detailed Attachment F, Requirements Matrix.

DXC offers portal services that meet the Department's Option A requirements for provider self-service tools. These self-service features provide efficiency and increase productivity in the provider's office. With 24x7 access, provider staff can work on their schedule, without impacting service to members. The following figure shows the landing page of our portal and the options available to providers.





## DXC Provider Portal Landing Page



Our Provider Portal will use provider data, as needed, to support each item in the Provider Services Enrollment (PSER) requirements. However, some of the **requirements may also rely on interfaces to modules outside of DXC control**. For example, to view claim status a provider can use the DXC Provider Portal to request the status from the claims system. We provide the front-end access to back-end data held by other module vendors or the legacy MMIS. Through web services, we send a request to the system which houses the data and displays the result of the request to the user. In the following table we designate which PSER requirements require an interface to another module within the MPATH environment and which module.

| Self Services Area                            | RFP Requirement | Interface | Module to which Interface is Required    |
|-----------------------------------------------|-----------------|-----------|------------------------------------------|
| Self-Service Member Eligibility               | PSER04          | Yes       | MMIS member tables or the Member modules |
| Self-Service Member Eligibility               | PSER38          | Yes       | MMIS member tables or the Member modules |
| Self-Service Claim Status Inquiry             | PSER06          | Yes       | MMIS claims tables or the payer modules  |
| Self-Service Claim Status Inquiry             | PSER43          | Yes       | MMIS claims tables or the payer modules  |
| Self-Service Warrant and Remit Advice Inquiry | PSER02          | Yes       | MMIS financial tables or payer modules   |
| Self-Service Warrant and Remit Advice Inquiry | PSER07          | Yes       | MMIS financial tables or payer modules   |



| <b>Self Services Area</b>                                                      | <b>RFP Requirement</b> | <b>Interface</b> | <b>Module to which Interface is Required</b>                                            |
|--------------------------------------------------------------------------------|------------------------|------------------|-----------------------------------------------------------------------------------------|
| Self-Service Warrant and Remit Advice Inquiry                                  | PSER40                 | Yes              | MMIS financial tables or payer modules                                                  |
| Self-Service Claims Based Medical History                                      | PSER21                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service View, Upload and Download HIPAA Compliant Healthcare Transactions | PSER39                 | Yes              | MMIS claims and prior authorization tables or the payer and prior authorization modules |
| Self-Service Online Provider Appeal Request                                    | PSER03                 | No               |                                                                                         |
| Self-Service Online Provider Appeal Request                                    | PSER41                 | Yes              | MMIS tables or the payer modules                                                        |
| Self-Service Registry                                                          | PSER14                 | Yes              | MMIS member tables or the Member modules                                                |
| Self-Service Registry                                                          | PSER44                 | Yes              | MMIS member tables or the Member modules                                                |
| Self-Service Online Claims Entry                                               | PSER13                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER29                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER30                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER31                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER32                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER33                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER34                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER35                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Online Claims Entry                                               | PSER36                 | No               |                                                                                         |
| Self-Service Online Claims Entry                                               | PSER37                 | Yes              | MMIS claims and prior authorization tables or the payer and prior authorization modules |
| Self-Service Online Claims Entry                                               | PSER42                 | Yes              | MMIS claims tables or the payer modules                                                 |
| Self-Service Portal                                                            | PSER23                 | No               |                                                                                         |
| Self-Service Portal                                                            | PSER24                 | No               |                                                                                         |
| Self-Service Portal                                                            | PSER27                 | No               |                                                                                         |



Within our response, we include this information to make clear the interfaces needed with modules outside of DXC control.

### **3.10.13.1 Self-Service Member Eligibility Inquiry**

This section outlines the requirements for Self-Service Member Eligibility Inquiry. The Offeror's proposed Option A solutions and services shall include real time verification of eligibility through the Self-Service Portal and provide eligibility information including benefit plan enrollment, care management enrollment, waiver program information, program limits, service limits, and TPL information on the self-service portal to providers and other users authorized by the State. The Offeror must describe their approach to meet each of the self-service eligibility requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The DXC solution for Provider Services delivers real time verification of eligibility through the Self-Service Portal. Eligibility information provided includes benefit plan enrollment, care management enrollment, waiver program information, program limits, service limits, and TPL information.

## **Attachment F Requirements for Self-Service Member Eligibility Inquiry**

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Member Eligibility Inquiry. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                 |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Member Eligibility | PSER04 | The Contractor's solution shall provide an online self-service tool for authorized users to perform real-time member eligibility inquiries. Eligibility inquiry responses will include at a minimum, eligibility dates, eligibility for one or more benefit plans, care management enrollment information, waiver program information, program limits, TPL information, and other member information necessary for the provider to determine if the member is eligible for services. |
|---------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides an online self-service tool for authorized users to perform real-time member eligibility inquiries. Eligibility inquiry responses will include the information outlined in this requirement. This requirement requires interface to the legacy MMIS member tables or the Member modules when implemented.

The Member Eligibility page of the DXC Provider Portal allows providers to verify a patient's eligibility for benefit programs. Authorized users can submit a specific request to retrieve benefit and coverage information for a selected individual for a specific date range, to include 'from' and 'to' dates of eligibility. Eligibility may be determined by searching by member ID, a combination of name and birth date, or a combination of Social Security number and birth date. The coverage information returned will include the name or type of coverage, the effective and end



dates of that coverage, and the name of the primary care provider, if one exists, for that coverage.

Further details regarding the coverage are available on the Details page. The detail may include:

- The name of the coverage and a text description of the coverage
- A list of services and the associated copay for those services
- A listing of deductible information
- A listing of benefits and the associated limits for each of those benefits
- The amount of a deductible or limit, as well as the amount that has been met or accumulated, and the amount that remains

The information presented depends on the member's coverage and what the Department wants to convey to the provider regarding the member's coverage and benefits. Because this capability is presenting eligibility information electronically, it must be data-content compliant with the HIPAA 270/271 transaction regulation. Only data that exists on the 271 response can be displayed.

The DXC Provider Portal also allows for a verification identifier to be included in the eligibility response. This identifier can be used as proof or verification of the eligibility response. The use of the verification identifier is Department-configurable and dependent on the payer system's ability to generate and return such an identifier.

|                                 |        |                                                                                                                         |
|---------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------|
| Self-Service Member Eligibility | PSER38 | The Contractor's solution shall allow an external user to print member eligibility responses or download in PDF format. |
|---------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal allows an external user to print member eligibility responses or download in PDF format. The DXC portal "print" feature formats the page content into PDF format so that the user can print and/or save the content as a PDF. This requirement requires interface to the legacy MMIS member tables or the Member modules when implemented.

### **3.10.13.2 Self-Service Claim Status Inquiry**

This section outlines the requirements for Self-Service Claim Status Inquiry. The Offeror's proposed Option A solutions and services shall include real time claims status inquiry to allow providers to check the status of their claims. The Offeror must describe their approach to meet each of the self-service claim status inquiry requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The DXC portal, in conjunction with the claims or payer modules, allows real time claims status inquiry to allow providers to check the status of their claims.



## Attachment F Requirements for Self-Service Claim Status Inquiry

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Claim Status Inquiry. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F

|                                   |        |                                                                                                         |
|-----------------------------------|--------|---------------------------------------------------------------------------------------------------------|
| Self-Service Claim Status Inquiry | PSER06 | The Contractor's solution shall provide an online self-service tool for providers to view claim status. |
|-----------------------------------|--------|---------------------------------------------------------------------------------------------------------|

DXC provides an online self-service tool for providers to view claim status. The DXC Provider Portal claim formats meet HIPAA, UB04, NCPDP, and CMS 1500 standards. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented. After a claim is submitted, a confirmation is returned to the user. After confirmation, a provider may use the View Claim Status inquiry to view claim status and individual error messages, if any.

A provider can search for specific claims by claim number or for a list of claims by criteria such as member id or date range. Because this capability is presenting claim status information electronically, it must be data-content compliant with the HIPAA 276/277 transaction regulation. Only data that exists on the 277 response can be displayed. If results are returned, a provider can select a row to view additional details regarding the claim status.

|                                   |        |                                                                                                                        |
|-----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| Self-Service Claim Status Inquiry | PSER43 | The Contractor's solution shall allow authenticated users to download or print a claim status report in Excel and PDF. |
|-----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------|

The DXC portal allows authenticated users to download or print a claim status report in Excel and PDF. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented. A claim search results list can be exported in both Excel and PDF formats. The claim details follow the Print functionality where the content is rendered in PDF format.

### 3.10.13.3 Self-Service Warrant and Remittance Advice Inquiry

This section outlines the requirements for self-service warrant and remittance advice access. The Offeror's proposed Option A solutions and services shall provide access to remittance advice and warrant information through self-service portal for the provider and other users authorized by the State. The Offeror must describe their approach to meet each of the requirements for self-service warrant and remittance advice access defined in Attachment F, Requirements Matrix.

## DXC Response

Providers will have tools for self-service warrant and remittance advice through the DXC Provider Portal.



## Attachment F Requirements for Self-Service Warrant and Remittance Advice Inquiry

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Warrant and Remittance Advice Inquiry. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                               |        |                                                                                                                                             |
|-----------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Warrant and Remit Advice Inquiry | PSER02 | The Contractor's solution shall include an online self-service tool allowing authenticated users to view current and all previous warrants. |
|-----------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal includes an online self-service tool allowing authenticated users to view current and previous warrants. This requirement requires interface to the legacy MMIS financial tables or payer modules when implemented.

The Provider Portal allows providers to search for payments meeting specified criteria. Possible search criteria include payment method, payment type, Electronic Funds Transfer (EFT) payment ID, and the issue date for a settlement or payment. Only the payments for the logged-on user are included in the search results. Both providers and their designated delegates have access to the payment history search capability.

When the payer system returns the list of payments, the list includes both check and electronic payments that meet the search criteria. Additionally, although neither a check nor an electronic payment is made, financial activity that results in a net-zero payment to a provider also is included in the results. Because this capability is presenting payment information electronically, it must be data-content compliant with the HIPAA 835 transaction regulation. Only data that exists on the 835 can be displayed.

From the search results, providers and delegates can select a specific payment to view the payment details. The details include the claims for which payment was made, accounts receivable activity, cash receipt activity, and capitation payments. Additional detail filters can narrow viewing to a specific member, claim, or service date range.

|                                               |        |                                                                                                                                                                                                                                |
|-----------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Warrant and Remit Advice Inquiry | PSER07 | The Contractor's solution shall provide an online self-service tool that allows authenticated users to access and view current and previous remittance advice that can be sorted by various parameters (EFT, date, NPI, etc.). |
|-----------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution provides an online self-service tool that allows authenticated users to access and view the current and previous remittance advice. The list can be sorted by various parameters such as EFT, date, NPI, and others. This requirement requires interface to the legacy MMIS financial tables or the payer modules when implemented.

The Provider Portal allows a user to search for Remittance Advices (RA) meeting specified criteria. Possible search criteria include settlement date, paid date, EFT payment ID, check number, claim ID, and remittance ID. From the search results, the user can select a specific RA to view. The payer system will return a readable document such as a Microsoft Word or PDF file. The file can then be printed or saved by the provider.



Selection for viewing is limited to RAs that have a file size not exceeding a configured limit. If a selected RA is too large, a message displays indicating the file is too large for downloading and must be requested from customer service or broken down to smaller files for download. The larger RAs can be divided into multiple files so they can be retrieved from the portal.

|                                               |        |                                                                                                                                                                         |
|-----------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Warrant and Remit Advice Inquiry | PSER40 | The Contractor's solution shall allow authenticated users to download warrants and remittance advice in multiple formats (e.g., Excel or PDF) as directed by the State. |
|-----------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC portal allows authenticated users to download warrants and remittance advice in multiple formats as directed by the Department. This requirement requires interface to the legacy MMIS financial tables or the payer modules when implemented.

The Provider Portal allows a user to search for Remittance Advices (RA) meeting specified criteria. Possible search criteria include settlement date, paid date, EFT payment ID, check number, claim ID, and remittance ID. From the search results, the user can select a specific RA to view. The payer system will return a readable document such as a Microsoft Word or PDF file. The file can then be printed or saved by the provider.

Selection for viewing is limited to RAs that have a file size not exceeding a configured limit. If a selected RA is too large, a message displays indicating the file is too large for downloading and must be requested from customer service or broken down to smaller files for download. The larger RAs can be divided into multiple files so they can be retrieved from the portal.

#### **3.10.13.4 Self-Service Claims Based Medical History**

This section outlines the requirements for Claims Based Medical History. The Offeror's proposed Option A solutions and services shall include member medical history access on the Self-Service Portal to allow providers with the authorized roles to access a member's medical histories interactively. The Offeror must describe their approach to meet each of the claims based medical history requirements defined in Attachment F, Requirements Matrix.

### **DXC Response**

The DXC portal includes an innovative member medical history access on the Self-Service Portal to allow providers with the authorized roles to access a member's medical histories interactively.

### **Attachment F Requirement for Self-Service Claims Based Medical History**

In the following narrative, we provide a response to the Attachment F requirement for Self-Service Claims Based Medical History. Please note: the Attachment F requirement as quoted in the text box reflects the final version of the requirement, as found in the Amendment 2, October 16, version of Attachment F.

|                                           |        |                                                                                                         |
|-------------------------------------------|--------|---------------------------------------------------------------------------------------------------------|
| Self-Service Claims Based Medical History | PSER21 | The Contractor's solution shall allow authorized users to search and view Claims Based Medical History. |
|-------------------------------------------|--------|---------------------------------------------------------------------------------------------------------|



The DXC Provider Portal has a robust solution to allow authorized users to search and view Claims Based Medical History. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

The Provider Portal gives providers and their delegates the ability to view, submit actions, and navigate in the Provider Portal with a focus on a single specified member. After selecting the menu option for Member Focused Viewing, a Member Search page is displayed for the provider to search for and then select the member whose information they want to focus on.

The Member Focus landing page is a "Command Central" hub that allows the provider to navigate among many Portal areas while retaining the selected member in focus. It also provides a summarized view of member information for coverage, claims, and authorizations. The member focus navigational bar stays in view and the focused member's information is carried forward into other search panels rather than the user re-entering the data for searches. The following figure shows the Member Focus page.

### Portal Member Focus Page

 **DXC.technology**

**Healthcare Solutions**  
Modular Payer System

[My Home](#) [Eligibility](#) [Claims](#) [Care Management](#) [EHR](#) [Files Exchange](#) [Resources](#)

Member in Focus: John Doe ID: 0000



**Other Details**  
[Care Management](#)  
Review your patient's risk assessments and care plans.  
[Electronic Health Record](#)  
Review your patient's EHR including medications, lab and immunization results. [Print Patient Report](#)  
[Secure Correspondence](#)  
Review previously sent messages or send new secure messages.

**Member Details**

Recipient ID 0000  
Name John Doe  
Birth Date 01/01/2016  
City City  
State State  
Gender Male  
Primary Language English

**Coverage Details**

| Coverage                               | Effective Date | End Date   |
|----------------------------------------|----------------|------------|
| <a href="#">Medicaid Health Care 1</a> | 02/01/2015     | 12/31/2016 |

[View eligibility verification information](#)

**Your Member Claims**

[Medical/Dental](#) [Pharmacy](#)  
[Submit a Professional Claim](#) [Submit a Dental Claim](#)  
[Submit a Institutional Claim](#)

| Claim ID                     | Service Date            | Claim Type   | Claim Status      |
|------------------------------|-------------------------|--------------|-------------------|
| <a href="#">000000000000</a> | 02/01/2015 - 12/05/2016 | Professional | Finalized Payment |
| <a href="#">000000000000</a> | 02/01/2015 - 12/05/2016 | Professional | Finalized Payment |
| <a href="#">000000000000</a> | 02/01/2015 - 12/05/2016 | Professional | Finalized Payment |

**Your Member Authorizations**  
[Submit an Authorization](#)

| Authorization #          | Servicing Provider Name | Status             |
|--------------------------|-------------------------|--------------------|
| <a href="#">00000000</a> | General Hospital        | Pending            |
| <a href="#">00000000</a> | General Ambulance       | Certified in Total |
| <a href="#">00000000</a> | Mercy West Hospital     | Pending            |

[View more authorizations for this member](#)

While a member is in focus, the provider can navigate elsewhere in the Portal by selecting sub-menu navigation paths as they usually would. Via the member focus navigational bar, the





provider can also switch to a different member or exit member focus and return to normal operations.

### **3.10.13.5 View, Upload and Download HIPAA Compliant Healthcare Transactions**

This section outlines the requirements to View, Upload and Download HIPAA Compliant Healthcare Transactions. The Offeror's proposed Option A solutions and services shall allow authorized users to view, upload and download HIPAA compliant healthcare transactions (e.g., 270/271batch eligibility status inquiry and response, 837 batch claims submission, and 276/277 Claim Status request and response) on the Self-Service Portal. The Offeror must describe their approach to meet each of the requirements to view, upload and download HIPAA compliant healthcare transaction requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The DXC portal will allow authorized users to view, upload and download HIPAA compliant healthcare transactions. The proven DXC Healthcare Provider Portal offers a self-service model for authorized program stakeholders; 24 x 7 access and intuitive design encourages users to navigate the site to locate necessary information without needing to call a help desk or refer to training documentation.

The Department's Provider Portal solution from DXC can act as the web-based front end to multiple back-end payer systems. It consumes the web services these back-end systems provide, taking existing information and presenting it in new contexts, creating added value from the feature-rich functional capability and personal healthcare content in these systems.

Reducing natural resource consumption by replacing paper-based claim processes, the provider web portal also offers a green, sustainable way to do business, while also saving the Department on mailing paper RAs and other provider communications.

## **Attachment F Requirement for View, Upload and Download HIPAA Compliant Healthcare Transactions**

In the following narrative, we provide a response to the Attachment F requirement for View, Upload and Download HIPAA Compliant Healthcare Transactions. Please note: the Attachment F requirement as quoted in the text box reflects the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                                                                |        |                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service View, Upload and Download HIPAA Compliant Healthcare Transactions | PSER39 | The Contractor's solution shall allow authorized user to view, upload and download HIPAA compliant healthcare transactions (e.g., 270/271batch eligibility status inquiry and response, 837 batch claims submission, and 276/277 Claim Status request and response) on the Self-Service Portal. |
|--------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

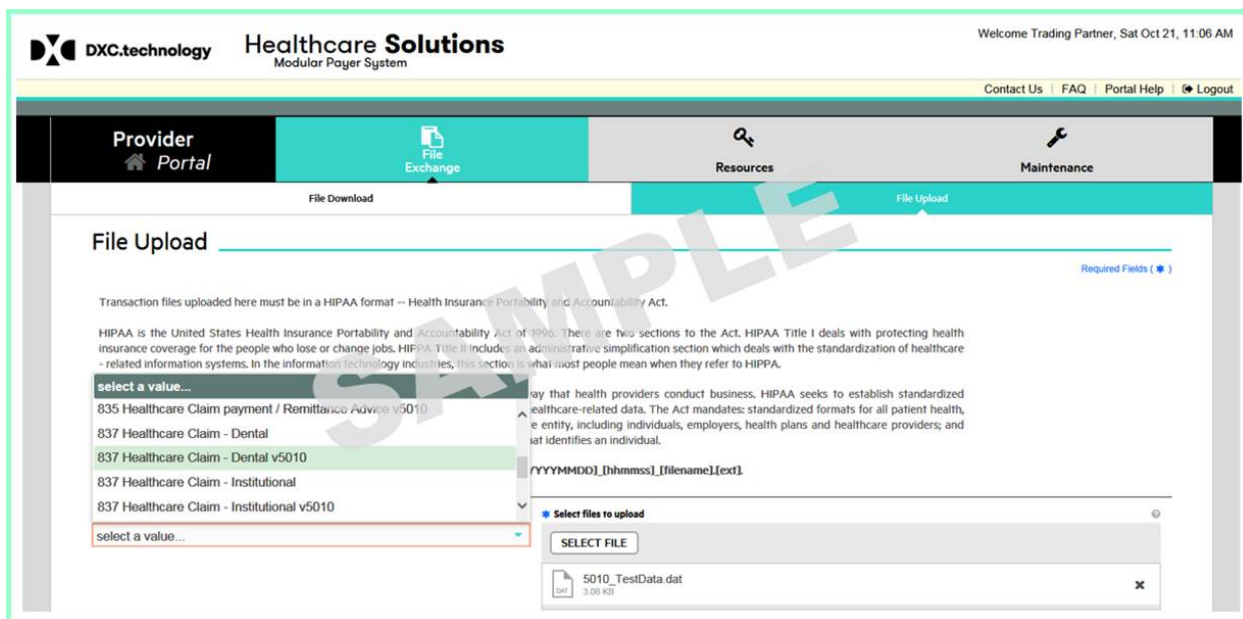
The DXC portal allows authorized user to view, upload and download HIPAA compliant healthcare transactions listed in this requirement, plus more. This requirement requires interface



to the legacy MMIS claims and prior authorization tables or the payer and prior authorization modules when implemented.

The following figure shows the Portal's Claims landing page. The robust claims functionality of the portal gives providers many choices for view, upload, and download of transactions.

#### DXC Provider Portal - Claims Landing Page



Our solution supports the following HIPAA-compliant standards:

- ASC X12 837-P Professional Claim
- ASC X12 837-I Institutional Claim
- ASC X12 837-D Dental Claim
- NCPDP Retail Pharmacy Claim
- 270 Eligibility Inquiry/271 Eligibility Response
- 276 Claim Status Inquiry/277 Claim Status Response
- 277 Claim Pending Status Information (Unsolicited 277)
- 278 Authorization Request/Response
- 834 Benefit Enrollment and Maintenance
- 820 Health Plan Premium Payment

Each user must register on the Provider Portal with at least one role: provider, delegate, billing agent, trading partner, or out-of-network provider. Each role can be configured with a set of claims-based functions that is accessible to its users. The delegate and billing agent roles are special cases. Role-based security allows providers to create delegates as subordinates and give those delegates access to some or all of the functions the provider role has available.

#### 3.10.13.6 Self-Service Online Provider Appeal Request

This section outlines the requirements for Online Provider Appeal Requests. The Offeror's proposed Option A solutions and services shall provide the functionality for providers to request appeals. Automated workflow integration will route appeals to the appropriate work unit or user. The Offeror must describe their approach to meet each of the online provider appeal request requirements defined in Attachment F, Requirements Matrix.



## DXC Response

Providers will have the ability to request appeals through the DXC portal. Automated workflow integration will route appeals to the appropriate work unit or user.

## Attachment F Requirements for Self-Service Online Provider Appeal Request

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Online Provider Appeal Request. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

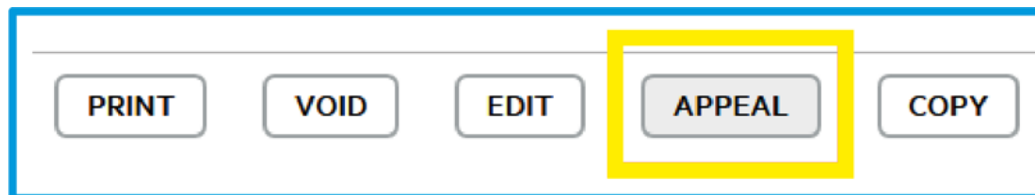
|                                             |        |                                                                                                           |
|---------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|
| Self-Service Online Provider Appeal Request | PSER03 | The Contractor's solution shall support on-line self-service tool for all providers to request an appeal. |
|---------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|

The DXC Provider Portal supports on-line self-service tool for providers to request an appeal. The Provider Portal allows providers to create a new appeal and resubmit an appeal if/when the provider disagrees with the outcome. This requirement is handled fully within the Provider domain.

The first step of the appeal process is known as pre-appeal assessment. The portal Assessment engine is used to configure questions and responses. Users are asked a series of customer configurable questions that help direct the user to the next appropriate step. Based on user responses, users are given dynamic instructional messages and links that will enable them to follow the appropriate workflow. At the end of the assessment process, the user will continue to the next step and create an appeal.

Claim-related appeals can initiate from the portal menu using the pre-appeal assessment, claims pages, or they can link from the appeals page to claims to find the claim the provider wishes to appeal. From the detail view of a claim, the provider can initiate an appeal of the claim with one touch of a button, as depicted in the following figure.

### Claim Tools



After the user selects the claim to be appealed, the claims data is prepopulated on the appeal. Users can appeal the following claim types: professional, institutional, and dental. Users can view the member information from the claim but cannot edit it. The user can add contact information for the appeal, reason for appeal, and provider notes. However, the user cannot change the provider information. Attachments can be uploaded during the appeals submission process. The appeal must be associated with at least one service line on the claim.

Non-claim-related appeals are initiated from the portal menu using the pre-appeal assessment function. The user enters member information and that information is validated by the payer system. The provider information is prepopulated based on the logged on user and is not



editable. The user can add contact information for the appeal, reason for appeal, and provider notes. Attachments can be uploaded during the appeals submission process.

|                                                |        |                                                                                         |
|------------------------------------------------|--------|-----------------------------------------------------------------------------------------|
| Self-Service Online<br>Provider Appeal Request | PSER41 | The Contractor's solution shall allow users to view the status of their appeal request. |
|------------------------------------------------|--------|-----------------------------------------------------------------------------------------|

The DXC Provider Portal allows users to view the status of their appeal request. This requirement requires interface to the legacy MMIS tables or the payer modules that contains appeals status when implemented.

To check the status of an Appeal, a provider can search for the appeal, by Appeal ID or by details of the appeal such as reason for the appeal, service date, or procedure code plus the member ID. The following search screen shows the Search by ID function of the portal.

#### Appeal Search

The screenshot shows the 'Appeals Search' interface. It has two tabs: 'Search By ID' (selected) and 'Search By Appeal Details'. Below the tabs, a message states: 'At least one ID or # needs to be entered to search for an appeal.' There are four input fields: 'Appeal Service Request #' (with a dropdown arrow), 'Claim ID', 'Recipient ID', and 'Appeal ID'. A 'Search' button is at the bottom left, and a 'Create Appeal' link is at the bottom right. Two yellow callout boxes are present: one pointing to the 'Search By Appeal Details' tab stating 'If the Appeal ID is not known, the provider can search for an appeal by details that are known.', and another pointing to the 'Appeal ID' field stating 'The most common search is performed by Appeal ID.'

After the appeal is located, the provider can review the status and other details.

### 3.10.13.7 Self-Service PCCM Member Inquiry

This section outlines the requirements for Self-Service PCCM Member Display. The Offeror's proposed Option A solutions and services shall include display and download functionality to allow providers enrolled in care management programs to view their caseload and download their member registries. The Offeror must describe their approach to meet each of the self-service PCCM member inquiry requirements defined in Attachment F, Requirements Matrix.

## DXC Response

The DXC portal does include display and download functionality to allow providers enrolled in care management programs to view their caseload and download their member registries.

## Attachment F Requirements for Self-Service PCCM Member Inquiry

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service PCCM Member Inquiry. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.



|                       |        |                                                                                                                        |
|-----------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| Self-Service Registry | PSER14 | The Contractor's solution shall allow authorized users to view registries for PCCM and other care management programs. |
|-----------------------|--------|------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal allows authorized users to view registries for PCCM and other care management programs. This requirement requires interface to the legacy MMIS member tables or the Member modules when implemented.

Regardless of whether or not a provider is part of a PCCM, the Provider Portal has a member-focused feature that allows Providers to view their patient list. They can then drill down into an individual to access a dashboard of information about that patient and manage their care from there.

|                       |        |                                                                                                                    |
|-----------------------|--------|--------------------------------------------------------------------------------------------------------------------|
| Self-Service Registry | PSER44 | The Contractor's solution shall allow authenticated users to download or print member registries in Excel and PDF. |
|-----------------------|--------|--------------------------------------------------------------------------------------------------------------------|

The DXC portal allows authenticated users to download or print member registries in Excel and PDF. This requirement requires interface to the legacy MMIS member tables or the member modules when implemented. The View My Members results list can be exported in both Excel and PDF formats.

### **3.10.13.8 Self-Service Online Claims Entry**

This section outlines the requirements for Online Claims Entry. The Offeror's proposed Option A solutions and services shall include a real-time direct data entry claims solution for all claim types, corrections, void and replacement claims via the self-service portal and reject claims that fail front-end edits. The Offeror must describe their approach to meet each of the online claims entry requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The DXC portal provides a robust solution for real-time direct data entry claims. Provider can enter each claim type, make corrections, perform voids and create replacement claims. In conjunction with the claims modules, the Provider Portal will reject claims that fail front-end edits.

## **Attachment F Requirements for Self-Service Online Claims Entry**

In the following narratives, we provide a response to each of the Attachment F requirements for Self-Service Online Claims Entry. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                  |        |                                                                                                                     |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER13 | The Contractor's solution shall include a self-service tool for providers to directly and efficiently enter claims. |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal has a robust self-service tool for providers to directly and efficiently enter claims. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.



Our portal provides the capability for users to submit the following claim types through direct data entry:

- Dental
- Institutional (Inpatient, Outpatient, Inpatient Crossover, Outpatient Crossover, Long Term Care, Long Term Care Crossover, and Home Health Care)
- Professional (Medical and Medical Crossover)
- Pharmacy

This feature accommodates full and valid entry of each claim type—rejecting claims that fail front-end edits. Corrections also can be made to adjudicated claims and resubmitted through the portal.

The Provider Portal is proven to save time and effort in claims processing. As a time-saving measure, the portal can:

- Pre-populate claims with billing provider information
- Provide a predictive search feature on many fields as characters keyed by the user narrow the list of choices
- Apply rules to validate information in fields before submission and notify the submitter when validation requirements are not met

This interactive tool enables instant claim status notification, allowing for faster processing of necessary modifications and resubmission for denied claims.

The direct data entry process with the DXC Provider Portal enables users to submit documents during the claims submission process. These documents can be uploaded and linked with the claim and used as part of the claims adjudication process.

Because this capability is submitting claim information electronically, it must be data-content compliant with the HIPAA or NCPDP transaction regulations. Our portal supports 837P Professional claim, 837I Institutional claim, 837D Dental claim, and NCPDP Pharmacy claim submissions.

|                                  |        |                                                                                                                                                                                                                                                                  |
|----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER29 | The Contractor's online self-service claims entry tool shall accommodate and accept all claim types including Professional, Institutional, Dental, Encounter claims, Adjustments, Roster billing, claim corrections, and the ability to void and replace claims. |
|----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool accommodates and accepts each claim type including Professional, Institutional, Dental, Encounter claims, Adjustments, claim corrections, and the ability to void and replace claims. Roster billing will be included in a future release. Our portal provides the capability for users to submit claims, voids, and replacement claims through direct data entry. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

Corrections also can be made to adjudicated claims and resubmitted through the portal. The portal allows users to submit professional, pharmacy, dental, and institutional claims. Our portal supports 837P Professional claim, 837I Institutional claim 837D Dental claim, and NCPDP Pharmacy claim submissions.



|                                  |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER30 | The Contractor's online self-service claims entry tool shall include a validation feature that performs real-time front end editing prior to claim submission, not allowing submission of claims that fail the front end edits. Edits will include, but are not limited to, active provider enrollment, member eligibility, valid revenue codes, procedure codes, and diagnosis codes. Front end edit(s) shall be displayed to the user for review and correction. The validation feature will not display pricing information. |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool, in conjunction with an interface to the claims module or legacy MMIS, includes a validation feature that performs real-time front end editing prior to claim submission, not allowing submission of claims that fail the front end edits. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

The portal supports error-free submissions with data field masks, edits, and prepopulated fields.

Edits will include, but are not limited to, active provider enrollment, member eligibility, valid revenue codes, procedure codes, and diagnosis codes. Front end edits will be displayed to the user for review and correction. The validation feature will not display pricing information.

Our portal provides a systematic, user-friendly process enabling claim data entry, featuring radio buttons, check boxes, and text fields to facilitate data capture. Our portal enables the user to return and make adjustments to information based on edits encountered.

|                                  |        |                                                                                                                                                                         |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER31 | The Contractor's online self-service claims entry tool shall allow an authenticated user to upload an attachment to associate with a specific claim or multiple claims. |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool can allow an authenticated user to upload an attachment to associate with a specific claim or multiple claims. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

As a best practice, the solution is designed to associate attachments to one claim at a time. If the Department has a business need to allow this functionality, DXC is willing to add it to future releases.

|                                  |        |                                                                                                                                                                                                                                                                                           |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER32 | The Contractor's online self-service claims entry tool shall instruct users to include a claim confirmation number on any paper attachment when users indicate that an attachment is being mailed or faxed in order to allow for efficient association between a claim and an attachment. |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool instructs users to include a claim confirmation number on any paper attachment when users indicate that an attachment is being mailed or faxed in order to allow for efficient association between a claim and an attachment. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.



We automate this process by presenting the user with a cover sheet where they can enter the claim number and Attachment Control Number (ACN). This cover sheet is then attached to the hard copy documents they mail or fax. This allows the claim and attachment to be joined properly. We will work with the claims vendor to define the process.

|                                  |        |                                                                                                                                     |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER33 | The Contractor's online self-service claims entry tool shall allow users to indicate paper attachments will be mailed and/or faxed. |
|----------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool allows users to indicate paper attachments will be mailed and/or faxed. DXC supports the ability for providers to submit electronic claims and send in attachments separately. The electronic claim will have the X.12 PWK element containing the Attachment Control Number (ACN) in a predefined format. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

After the claim is submitted, the provider will then send the attachments. The claim vendor or SI vendor mailroom will receive and scan these attachments into the system including capturing the associated ACN from the electronic claim. During the scanning process, an Attachment Control Interface file is created, and this file is used as input in the claims function. This interface file is used as input a batch job which will build the cross-walk of the attachment and the claim.

DXC will work with the other vendors to define the processes and procedures.

|                                  |        |                                                                                                                                                              |
|----------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER34 | The Contractor's online self-service claims entry tool shall provide a tracking or control number to the user upon successful completion of the transaction. |
|----------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool displays the tracking or control number to the user upon successful completion of the transaction. Claims entered through the tool are assigned a unique claim identification number by the claims processing engine. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

We will work with the claims vendor to define the process and claim identification numbering format.

|                                  |        |                                                                                                                                                                                                                                    |
|----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER35 | The Contractor's online self-service claims entry tool shall provide a configurable auto populate feature for appropriate fields for each claim type (e.g., provider information, submission date, member associated information). |
|----------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool provides a configurable auto-populate feature for appropriate fields for each claim type. This requirement requires interface to the legacy MMIS claims and member tables or the payer and member modules when implemented.

When a provider or delegate enters the claims entry portal site, the provider information and submission date are pre-populated based on the information associated to the user ID logged





in. Member associated information is pre-populated based on an entered Member ID or automatically when in member focus mode.

|                                  |        |                                                                                                                                                                                              |
|----------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER36 | The Contractor's online self-service claims entry tool shall include a claim template feature that allows users to create a templates to be stored and used in the online claims entry tool. |
|----------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool will include a claim template feature that allows users to create templates to be stored and used in the online claims entry tool. This requirement is handled fully within the Provider domain. Our solution for this feature is handled in two ways:

- The DXC online self-service claims entry tool provides the ability to copy subsets of a previously submitted claim or the entire claim to a new version. Then elements, such as date of service, can be updated and the claim submitted as a new claim.
- Our "Favorites" feature allows users to search for a particular claim they want to commonly use and save the search criteria for quick, single-click, access to those claim details in the future.

|                                  |        |                                                                                                                                                                                                                                   |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER37 | The Contractor's solution shall provide search capabilities for users entering data in the online claims entry tool. The search tool will include provider information and provider associated service authorization information. |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides search capabilities for users entering data in the online claims entry tool. This requirement requires interface to the legacy MMIS claims and prior authorization tables or the payer and prior authorization modules when implemented.

The search tool will include provider information and provider associated service authorization information. Our solution contains a predictive search feature on many fields—characters keyed by the user narrow the list of choices.

|                                  |        |                                                                                                                 |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------|
| Self-Service Online Claims Entry | PSER42 | The Contractor's online self-service claims entry tool shall convert all entered claims into an X12 837 format. |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------|

The DXC online self-service claims entry tool converts entered claims into an X12 837 format for data feed to the MMIS or claims module. This requirement requires interface to the legacy MMIS claims tables or the payer modules when implemented.

## Additional Option A Requirements Listed in Attachment F

DXC has noted certain requirements in Attachment F that were listed as Option A requirements. These requirements do not map to a corresponding Section 3.10.13 subheading. The following are our responses to those requirements.



## Attachment F Requirements for Self-Service Portal

The following requirement narratives detail our processes for success in the Option A Self-Service Portal requirements in Attachment F.

|                     |        |                                                                                                                                                                                                               |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER23 | The Contractor's solution shall provide an online self-service Frequently Asked Questions (FAQ) tool that is easily navigable and searchable. The FAQ shall be updated quarterly or as directed by the State. |
|---------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides an online self-service Frequently Asked Questions (FAQ) tool that is easily navigable and searchable. This requirement is handled fully within the Provider domain. Updates to the FAQ can be completed by the Department as needed using the Portal's Administration tools.

Frequently Asked Questions (FAQs) are posted online and are group by topic so users can easily find the information they need. A keyword search option is also available so a user can quickly find information.

|                     |        |                                                                                                                                                                                                                        |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER24 | The Contractor's solution shall allow users to view, download and/or print current and historical provider information (e.g., manuals, instructions, bulletins, program descriptions, eligibility criteria and forms). |
|---------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution will allow users to view, download, and print current and historical provider information such as manuals, instructions, bulletins, program descriptions, eligibility criteria and forms. This requirement is handled fully within the Provider domain.

Documentation, such as Medicaid Memos and other policy directives, is available for access through the Provider Portal. A link on the main landing page takes users to the Publications page of the public site. This page provides access to provider education materials and other documentation. Providers can read the documents online or download them to the desktop for reference.

|                     |        |                                                                                                        |
|---------------------|--------|--------------------------------------------------------------------------------------------------------|
| Self-Service Portal | PSER27 | The Contractor's solution shall provide access for users to view current and historical fee schedules. |
|---------------------|--------|--------------------------------------------------------------------------------------------------------|

The DXC Provider Portal provides access for users to view current and historical fee schedules. The Provider Portal allows a user to view a fee amount for a particular procedure code. This requirement is handled within the Provider domain as it uses reference tables for fee information. If there are external reference sources used, then interfaces to these sources will need to be implemented.

Note that because providers can have different agreements with each healthcare program, and information on the claim may dictate the fee amount for that service, a disclaimer appears on the page informing the provider that the fee presented may not reflect what this provider can expect to get paid. The disclaimer language is configurable by the Department.



## Attachment F Requirements for Training

The following requirement narrative details our processes for success in the Option A Training requirement in Attachment F.

|          |       |                                                                     |
|----------|-------|---------------------------------------------------------------------|
| Training | TRN16 | The Contractor's solution shall provide web-based video instruction |
|----------|-------|---------------------------------------------------------------------|

DXC's solution will provide web-based video instruction for users who are interacting with the self-service portal features. We have found web-based video is an effective method for providing presentations and software demonstrations, particularly when distance, weather, disability, or time constraints prevent physical attendance.

Our training team creates web-based training in Adobe Captivate, an eLearning authoring tool. Online self-paced courses developed using Captivate integrate smoothly with learning management systems, allowing users to bookmark, take pre- and post-tests and quizzes, and complete training evaluations. We include instructions within the courses to help users navigate through the course.

## DXC Response to “Enhancement Pool for DDI Option A” Requirements

### System Enhancement Pool for DDI Option A Scope of Work

The Contractor will provide 500 system enhancement pool hours for the duration of the DDI phase of the contract for the Option A Scope of Work. The cost of these 500 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.

The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one-month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.

### System Enhancement Pool for Operations Option A Scope of Work

The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year for the Option A Scope of Work. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.

Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D – Enhancement Pool Hours. The cost of the contract will be reduced proportional to



the cost of the unused hours using the rates provided in Attachment G, Provider Pricing, Schedule D – Enhancement Pool Hours.

DXC understands and acknowledges the requirements for enhancement pool hours for the DDI and Operations phases.

## Attachment F Requirements for Option A Enhancement Pool

The following requirement narrative details our processes for success in the Option A Enhancement Pool requirement in Attachment F.

|                                            |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC22 | <p>The Contractor shall provide 500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.</p> <p>The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.</p> |
|--------------------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges this requirement and will comply. We will provide 500 system enhancement pool hours during DDI for the Option A scope of work. These hours are included in our fixed price.

|                                            |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations, Maintenance, and Configuration | OMC23 | <p>The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.</p> <p>Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours.</p> |
|--------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC acknowledges this requirement and will comply. We will provide 100 system enhancement pool hours annually during the Operations phase of the contract for the Option A scope of work. These hours are included in our fixed price.

### **3.10.14 Option B Provider Services**

In addition to the primary scope of the Provider Services module, states may procure components and services not categorized in Section 3.10.1 through 3.10.13. Option B Provider Services requirements provide flexibility to States or Agencies who may desire to procure the components or services outlined in Option B as a part of this procurement versus a separate procurement. The Offeror is not required to include Option B in their proposal. If the Contractor chooses to include these services in their proposal the Contractor must describe in their response, their approach to meet the Option B requirements detailed in Attachment F, Requirements Matrix.

DXC chooses to include Option B in our proposal. We look forward to providing these optional services to States and Agencies that choose to include these services in their proposals.

### **Attachment F Requirements for Option B**

In the following narratives, we provide a response to each of the Attachment F requirements for Option B. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

#### **3.10.14.1 Conduct Provider and Maintain Site Visits**

This section outlines the requirements necessary for conducting and maintaining provider site visit information. During the provider enrollment screening process for moderate and high risk providers, there is a mandated requirement for the Agency to conduct an on-site evaluation of the provider. The Offeror's Proposed Option B solutions and services shall include providing staff to act on behalf of the Agency in order to conduct the on-site evaluation of the provider. The Contractor will upload the results of the site visit evaluation into the provider's profile within the Provider Services module. Site visits can include but are not limited to: verification that the information submitted to the Agency is accurate and in compliance with federal and state enrollment requirements, accurate business hours, checking personnel at the business location, etcetera. The Offeror must describe their approach to meet each of the Site Visit requirements defined in Attachment F, Requirements Matrix.

### **DXC Response**

The DXC procedures for the screening process comply with 42 CFR 455.432 Site Visits. We verify that the information submitted to the Department is accurate and determine compliance with federal and state enrollment requirements. We conduct both announced and unannounced on-site inspections of provider locations.

Our proposal includes staffing to conduct the site visits and upload the results to the provider file. Our staff will represent the Department well, presenting a professional demeanor to the provider community.



## Attachment F Requirements for Conduct Provider and Maintain Site Visits

In the following narrative, we provide a response to the Attachment F requirement for Conduct Provider and Maintain Site Visits. Please note: the Attachment F requirement as quoted in the text box reflects the final version of the requirement, as found in the Amendment 2, October 16, version of Attachment F.

|                             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Conduct Provider Site Visit | PSV01 | <p>The Contractor shall conduct pre- and post-enrollment onsite screening of moderate and high risk providers according to Agency onsite screening protocols and federal onsite screening regulations, including at a minimum:</p> <ul style="list-style-type: none"><li>-Conducting the initial assessment to verify the facility location, hours and personnel;</li><li>-Verifying operational status; and</li><li>-Confirming final determination of provider enrollment status.</li></ul> |
|-----------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will conduct pre- and post-enrollment onsite screening of moderate and high risk providers according to Department onsite screening protocols and federal onsite screening regulations. The site visits will include at a minimum:

- Conducting the initial assessment to verify the facility location, hours and personnel
- Verifying operational status
- Confirming final determination of provider enrollment status

In our Medicaid practice, our organization performs thousands of site visits annually for moderate and high risk providers in many states. This provides a valuable resource to the state of Montana and the local DXC team when putting together procedures and related processes. Our site representative staff are skilled professionals that understand the provider community and how to conduct site visits in the least intrusive manner, respecting the provider's place of business. Although providers are aware that State and Federal policy mandates site visits for moderate and high providers, we understand that some providers may be reluctant to comply. To address this challenge, our site representatives are expected to have strong inter personal and communication skills and to conduct themselves with the highest level of professionalism.

Our staff will use checklists to make sure each required item is viewed. These checklists are developed in coordination with the Department to confirm they adhere to state and federal policy for each provider type that is subject to a site visit. Items such as verifying the facility physical location, hours of operations, personnel and operational status would be included on the checklist along with the verification or collection of required supporting documentation. The following figure shows an example of checklists we use at one of our other state engagements.



## DXC Site Visit Checklist Example

| Site Visit Form                                                                                                                                                                                                                                                        |                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Provider Name:                                                                                                                                                                                                                                                         |                                                                                                |
| Address:                                                                                                                                                                                                                                                               |                                                                                                |
| Town/City:                                                                                                                                                                                                                                                             | Zip Code:                                                                                      |
| Phone Number:                                                                                                                                                                                                                                                          | Fax Number:                                                                                    |
| NPI ID:                                                                                                                                                                                                                                                                | FEIN/SSN#:                                                                                     |
| Site Visit Information                                                                                                                                                                                                                                                 |                                                                                                |
| Pre-site visit date: / /20                                                                                                                                                                                                                                             | Post-site visit date: / /20                                                                    |
| Refused site visit on: / /20 <input type="checkbox"/> If checked, place notes in PRET screen, deny or terminate provider and apply termination criteria.                                                                                                               |                                                                                                |
| Time of visit:                                                                                                                                                                                                                                                         | Type of business: ex: DME, facility                                                            |
| Was the business open at the time of your visit?                                                                                                                                                                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No*                                      |
| Was staff present?                                                                                                                                                                                                                                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No*                                      |
| Were patients being seen?                                                                                                                                                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No                                       |
| Were orders being filled?                                                                                                                                                                                                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No                                       |
| Valid phone number?                                                                                                                                                                                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No*                                      |
| Are there office equipment, supplies and materials?                                                                                                                                                                                                                    | <input type="checkbox"/> Yes <input type="checkbox"/> No*                                      |
| Does the provider display:                                                                                                                                                                                                                                             |                                                                                                |
| • type of business <input type="checkbox"/> Yes <input type="checkbox"/> No*                                                                                                                                                                                           | • business sign <input type="checkbox"/> Yes <input type="checkbox"/> No*                      |
| • hours of operation <input type="checkbox"/> Yes <input type="checkbox"/> No*                                                                                                                                                                                         | • phone numbers <input type="checkbox"/> Yes <input type="checkbox"/> No*                      |
| • current license <input type="checkbox"/> Yes <input type="checkbox"/> No*                                                                                                                                                                                            | • request for patient identification <input type="checkbox"/> Yes <input type="checkbox"/> No* |
| • payment methods <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                             |                                                                                                |
| Comments:                                                                                                                                                                                                                                                              |                                                                                                |
| Provider Location                                                                                                                                                                                                                                                      |                                                                                                |
| Business Location Type <input type="checkbox"/> group practice <input type="checkbox"/> therapist home/office                                                                                                                                                          |                                                                                                |
| <input type="checkbox"/> other (describe):                                                                                                                                                                                                                             |                                                                                                |
| Handicap accessible sign? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                     |                                                                                                |
| How long in business? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                         |                                                                                                |
| Does the provider share the location with other businesses? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                   |                                                                                                |
| If Yes, explain:                                                                                                                                                                                                                                                       |                                                                                                |
| Was there any posting indicating facility is closing? <input type="checkbox"/> Yes* <input type="checkbox"/> No                                                                                                                                                        |                                                                                                |
| If Yes, describe (i.e., notice of eviction, etc.):                                                                                                                                                                                                                     |                                                                                                |
| Is the office/facility equipped with proper and adequate lighting and ventilation, kept in clean and sanitary condition? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                      |                                                                                                |
| If No, explain:                                                                                                                                                                                                                                                        |                                                                                                |
| If this not a HHA or DME office, does the space where patients undergo comprehensive evaluation offer privacy and confidentiality? (i.e., not an open space where other patients may hear or see evaluation) <input type="checkbox"/> Yes <input type="checkbox"/> No* |                                                                                                |
| If No, explain:                                                                                                                                                                                                                                                        |                                                                                                |
| Records                                                                                                                                                                                                                                                                |                                                                                                |
| Where are patient records maintained? <input type="checkbox"/> "on-site" <input type="checkbox"/> "off-site" <input type="checkbox"/> out of state?                                                                                                                    |                                                                                                |
| If "off site" Name of Facility: City: State:                                                                                                                                                                                                                           |                                                                                                |
| Are records maintained securely, in a manner that protects patient privacy, damage, and destruction? <input type="checkbox"/> Yes <input type="checkbox"/> No*                                                                                                         |                                                                                                |
| Describe conditions:                                                                                                                                                                                                                                                   |                                                                                                |
| Are stored electronically <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                     |                                                                                                |
| Is there an established system of weekly back up and how long? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                |                                                                                                |
| Are backup records maintained securely at an offsite location? <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                |                                                                                                |
| Please describe:                                                                                                                                                                                                                                                       |                                                                                                |
| How long are records secured on site?                                                                                                                                                                                                                                  |                                                                                                |
| If not electronic, how long are records stored? *                                                                                                                                                                                                                      |                                                                                                |
| *Per CMSR, contract records are stored (3) years after date of service (total years must be at least 5)                                                                                                                                                                |                                                                                                |
| Please address any noteworthy observations or concerns such as: website info, PO Box, discrepancies, etc.                                                                                                                                                              |                                                                                                |
| Comments:                                                                                                                                                                                                                                                              |                                                                                                |
| *If there are discrepancies (*) in any shaded areas, place notes in PRET screen, deny or terminate provider and apply termination criteria.                                                                                                                            |                                                                                                |
| Provider Signature & Title _____ Date _____                                                                                                                                                                                                                            |                                                                                                |
| Signature of Person Completing Site Visit _____ Date _____                                                                                                                                                                                                             |                                                                                                |
| Provider Contact Information                                                                                                                                                                                                                                           |                                                                                                |
| Name: _____                                                                                                                                                                                                                                                            |                                                                                                |
| Phone: _____                                                                                                                                                                                                                                                           |                                                                                                |
| Email: _____                                                                                                                                                                                                                                                           |                                                                                                |

For pre-enrollment visits, if a moderate or high risk provider type is enrolling, a site visit step is automatically created in workflow and this work queue is managed by the site visit staff. The site visit rep then schedules and prepares for the visit. During the site visit, the staff document their findings on the checklist and collect any supporting documentation. Once the visit is completed the site visit rep updates the status in the Enrollment Workflow. Depending on the outcome of the visit the provider may be approved or denied.

In situations where a moderate or high risk provider is approved for enrollment, these providers then become cases the site visit rep will manage and track for a post-enrollment visit. These post-enrollment visits are conducted at a specified timeframe after enrollment, for example at 60 or 90 days. The results of these visits are documented in the provider's record. Depending on the results, and according to State direction, the provider may be placed on review or terminated.



### **3.10.14.2 Include Reference Documents**

This section outlines the requirements necessary to include reference documents in the provider portal. The Offeror's Proposed Option B solutions and services shall include providing access to current and historical provider manuals and other reference documentation, as necessary, within the portal. The Contractor will not be responsible for creating or maintaining manuals. The Offeror must describe their approach to meet each of the Current and Historical Reference Document requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The DXC Provider Portal includes access to current and historical provider manuals and other reference documentation as one of the self-service features. Providers will have resources available with just a click of the mouse on the Publications page of the portal. They can conduct research and find answers to policy questions quickly and efficiently.

## **Attachment F Requirements for Include Reference Documentation**

In the following narrative, we provide a response to the Attachment F requirement for Include Reference Documentation. Please note: the Attachment F requirement as quoted in the text box reflects the final version of the requirement, as found in the Amendment 2, October 16, version of Attachment F.

|                                 |        |                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Include Reference Documentation | RFDC01 | The Contractor's solution shall provide external and internal users access to current and historical provider manuals (e.g., CMS1500, Dental Claims Manual, Institutional Claims manual, Pharmacy Claims Manual and other Agency manuals or provider bulletins related to Medicaid policy and claims processing.<br>NOTE: Contractor shall not be responsible to create the content of the manuals. |
|---------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide external and internal users access to current and historical provider manuals. We understand that we will not be responsible to create content, but rather, make them accessible to users. Manuals that fall into this category include the CMS1500, Dental Claims Manual, Institutional Claims manual, Pharmacy Claims Manual and other manuals or provider bulletins related to Medicaid policy and claims processing.

The solution for both external and internal users provides 24/7 access to these manuals.

## **External Users**

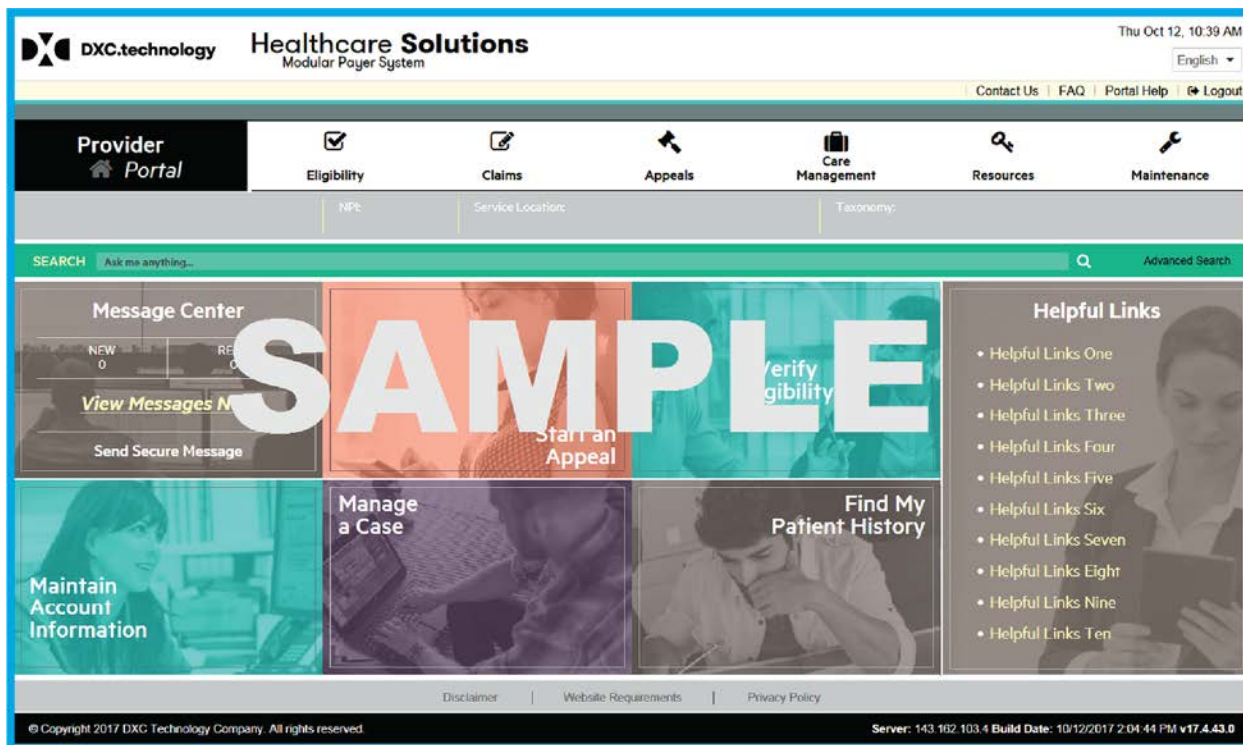
Our Provider Portal contains many features to provide and manage a wide spectrum of services and static content. This solution will serve the provider community with highly developed tools, a user-friendly environment, and high customer satisfaction. Documentation is available for search and access through the Provider Portal. A link on the main landing page takes users to the documents, as seen in the following figure, on the right hand side, Helpful Links. Links can





be created to the individual documents or to a separate page such as Educational Materials or Publications.

## DXC provider Portal Landing Page



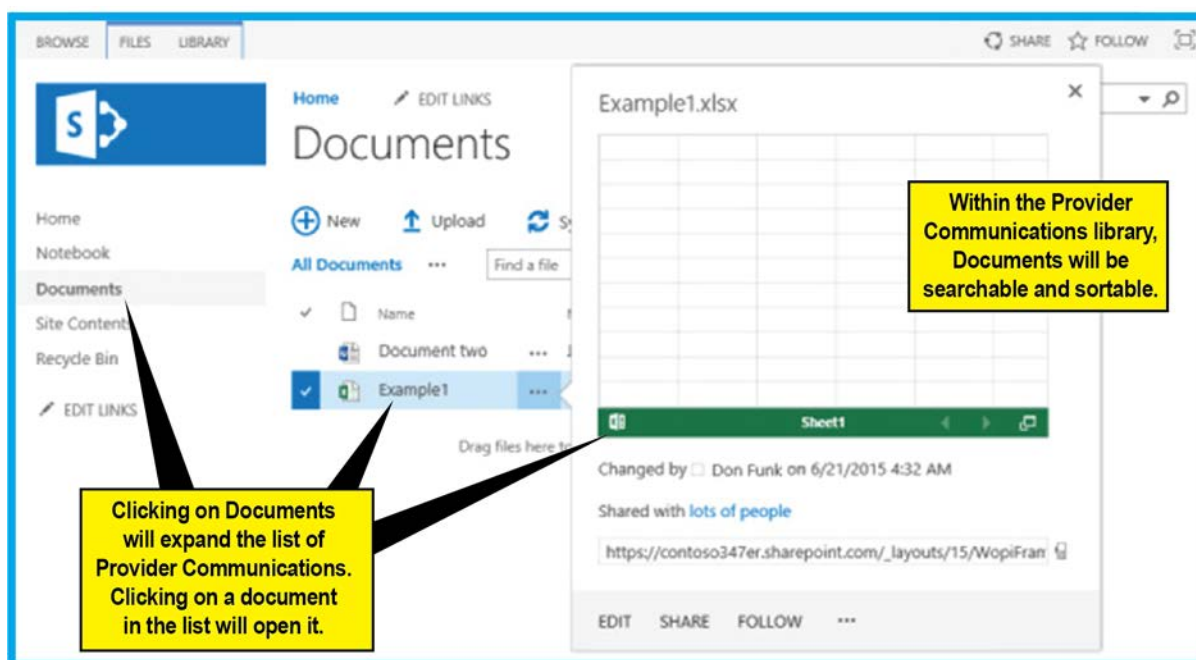
This page provides access to provider education materials and other documentation. Providers can read the documents online or download them to their desktop for reference. Providing this information on the portal makes it available 24 hours a day, allowing providers to access information on their schedule.

## Internal Users

Internal users will access the information from the project SharePoint site. Using SharePoint makes the documents searchable and sortable. The following figure shows features of the SharePoint tool.



## SharePoint Example



## Access to Historical versions

DXC makes the most recent version and historical versions available to the provider community and internal users. With each new version we upload, a version history is created of the document. Role-based security profiles control whether a person has view only, edit, or delete privileges of the documents in the library. For internal users, version history is viewable through SharePoint. Providers will have access to prior versions of manuals and documentation that are retained in an Archives folder structure on the Provider Portal.

### 3.10.14.3 Customer Relationship Management

This section outlines the requirements for a Customer Relationship Management Tool. The Offeror's Proposed Option B solutions and services will include providing and utilizing a Customer Relationship Management (CRM) tool in order to manage correspondence with providers. The CRM tool will be able to capture interactions with providers through free-form text, pre-defined data elements, and be capable of searching logged correspondence on command. The CRM tool will support attachments; linking of documents and information within the tool; and routing of correspondence and captured information through the workflow to specific individuals. The Offeror must describe their approach to meet each of the Customer Relationship Management tool requirements defined in Attachment F, Requirements Matrix.

## DXC Response

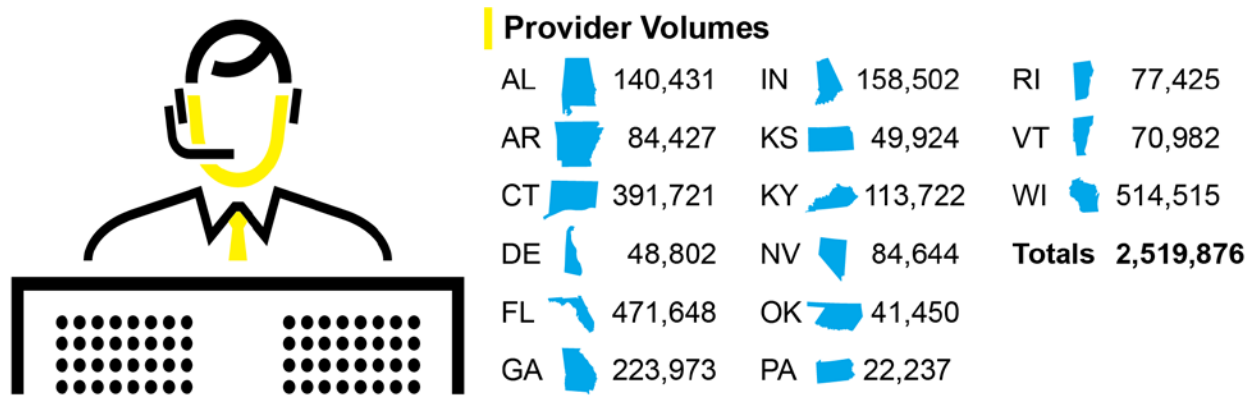
The Department will receive a comprehensive Customer Relationship Management (CRM) solution that supports the delivery of prompt and professional service to each provider at every contact. A provider's interaction with the call center can determine his or her attitude about the program as a whole. As the front-line representative of the Department, our solution will treat provider inquiries with the promptness and responsiveness that they deserve.



Our primary goal for the Customer Relationship Management is to create a positive, consistent customer experience for the provider community. We also promote efficiencies, both in process and the technologies we employ which reduces program costs. From basic services to more complex calls, each caller will receive accurate information in a friendly, efficient and professional manner.

DXC has more experience in Medicaid Provider call centers than any other vendor in the industry. In 2015, we handled more than 2.5 million provider calls for our state and commonwealth Medicaid customers. The following figure shows a breakdown of provider call volumes by state.

#### DXC 2015 Provider Call Center Presence



We are continuously improving our call center capabilities—by capturing proven practices from various states' programs, applying DXC best practices learned from other industries, and providing ongoing training. We provide management and operation of call centers in the United States and globally. Our footprint includes:

- More than 30,000 agents
- More than 500 customers
- More than 100 contact centers
- Presence in 34 countries, speaking 51 languages

This experience will be reflected in the services we provide to the Montana provider community. We will bring our experience, best practices, and lessons learned from other provider call centers to provide the functions, services and responsibilities needed in the Provider Services contract.

Our CRM solution combines our DXC Customer Experience as a Service (CXaaS) platform with Microsoft Dynamics 365 Customer Relationship Management (CRM). This solution enables the call center to respond quickly and efficiently to the providers regardless of how they reach out to us. All inquiries will be recorded, tracked and handled professionally and accurately. The solutions we offer allow agents to be pro-active and organized, seeing all the data and information they need – a single view of the customer. Also the ability to manage their business processes easily – from simple appointment and task assignment through to call planning and measurement of key performance indicators (KPIs) across a range of metrics. Preconfigured forms, guided processes, workflows, dialogs and reports within the CRM enable agents to manage the different types of automated communications, through the use of call scripts, email and mail templates and articles (i.e. pre-saved attachments) and through integration with DXC CXaaS contact center telephony system. Finally, Reporting and analytics that delivers inbuilt



dashboards, charts and drilldowns, reports and dynamic Excel exports directly within the CRM solution, tailored for a user's role and security.

The components of the DXC CXaaS platform and MS Dynamics that allow us to provide service excellence are outlined in the following table.

## Components of DXC CRM Solution

| Component                            | Description                                                                                                                                                                         |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multi-channel service                | Provides the ability to route voice, email, chat, scanned documents, and fax-based contacts to staff at their desktops.                                                             |
| Agent desktop with voice client      | Agents can use the Agent Desktop to receive and respond to multimedia contacts, and has a voice client for call control on voice contacts, eliminating the need for hard-wire sets. |
| Command center                       | Enables call center administrator and leaders to add, configure, and manage agent access to the service.                                                                            |
| Computer telephony integration (CTI) | Integrates IVR/application data to streamline workflow and enhance customer experience.                                                                                             |
| Workforce optimization               |                                                                                                                                                                                     |
| Call recording                       | Provides 100 percent call logging, silent monitoring, and enables playback of voice calls.                                                                                          |
| Quality monitoring                   | Provides leading tools to better manage agent evaluation and coaching.                                                                                                              |
| Work Force Management                | Provides the ability to forecast workflow, schedule agents, and manage real-time adherence to the schedule.                                                                         |
| Agent Console/Dashboard              | Displays at a glance the number of open items that require attention                                                                                                                |
| Knowledge Management                 | Online database of articles, FAQs, scripts and guides to assist agents in handling calls                                                                                            |
| Reporting                            | Both Avaya and Dynamics solutions offer robust center reporting capabilities.                                                                                                       |

## Attachment F Requirements for CRM

In the following narratives, we provide a response to each of the Attachment F requirements for CRM. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.



|                                  |       |                                                                                                                                                                                                                                                                                         |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM01 | The Contractor's solution shall provide the capability to automatically alert external entities (e.g., managed care companies and financial management companies for self-directed care) and other Agency users about their providers' enrollment status and enrollment status changes. |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC CRM solution provides the capability to automatically alert external entities and other Department users about their providers' enrollment status and enrollment status changes. This includes managed care companies and financial management companies for self-directed care. Establishing interfaces between MS Dynamics and the Provider Module enables DXC to initiate a notification, such as an email, to other interested parties when a provider's status changes.

|                                  |       |                                                                                                                                                           |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM02 | The Contractor shall provide a voice messaging system for after hours callers indicating the hours of operation and provide options for leaving messages. |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide a voice messaging system for after-hours callers indicating the hours of operation and provide options for leaving messages. We will develop the after-hour message to include the hours of operation and options for callers to leave a message. When callers leave a message, our staff will promptly return the call during standard hours of operation. For each contact, we log the nature and resolution of the call in Dynamics CRM call tracking system for future reference, trending and reporting.

|                                  |       |                                                                                               |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM03 | The Contractor shall establish and maintain a toll-free telephone number for the call center. |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------|

DXC will establish and maintain a toll-free telephone number for the call center. We are looking forward to an opportunity to be of service to the Department in support of the Medicaid program. Our skilled and efficient staff will share knowledge, provide information, and foster and establish business relationships with Medicaid providers. Our call center will be designed and scaled to handle the volume of Medicaid-related calls received each day. We will provide electronic and human interaction responses to providers through the toll-free number we maintain.

|                                  |       |                                                                                                                                                                                                                                                                                    |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM04 | The Contractor shall use Computer Telephone Integration (CTI) to provide personalized routing and work-object handling based upon identifiers received from the caller regarding language, inquiry area, and ability to produce reports on both electronic and voice transactions. |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services CRM solution uses Computer Telephone Integration (CTI) to provide personalized routing and work-object handling based upon identifiers received from the caller. Personalization includes language and inquiry area. Our solution has the ability to produce reports on both electronic and voice transactions. Our solution integrates IVR/application data to streamline workflow and enhance the customer experience.



## Routing

When a provider contacts our provider assistance help desk through the toll-free line, the provider will enter the IVR. Providers will be prompted to input key identifying information and information regarding the nature of their inquiry.

Calls are routed to the appropriate call center agent based on the provider's response to the IVR menu. A provider calling to ask an application submission question, for example, would choose option 2. The call would then be transferred to a Customer Service Representative (CSR) to respond to their inquiry. Other options may direct the caller to self service, for example to check application status. This feature enables callers to get to the right agent skilled to properly handle their inquiry. Call center reporting tracks the usage of each line, which enables us to adequately forecast staffing needs based on the volumes and types of inquiries arriving in the call center.

By routing calls to the right agent with the right skills, providers can get an accurate response promptly and return to the business of caring for patients.

## Personalization

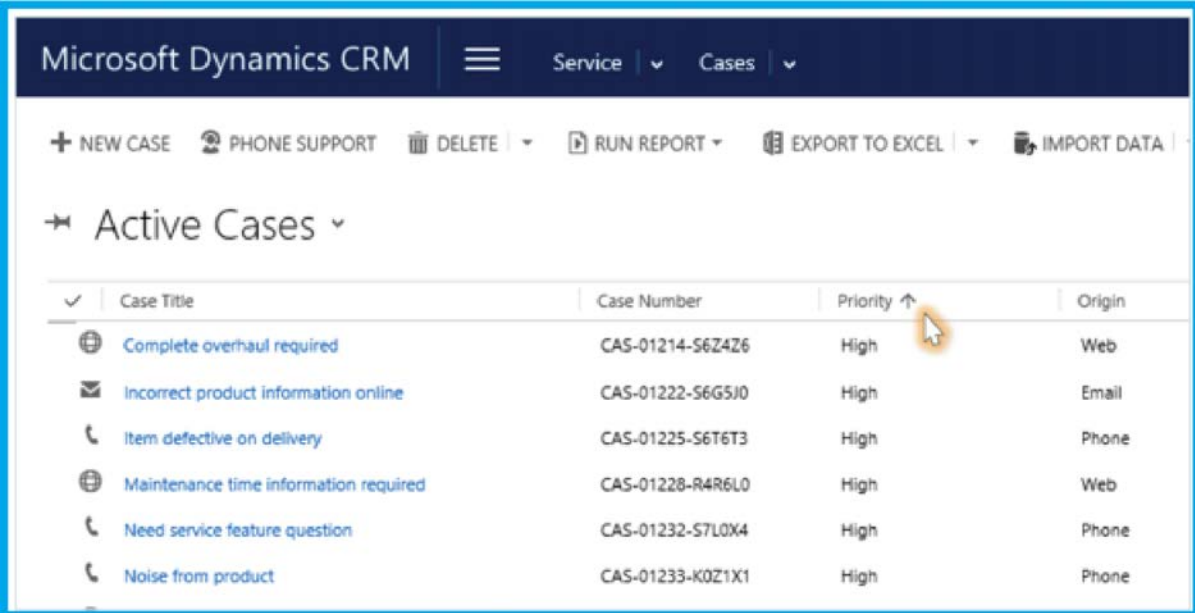
The IVR will use information provided by the caller to query the MMIS with the provider's data and use this information, along with the nature of the inquiry to populate MS Dynamics CRM with this information. The information will then be displayed on the screen for the agent who answers the call. This automated screen pop enables the agent to quickly verify the caller's credentials, thereby increasing efficiency of the call. As the call is addressed, the agent can research pertinent information in the MMIS to resolve the inquiry. Services, referrals, and resolutions related to the inquiry will be tracked through the Dynamics CRM and recorded in the provider's contact record.

Microsoft Dynamics CRM also provides an Agent Console/Dashboard for a concise list of open items for agent attention. Through Microsoft Dynamics, we will capture and manage provider interactions, allowing us to actively engage with callers and manage those relationships.

## Managing Cases

The following example demonstrates the ability for staff to quickly view their caseloads, including those that have the highest priority.





| Case Title                            | Case Number      | Priority | Origin |
|---------------------------------------|------------------|----------|--------|
| Complete overhaul required            | CAS-01214-S6Z4Z6 | High     | Web    |
| Incorrect product information online  | CAS-01222-S6G5J0 | High     | Email  |
| Item defective on delivery            | CAS-01225-S6T6T3 | High     | Phone  |
| Maintenance time information required | CAS-01228-R4R6L0 | High     | Web    |
| Need service feature question         | CAS-01232-S7L0X4 | High     | Phone  |
| Noise from product                    | CAS-01233-K0Z1X1 | High     | Phone  |

## Reporting

Our CRM Solution for call tracking and recording provides a comprehensive system that tracks inbound and outbound interactions with providers. MS Dynamics CRM provides a detailed repository of contact information and historical data and reporting capabilities. Interactions are tracked with the associated case and customer contact record, which provides a complete 360-degree view for every customer in the system. Our solution offers the Department the following benefits:

- CRM Dynamics business reporting features include an advanced query tool to create reports. Users can pick fields and parameters to run reports. One of the powerful benefits of using Dynamics for reporting is its tight integration with other products, such as Microsoft Office. Dynamics reports can be exported in various formats including XML, CSV, and HTML.
- Avaya Call Management System is a call center statistics tool that allows for reporting of hundreds of call center statistics. Avaya's Call Management System exports reports to standard spreadsheets or database programs such as Microsoft Excel or Microsoft Access, which can be provided to the Department and used by the Call Center Management team to improve call center functions.

|                                  |       |                                                                                                                                                          |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM05 | The Contractor shall provide, configure and maintain an automated call and contact tracking system (CRM tool) for all calls and correspondence received. |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide, configure, and maintain an automated call and contact tracking system for calls and correspondence received.

Microsoft Dynamics CRM and DXC CXaaS combine to deliver a state-of-the-art call center solution for automated call distribution, call tracking, and call recording capabilities for all interactions. The CXaaS solution is established and maintained in several of the Medicaid call



centers we support, using skill sets and queues for efficient and effective call distribution. The CXaaS platform uses technology by Avaya and provides a fully integrated virtual private cloud Call Center. The offering combines multi-channel capability along with a rich Work Force Management and quality management capabilities.

This solution provides a comprehensive system that tracks inbound and outbound interactions with providers. Dynamics provides a detailed repository of contact information and historical data and reporting capabilities. Interactions are tracked with the associated case and customer contact record, which provides a complete 360-degree view for every customer in the system.

|                                  |       |                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM06 | The CRM tool must log and track information for each call that includes at a minimum the following elements:<br><br>a. time of call<br>b. date of call<br>c. identifying information on caller<br>d. representative ID<br>e. call type<br>f. call category<br>g. inquiry description<br>h. ticket status<br>i. response description<br>j. call reference number |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC CRM solution will log and track information for each call that includes, at a minimum, the following elements:

- Time of call
- Date of call
- Identifying information on caller
- Representative ID
- Call type
- Call category
- Inquiry description
- Ticket status
- Response description
- Call reference number

At any point, a record can be displayed containing current and historical interactions, including any notes or attached documents. Any number of custom fields can be created and made part of the core record, enabling us to tailor the system to match the Department's business and reporting processes. The following figure shows an example of an incident record based on an incoming call.





## Incident Record

The screenshot displays the Microsoft Dynamics CRM interface for a case titled "Customer needs assistance with 3d printer". The case is currently in the "Resolve" stage of a workflow that includes "Identify (Active)", "Research", and "Resolve". The case is owned by Jim Hance and has a priority of High and a service level of Gold. The summary section provides details about the case, including its ID (CAS-01240-C6H6W7), subject (3D Printers), customer (Aaliyah Briggs), and origin (Twitter). It also shows social details such as the social profile ID, received as (Private Message), sentiment value (2.00), influence score (--), and whether the profile is blocked (No). A list of posts and activities is shown, including a "Service information required" post by Aaliyah Briggs and a message from Jim Hance regarding assistance with 3D printer issues.

|                                  |       |                                                                                                                                                                   |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM07 | The Contractor's CRM tool shall have the ability to link the CRM record and the workflow tool to automatically route appropriate tickets to the State for review. |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The CRM solution from DXC has the ability to link the CRM record and the workflow tool to automatically route appropriate tickets to the Department for review.

Routing rules in Microsoft Dynamics allow us to automatically route cases to the right customer service representative without any manual intervention. We can also use routing rules to route cases that are escalated to specific queues, such as a State review queue.

|                                  |       |                                                                               |
|----------------------------------|-------|-------------------------------------------------------------------------------|
| Customer Relationship Management | CRM08 | The Contractor's CRM tool shall have the ability to link related CRM tickets. |
|----------------------------------|-------|-------------------------------------------------------------------------------|

The DXC solution has the ability to link related CRM tickets. Within MS Dynamics, we can track multiple issues for a provider, or track the same issue that's affecting multiple providers by using parent and child cases. The primary case or issue is called the parent case. Any related cases are called child cases.

|                                  |       |                                                                                                                                        |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM09 | The Contractor's CRM tool shall have the ability to include a free form text field for each CRM ticket for comments and/or resolution. |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution includes a free form text field for each CRM ticket for comments and/or resolution. Within MS Dynamics, a free form text field can be configured as part of the CRM



ticket. The field can also be made a mandatory field for a user to complete before closing the ticket. The following figure shows the free form text field.

|                                  |       |                                                                                                                                                                                                                                                                                                      |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM10 | The Contractor's CRM tool shall have the ability to provide for online display, inquiry, and updating of call records with access, including, but not limited to, call type, API or NPI number, inquirer's name, representatives ID or name, provider name, or a combination of these data elements. |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution has the ability to provide online display, inquiry, and updating of call records with access, including the following:

- Call type
- API or NPI number
- Inquirer's name
- Representatives ID or name
- Provider name

A combination of these data elements is available at the user's discretion based on their specific needs. A record can be displayed containing current and historical interactions, including any notes or attached documents. A number of custom fields can be created and made part of the core record enabling the Department to tailor the system to match your business and reporting processes. We will work with the State to determine which fields are required to be part of the core record in the system to match the Department's business and reporting processes.

|                                  |       |                                                                                                                                                |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM11 | The Contractor's CRM tool shall have the ability to provide State resources or designated resources local and remote access to the CRM system. |
|----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the ability for Department or designated resources to access the CRM system through local and remote access. The CRM solution is accessible through a secure internet connection, making the application available anywhere an authorized user has a secure internet connection.



|                                  |       |                                                                                                                                                             |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM12 | The Contractor's CRM tool shall have the ability to utilize CTI to auto-populate CRM screens with caller's basic information and access to contact history. |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for CRM has the ability to auto-populate CRM screens with caller's basic information and provide access for agents to contact history. The Computer Telephony Integration (CTI) features uses IVR capability to data gathered from voice prompts and present information to the customer service representative (CSR) desktop. Integration of IVR/application data streamlines workflows, improves CSR efficiency, and enhances the customer experience.

|                                  |       |                                                                                                                                                                                                                   |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM13 | The Contractor's CRM tool shall have the ability to navigate from or between CRM screens to other data relevant to the call within the Provider Services module allowing multiple screens to display at one time. |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC solution for CRM has the ability to navigate from or between CRM screens to other data relevant to the call within the Provider Services module allowing multiple screens to display at one time. Our solution allows navigating from multiple screens and access to data relevant to the call on the CSR's desktop. The CRM solution interfaces with the other modules of the Provider Services solution to quickly access relevant data from multiple screens.

|                                  |       |                                                                                                                                                                       |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM14 | The Contractor's CRM tool shall have the ability to store the caller's preferred method of communication, including need for deaf or foreign language interpretation. |
|----------------------------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the ability to store the caller's preferred method of communication, including need for deaf or foreign language interpretation. Within the Provider File there is an indicator that stores the callers preferred method of communication, including deaf or foreign language. Our solution is flexible to communicate with providers, including engaging the services of an interpreter to assist the caller.

|                                  |       |                                                                                                                         |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM15 | The Contractor's CRM tool shall allow users to view related correspondence records from a single correspondence record. |
|----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------|

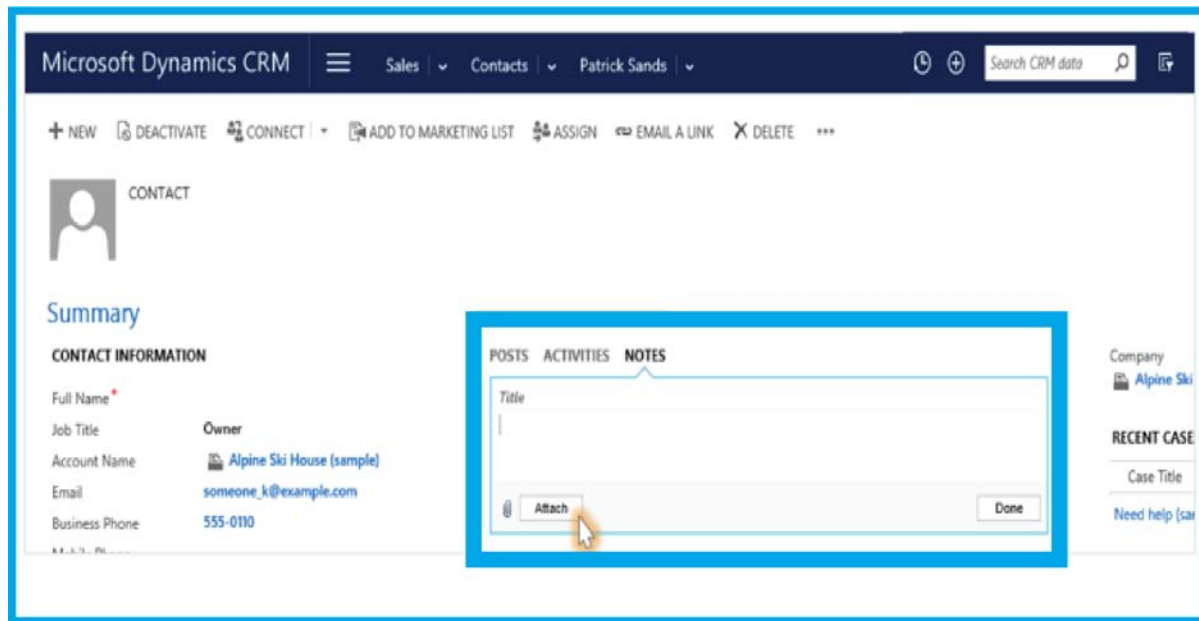
The DXC CRM tool allows users to view related correspondence records from a single correspondence record. MS Dynamics indexes all provider interactions by the provider ID, regardless of how they were received. This enables CSRs a comprehensive view to the provider's contact history. Interactions can be linked as another method to see all related correspondence for a specific issue. Both methods allow the customer support staff the ability to fully investigate issues and respond appropriately.

|                                  |       |                                                                                                                |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM16 | The Contractor's CRM tool shall have the ability to upload or associate attachments to correspondence records. |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------|



Our CRM solution allows users to upload or associate attachments to correspondence records. The CRM tool integrates with the document management solution to image and upload attachments submitted electronically or hardcopy. The attachments are stored in the document management system for future reference in support of the business processes. The following example highlights this feature.

#### Attaching Documentation to a Case



The important aspect of the workflow and document management solutions that support our CRM functionality, is the adaptability for business and organizational changes throughout the contract. This is key to achieving the CMS vision of ever-maturing business processes. Our solution directly meets this challenge.

|                                  |       |                                                                                                                                                                                             |
|----------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM17 | The Contractor's CRM tool shall have the ability to present the contacts authorized to perform business functions with the State's healthcare programs on behalf of the provider or entity. |
|----------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Our CRM tool has the ability to present the contacts authorized to perform business functions with the Department's healthcare programs on behalf of the provider or entity. Although most providers conduct themselves professionally and with integrity, some providers commit fraud within the Medicaid program and may attempt to gain information that they are not privy to. As DXC interacts with providers, we maintain awareness of potential fraud and conduct ourselves accordingly.

During the enrollment process we collect the contact information for the provider. The provider can always update this information after enrollment as well. This information is stored with the provider's record. It is our standard procedure to always validate provider credentials whether in person or on the telephone to confirm we are dealing with an authorized representative. When contacting the Provider Call Center, providers must give their NPI number or legacy ID to the call center agent. Using the user interface, agents then further confirm other information—such



as the provider's contact information along with address or taxonomy—to verify the caller's identity .

|                                  |       |                                                                                                                                                                                                                                                                                                                            |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Relationship Management | CRM18 | The Contractor's CRM tool shall have the ability to accommodate searches on call center records by characteristics such as call type, category, CRM number, name of provider, provider number, contact name, other entity names, service authorization number, category of service, user ID, and any combinations thereof. |
|----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Our CRM solution has the ability to accommodate searches on call center records. Users can search by the following characteristics:

- Call type
- Category
- CRM number
- Name of provider
- Provider number
- Contact name
- Other entity names
- Service authorization number
- Category of service
- User ID
- Any combinations of characteristics in this list

Our solution to accommodate searches is with the browser-based Dynamics CRM. It enables authorized staff to access stored content quickly and accurately and provides a full view of a provider's contact records.

#### **3.10.14.4 Provider Call Center**

This section outlines the requirements for a Provider Call Center. The Offeror's proposed Option B services must include a provider call center for new and revalidation applications and enrollments. The Contractor will also provide enrollment support for providers during the enrollment process. Typically, this support includes responding to provider's questions about their responses to the application questions. The base provider solution will include context sensitive help throughout the enrollment process, which is intended to reduce the number of help desk solicitations. In addition to fielding questions related to enrollment and re-enrollment, the Contractor will also be responsible for additional activities (e.g., fielding questions related to changes in provider information, financial information, provider suspension for administrative reasons, or for other reasons such as IRS "B" Notices). The Offeror must describe their approach to meet each of the Provider Call Center requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The goal of our Provider call center is to offer providers a professional and pleasant experience when they need our assistance. Our DXC Provider Services Team will work with the Department to create the most efficient program possible while delivering the best customer service experience. Our team is highly effective at blending lessons learned, innovative



technology, comprehensive training, and extensive industry knowledge to provide outstanding customer service. We will leverage the technologies of our CRM and IVR solutions to offer easy coordination and smooth delivery of services so requests for assistance are handled promptly.

We have designed the online enrollment process to be intuitive to users while also offering on line help, field level help and alerts for required information or documentation. Providers can check the status of their application on line or through the IVR. However, for more complex matters providers may still have questions and we will route their inquiries to a qualified Customer Service Rep in an efficient manner. In the prior section we described the CRM solutions that will provide the technical framework to support the Provider call center in responding to provider inquiries. In the following section we describe our approach to handling the specific types of provider inquiries that will be received.

## Attachment F Requirements for Provider Call Center

In the following narratives, we provide a response to each of the Attachment F requirements for Provider Call Center. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                      |        |                                                                                                                                                                                                                                                                                                      |
|----------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Call Center | PRCC01 | The Contractor shall provide a provider enrollment Call Center to support and instruct providers in the application process, renewal process, provider management, and recertification process. The Call Center shall also support the financial enrollment process into the State financial system. |
|----------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will implement a provider-enrollment call center to support and instruct providers in the application process, the renewal process, provider management, and the recertification process. Our call center will also support the financial enrollment process into the State financial system. DXC offers the Department a comprehensive Provider Call Center that delivers prompt, professional service rendered by highly qualified staff to each provider at every contact.

## Customer Service Representative (CSR) support

DXC will provide comprehensive enrollment and provider maintenance instructions for providers so they have the necessary information on hand to successfully interact with the program. Invariably however, providers may have more complex questions that will require assistance. In these cases, providers can contact the call center and they will be directed to staff who are fully trained on the application process as well as disenrollment, renewal, provider management and recertification.

CSRs will be trained to respond to all request regardless if these are received as a call or correspondence. Each interaction is logged with the details of the issue and the resolution into MS Dynamics CRM. Putting the right tools in the hands of highly skilled staff will deliver a successful Medicaid provider call center. Microsoft Dynamics provides a number of assets to support call/issue handling – including:

- Automated case routing to promote efficient call management
- An Agent Console/Dashboard providing a concise list of open items for agent attention



Our intent is that the majority of calls are resolved on first contact, therefore we cross train all CSRs so they can respond fully to the provider's inquiry without having to escalate or transfer the caller. Furthermore, the Microsoft Dynamics CRM solution includes a Knowledge Management component to support sharing best practices, scripts, and frequently asked questions. These tools enable automated reporting, searches, and queries agents need to complete first-call resolution.

CSR's will use data from the provider's enrollment records to confirm their eligibility status, to check enrollment status if they are newly enrolling or revalidating, and provide guidance on how to manage updates and changes to their data. In some cases providers may elect to disenroll or they may have been terminated from the program. CSRs will respond to the detailed steps the provider will have to take to disenroll as well as providing in depth explanations as to why the provider was terminated, along with an explanation of the appeals process should the provider desire to contest the termination action. As appropriate CSRs will guide providers on how to use self-service features of the portal, and will direct them to online documentation and the provider manual for further instructions.

Our CSRs will also provide necessary support to providers regarding financial enrollment and data maintenance. This support includes EFT enrollment, resolving discrepancies identified in tax reporting and also guidance for the "B" notice process.

The DXC-operated call center will track each interaction from receipt to resolution. We collect caller inquiries at a level of detail that allows us to focus on problem areas and develop solutions and scripts to address issues. We also monitor the number of escalations and follow-up inquiries to better train agents on the topics appearing frequently or to update the provider manual and FAQs.

|                      |        |                                                                                                                                                                                  |
|----------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Provider Call Center | PRCC02 | The Contractor shall research and provide documentation for administrative hearings, appeals and court cases; and participate in these activities upon direction from the State. |
|----------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Administrative hearings, appeals, and court cases

DXC will research and provide documentation to support administrative hearings, appeals, and court cases, and will participate in these activities upon direction from the Department.

We understand the importance of these processes for both the provider and the Department. It is critical that the research and documentation used to respond to administrative hearings, appeals and court cases must be accurate and complete. These cases often require a detailed timeline of when actions occurred, what action occurred and by whom, as well as the collection or siting of state and federal policy used to support decisions made. DXC understands this complexity and is fully prepared to support the Department.

As requests for administrative hearings, appeals or court cases are received by DXC, they will be logged as a case in MS Dynamics for tracking purposes. These case will be specifically marked as an appeal, administrative hearing or court case and will be handled by specifically trained staff to conduct the necessary research and response. Depending on the scope of the case, DXC will coordinate with the Department on what provider data is necessary to be researched and collected. We will conduct the necessary research using provider and enrollment data from the Provider modules, any contact history with the provider, and State or Federal policy. We will prepare a comprehensive compilation of the research and



documentation for the Department. This documentation will become part of the case within MS Dynamics. Any outcomes from the appeal, hearing or court case can also be recorded in the MS Dynamics case.

### **3.10.14.5 Interactive Voice Response System**

This section outlines the requirements for an Interactive Voice Response System. The Offeror's proposed Option B solution shall include an Interactive Voice Response (IVR) System in order to welcome and route incoming provider calls; convey educational alerts during hold times; and intelligently queue providers until Contractor staff is available. The IVR system will include the ability for the provider to leave a message, during or outside, normal business hours. The Offeror must describe their approach to meet each of the Interactive Voice Response System requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

Providers expect timely and easy access to information as we live in a very connected world. 24 x 7 access to web portals and other self-service channels such as IVR reduce the demand for live agent calls and increase their availability for those situations that demand a live Customer Service Representative (CSR) interaction. IVR services also enable the Department to gain efficiencies through call deflection from CSRs to self-service and to improve customer satisfaction through more efficient processing and shorter handling times.

Advances in digitization and adoption of the web by providers and members have transformed the customer support center into a centralized hub for customer interactions across multiple channels. DXC has considerably invested in maximizing these channels, with particular focus on self-service such as IVR and web-based interactions to drive high quality customer interactions. Our customer support center operational model focuses on elevating the customer experience. Our escalation procedures, customer satisfaction surveys, and service level agreements are structured around the entire customer interaction.

The IVR application, a component of the CXaaS platform, establishes how to greet customers, provides basic IVR workflow with a self-service capabilities and offers information to callers on hold including how to leave a message during or after business hours. The Computer Telephony Integration (CTI) application component expands IVR capability with data gathered from voice prompts, by integrating application data for the purpose of prepopulating the CRM application. Integration of IVR/application data streamlines workflows, improves CSR efficiency, and enhances the customer experience.

## **Attachment F Requirements for the IVR System**

In the following narratives, we provide a response to each of the Attachment F requirements for IVR. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                   |       |                                                                                                                                                                                                                   |
|-----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interactive Voice Response System | IVR01 | The Contractor shall provide and maintain secure and user friendly interactive voice response (IVR) system with scripts approved by the State to respond to inquiries using a telephone menu and response system. |
|-----------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|





DXC will provide and maintain secure and user friendly interactive voice response (IVR) system with scripts approved by the State to respond to inquiries using a telephone menu and response system.

The IVR system automatically answers provider calls 24x7 and will provide useful information and self-service transactions such as provider enrollment status and eligibility information.

The IVR is an automatic telephone call attendant that provides interactive self-service using voice prompts and routes the caller to the appropriate DXC staff, depending on the caller's choice. Integration of IVR and application data streamlines workflows, improves agent efficiency, enhances the customer experience, and provides various types of reports.

|                                   |       |                                                                                                                            |
|-----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------|
| Interactive Voice Response System | IVR02 | The Contractor's IVR system shall have the ability to use educational scripts for callers on hold or waiting in the queue. |
|-----------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------|

The DXC IVR solution provides the ability to use educational scripts for callers on hold or waiting in the queue. We proactively initiate clear and concise educational scripts based on information such as new or updated Medicaid policy and procedures, enrollment tips and tricks for providers, or pointers to web based answers to frequently asked questions.

We also use call statistics to determine spikes in calls related to issues and can use IVR messaging to address those issues.

|                                   |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interactive Voice Response System | IVR03 | <p>The Contractor's IVR system shall provide quality monitoring tools and processes to enable a continuous improvement cycle for toll-free call center services that includes:</p> <ul style="list-style-type: none"><li>a. Plug-in/double-jack monitoring,</li><li>b. Silent monitoring,</li><li>c. Record and review</li><li>d. Voice and screen/multi-media monitoring, for call center supervisors, State resources or designated resources.</li></ul> |
|-----------------------------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide quality monitoring tools and processes to enable a continuous improvement cycle for toll-free call center services. Our tools include the following features:

- Plug-in/double-jack monitoring
- Silent monitoring
- Record and review
- Voice and screen/multi-media monitoring, for call center supervisors, State resources or designated resources.

Verifying that call center systems and operations are functioning properly is a top priority for our team. The team monitors and reports on program performance, and promotes standardized, consistent quality processes across operations. We instill an approach that increases program quality, provides early issue identification and definition, and drives successful issue resolution.



Specifically for the call center components, we will provide quality control for telephony, call monitoring, and call tracking.

The Quality Management features of our CXaaS uses industry leading tools to better manage agent evaluation and coaching. The plug-in/double-jack is an important tool used for training, chair-siding, and monitoring. The professional-grade headsets used by DXC call centers allow easy-to-use Y-jack cables to plug in a second headset. This allows for immediate monitoring by a team lead, supervisor, or quality analyst. The monitor may easily participate in live calls with newly hired agents or agents who are handling a complex call. The Y-jack cable has a mute button, which the monitor may use to provide instruction to the agent without interrupting the caller.

As part of our quality assurance process, we will use the Verint Quality Monitoring tool, a component of the Avaya Workforce Optimization of the CXaaS platform. This tool provides the ability to silent monitor voice and screens from local desktops for authorized users such as supervisors and quality analyst. The Verint Quality Monitoring tool provides comprehensive supervisor tools and reporting to evaluate monitored contacts, including Base Agent Scorecards with Customer Satisfaction scores. It is configurable, applying analysis to recorded calls and desktop screens based on specific agents, random selection and number and frequency of monitors.

Our solution for recording calls is the Avaya Call Recording tool within the CXaaS platform. Avaya Call Recording provides the capture and logging of 100 percent of voice interactions. Additionally, it enables authorized users to replay online—including remotely—with full tracking capabilities.

Avaya Call Recording feeds the Quality Monitoring process to allow the capture, evaluation, analysis, and improvement of customer interactions. The features include the following:

- Capture voice data
- Track and analyze specific calls or callers
- Record selectively, establishing rules for which calls are recorded
- Use data for compliance and interaction analytics

In order to monitor and evaluate an agent's performance, it is important for the evaluator to not only listen to the call, but to also see the screens that the agent is accessing. Our Verint Quality Monitoring solution records both voice and desktop screens giving complete voice and screen/multi-media monitoring. Monitoring both the voice and screen allows for a complete assessment of a call and complete feedback to the agent. In addition, the evaluator is able to identify any training needs or process improvement to improve customer service.

As part of quality assurance, planned and systematic activities will be implemented. This will include:

- Establishing goals and objectives
- Quality monitoring
- Performance target
- Reporting
- Continuous process improvement

The purpose of monitoring the agents is to continuously review their work, with the goal to continually improve the quality of service.



### **3.10.14.6 Staffing**

This section addresses requirements for Provider Call Center staffing. The Offeror's proposed Option B services must include staffing to review provider information, maintenance requests and all supporting materials, in order to verify provider changes, prior to updating the provider records. The Contractor will review and approve or deny low risk, high volume enrollments per Agency criteria. Moderate and high-risk enrollments will be routed to and reviewed by Agency internal staff before a final enrollment decision is made. The Offeror must describe their approach to meet each of the staffing requirements defined in Attachment F, Requirements Matrix.

## **DXC Response**

The Department needs a Provider Call Center vendor with experience handling provider inquiries. DXC answered 2.5 million provider call last year across 15 states. We know how to recruit and retain staffing to perform the following functions successfully:

- Review provider information, maintenance requests and supporting materials to verify provider changes
- Update the provider records accurately and timely
- Review and approve or deny low risk, high volume enrollments
- Route enrollments to the Department for final enrollment decision

We acknowledge that we will be responsible for approving or denying low risk enrollments and that moderate and high risk enrollments will be routed to and reviewed by Agency internal staff before a final enrollment decision is made.

DXC understands the role our staff will play in the success of the Provider Business Operations. With an unmatched history of performing similar services across the country DXC has the right people, the right technology, and the right organizational knowledge to perform the functions required while promoting quality, timeliness and cost-effectiveness.

## **Attachment F Requirements for Staffing**

In the following narratives, we provide a response to each of the Attachment F requirements for Staffing for Option B. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.



|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staffing | STF01 | <p>The Contractor shall provide staffing to perform provider enrollment tasks defined by the Agency to include at a minimum:</p> <ul style="list-style-type: none"> <li>-Receive, review and verify provider information submitted to the screening process;</li> <li>-Verify provider data against Provider databases and the NPPES;</li> <li>-Notify providers to request additional documentation as needed;</li> <li>-Determine provider status;</li> <li>-Update provider record with all necessary enrollment data;</li> <li>-Process and store provider agreements;</li> <li>-Send financial enrollment data to State's financial system;</li> <li>-Activate provider enrollment for benefits/claims transactions in the Benefits Management system;</li> <li>-Review provider information maintenance requests and all supporting materials; and</li> <li>-Verify provider changes prior to updating the provider records.</li> </ul> <p>Staffing levels shall be maintained to meet enrollment process SLA's for timeliness and accuracy.</p> |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide the staffing to perform provider enrollment tasks defined by the Department as listed in requirement STF01. Staffing levels will be maintained to meet enrollment process SLA's for timeliness and accuracy.

DXC manages provider services for most of our Medicaid states. We understand the complexity of this work. To minimize this complexity for providers, we offer online enrollment application and a robust provider portal so that providers can effectively and efficiently run their business.

We have streamlined the enrollment process using business rules, systematic screening, workflow, and auto generated communications. The automation features of our solution not only reduce effort by providers, but improve the quality of the process by eliminating unnecessary manual intervention.

The following table highlights the approach we use to manage the various provider business processes.

| Department Requirement                                                            | DXC Solution                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Receive review and verify provider information submitted to the screening process | Using the DXC Screening solution, providers and their disclosed owners and managing employees are automatically checked against federally mandated data sources such as SSA DMF and OIG. Any negative findings are flagged for review and action by our enrollment staff.                                                                |
| Verify provider data against Provider databases and the NPPES                     | Using the DXC Screening solution, providers are automatically checked for valid licensure, Medicaid/Medicare exclusions and NPPES. Any negative findings are flagged for review and action by our enrollment staff.                                                                                                                      |
| Notify providers to request additional documentation as needed                    | The Provider Enrollment module enables staff to systematically generate a request for additional documentation or corrections. These requests, which have configurable timers, are systematically tracked.                                                                                                                               |
| Determine provider status                                                         | The Provider Enrollment module workflow drives the steps the enrollment staff follow in order to render an enrollment decision. Automated monthly checks confirm the ongoing eligibility of a provider. Any negative findings result in the creation of workflow items that staff will work to render a decision, for example initiate a |



| Department Requirement                                                                          | DXC Solution                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                 | termination.<br>Periodically, and due to no claim activity, providers may be mass dis-enrolled. This is a systematic method to remove providers who are no longer active in the program. The mass disenrollment timeframe is configurable. |
| Update provider record with necessary enrollment data                                           | Enrollment data collected will systematically create a record for the provider.                                                                                                                                                            |
| Process and store provider agreements                                                           | Provider agreements are stored online with the enrollment application data.                                                                                                                                                                |
| Send financial enrollment data to State's financial system                                      | The application process includes the ability for providers to submit EFT information which can be systematically sent to the State's financial system.                                                                                     |
| Activate provider enrollment for benefits/claims transactions in the Benefits Management system | Upon successful enrollment, provider contracts are established for the applicable State programs the provider is enrolling in, including waiver programs.                                                                                  |
| Review provider information maintenance requests and all supporting materials                   | Inquiries will be logged in MS Dynamics and the staff will use online provider screens to make updates.                                                                                                                                    |
| Verify provider changes prior to updating the provider records                                  | Staff will evaluate the request prior to making updates. Updates create an online audit trail of what data was changed, the date of the change, and who made the change.                                                                   |

As we have shown, we promote the use of automation within these business processes. However, manual intervention is necessary for specific items such as reviewing negative findings during screening, adjudicating enrollments per Department policy, and in evaluating and processing requests from providers to change data. We will employ provider enrollment staff that are trained on each aspect of the provider business functions. We promote cross training amongst the enrollment staff as well as with the call center staff, so that we continually have sufficient staff to manage the workloads. We place emphasis on the reference materials that staff will use to assure consistent training, accuracy in processing, and integrity of the provider record.

|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staffing | STF02 | The Contractor shall provide Provider Enrollment Call Center staffing sufficient to maintain services that meet or exceed the Service Level Agreements for the Call Center productivity. The Contractor shall describe its staffing model that includes the ratio of staffing to Call Center operation volume (including, for example: total Call Center volume, average call wait time, rate of abandoned calls, length of call, open vs. closed trouble tickets). |
|----------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide Provider Enrollment Call Center staffing sufficient to maintain services that meet or exceed the Service Level Agreements for the Call Center productivity. We will describe the staffing model that includes the ratio of staffing to Call Center operation volume — including, for example: total Call Center volume, average call wait time, rate of abandoned calls, length of call, open vs. closed trouble tickets — in our Staffing Plan deliverable.



As a premier provider of call center services for our Medicaid clients, DXC has extensive experience in managing call centers for provider enrollment and maintenance as well as other types of provider inquiries. Our experience allows us to effectively determine the appropriate level of staffing needed to meet SLAs and to be responsive to the provider community.

We understand the data that is critical to effectively determine staffing levels. Our workforce modeling uses current and historical metrics along with industry standard best practices to project staffing to meet or exceed SLAs. Additionally, real time metrics allow us to redirect staff as necessary when volumes fluctuate.

For this RFP, we conducted an analysis of the data provided, including the call data documented in the response to Questions and Answers, the specific tasks and duties for the call center, and the SLAs. The following are the specific types of data we used to develop the call center staffing.

- Call Volumes
- Call Duration
- Hours of Operation
- SLAs (e.g. Average Speed to Answer, Abandonment Rate)
- Shrinkage
- Occupancy

|          |       |                                                                                                                                                                                                                                                                                                                                                              |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staffing | STF03 | The Contractor shall designate at least one (1) in-state staff position to conduct site visits. This position is considered to be a key staff position. Other staff will need to be available as necessary to meet SLAs for site visits. Please describe how you can meet the requirement with at least two (2) staff positions for site visit coordination. |
|----------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will provide at least one in-state staff position to conduct site visits. We understand this position is considered to be a key staff position. We will provide additional staff to meet SLAs for site visits. Based on the response to Questions and Answers, DXC understands that the State requires two full-time equivalents, one of which is the key position that will reside in-state.

DXC has knowledge and experience in managing site visits on behalf of our other clients. We will provide qualified professional staff to conduct the site visits. As described in our response to the Site Visit section of the RFP, our staff will be trained on the enrollment process, specifically the detailed checklists that must be completed for a moderate or high risk provider visit. Our staff will possess strong analytical, communication, interpersonal and conflict resolution skills. We will have fully developed back up staff to conduct visits as necessary.

*Based on the volumes documented in Attachment E, and the effort, including travel time, involved to conduct site visits, we have projected the staffing needed to support this work.*



|          |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staffing | STF04 | <p>The Contractor shall designate a Business Operations Manager to lead the Contractor's Business Operations for Provider Screening, Enrollment and Monitoring, including:</p> <ul style="list-style-type: none"> <li>-Document Management and Workflow Performance</li> <li>-Provider Data Management</li> <li>-Provider Support Services (training and site visits)</li> <li>-Provider Enrollment Call Center</li> <li>-Financial Enrollment Process coordination with State Auditor's Office (SAO)</li> </ul> <p>This position is considered to be a key specific management position.</p> |
|----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will designate a Business Operations Manager to lead the Business Operations for Provider Screening, Enrollment and Monitoring. We acknowledge that the position is considered a key management position.

The critical and complex nature of this position calls for a leader who is experienced with State and Federal policy, who has lead similar operations and one who knows how to manage the constant workload fluctuations. We have proposed Beth Henry as our Business Operations manager.

Beth has over 11 years working within Medicaid Operations. Specifically she has lead Provider Relations and overall account operations for one of our largest accounts, Florida Medicaid. Currently she is the Deputy Account Operations leader for our Nevada Medicaid account. In this role she has oversight of Provider Enrollment, Call Center, Provider Relations, Training and Field Services staff as well as other operational units.

*The DXC Business Operations Manager will lead staff performing the following functions:*

- √ *Document management and workflow performance*
- √ *Provider data management*
- √ *Provider support services (training and site visits)*
- √ *Provider enrollment call center*
- √ *Financial enrollment process coordination with State Auditor's Office (SAO)*

Beth possesses a deep knowledge of the MMIS, as well as supporting technologies and tools such as CRM, IVR, portals, workflow, and business rules. She has used this knowledge to improve and enhance operations and help make sure contractual requirements were met or exceeded,

### **3.10.14.7 Collect and Enter Provider Financial Information in State Financial Systems**

This section outlines the requirements for the collection of provider financial information and data entry requirements into the State's financial system. The Offeror's proposed Option B services must include the services to support the collection of financial packet/information from providers and enter the information into a state financial system. The Contractor services will include following up with the provider in the event discrepancies are identified by State auditors. Activities would also entail subsequent work from the provider's submission of initial financial information and includes essential updates to financial information. The Offeror must describe their approach to meet each of the requirements to collect and enter provider financial information in state financial systems defined in Attachment F, Requirements Matrix.



## DXC Response

DXC performs a variety of financial management duties for our government and commercial healthcare clients. Our systems provide feature-rich solutions for managing, monitoring, and tracking financial transactions. But we know technology is not enough. The Financial business area still relies on competent people performing manual tasks. Such is the case with entering provider data in the state financial system. DXC will perform these tasks with professionalism and detail to provide accurate and timely updates to the state data.

The DXC online Provider Enrollment solution includes the collection of provider financial and tax identifier data and documentation. Specifically, EFT enrollment data is collected in the EFT Enrollment Step and this step can be deemed required for providers who will bill for their services. W-9 documentation can also be made a required document to be attached to the application. The W-9 documentation is subsequently verified during review of the application against the enrollment data supplied by the provider. If variances are discovered, the application can be rejected or a notice sent to the provider to make the necessary corrections. Once the provider enrollment application is approved, this information can be systematically sent to a state financial system. This automated process virtually eliminates any manual data entry while also maintaining a high degree of accuracy. However, if an automated method to receive the information is not available, staff can make these entries directly to the state's financial system.

## Attachment F Requirements for Collect and Enter Provider Financial Information

In the following narratives, we provide a response to each of the Attachment F requirements for Collect and Enter Provider Financial Information. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|                                  |        |                                                                                                                                                               |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial Information Management | SFMS01 | The Contractor shall research and resolve all TIN Mismatch Reports which show all Tax ID's that have returned a mismatch error from the TIN Matching process. |
|----------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will research and resolve the Department's TIN Mismatch Reports which show Tax IDs that have returned a mismatch error from the TIN Matching process. Our professional staff will perform the provider outreach or other research needed to resolve the discrepancies. Each interaction with the provider, including any follow up required by the provider, will be documented as a case in Microsoft Dynamics CRM for tracking purposes. Some situations may require the provider to submit additional information and supporting documentation. Once received we will make the necessary corrections to the provider's data. As we research the mismatches, if the error was due to DXC, we will make the necessary corrections to the provider record.

|                                  |        |                                                                                                                                                                                                                                                                       |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial Information Management | SFMS02 | The Contractor's staff will follow-up with providers regarding any discrepancies identified by the state auditor and the IRS regarding Backup Withholding "B" notices, 1099s, including FEINs. Enter any corrections needed in the applicable state financial system. |
|----------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|





DXC-proposed services include following up with providers in the event State auditors or the IRS identify discrepancies. Our support will include activities associated with the Backup Withholding "B" notices and 1099s, including FEINs. We will enter any corrections needed in the applicable state financial system.

When discrepancies are identified, we will conduct the necessary research to identify what actions are needed to resolve the discrepancy. As part of this process we will generate the "B" notices to the provider, which outlines the steps they must take including sending in additional supporting documentation. We will use MS Dynamics CRM to create cases that document and track our interactions with providers including the issues of a "B" notice. Since "B" notices are time sensitive, we will set timers on these cases so that staff are alerted to follow up with the provider, including issuing a reminder notice, if necessary. As providers submit their corrected information we will make the necessary updates to the applicable state financial system.

As a fiscal intermediary for many state Medicaid programs, DXC has a wealth of experience in Federal Form 1099 and withholding notices. We will collaborate with the Department to conduct the necessary follow-up and correction of discrepancies identified in a timely manner.

### **3.10.14.8 Option B Performance Requirements**

This section outlines the service level agreement requirements for Option B services. The Contractor shall detail in their response their approach to meet each of the Performance Requirements defined in Attachment F, Requirements Matrix. SLAs are also found separately in Attachment J, Service Level Agreements.

## **DXC Response**

DXC's approach to SLA's for Option B is to draw on our experience from multiple states where we are the fiscal agent and examine the tools and processes in those various states they use to monitor their SLA's for Fiscal Agent work. As we evaluate those, we will choose the best of breed of those documents and processes to create a template to start in discussions with the Department. We will tailor the monitoring based on the Montana specific SLA's and reporting requirements. Each of these SLA's will have a process or tool to be able to gather the data. Those tools will also be used as a starting point to be able to gather the data ongoing and give the Department confidence the tracking is accurate and timely. We will meet with the Department to give them the confidence and comfort the SLA's are appropriately being monitored and reported.

The second phase of the approach for meeting the SLA's is adjusting based on SLA needs. Once the confidence is achieved that monitoring and reporting is accurate, DXC proactively looks at the data and evaluates it internally at a more frequent rate than the SLA requires. This allows us to adjust mid-stream and make course corrections early in the reporting period for whichever SLA may be off course and adjust in order to make sure we meet the SLA at the end of the reporting period. In the unlikely event we miss an SLA, we will setup meetings with the Department and discuss action plans to address and correct for the next reporting period. Not meeting any SLA should not be a surprise and transparency is key to our strategy on meeting and adjusting SLA's throughout O&M.



## Attachment F Requirements for Option B Performance Requirements

In the following narratives, we provide a response to each of the Attachment F Option B Performance Requirements. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|             |       |                                                                                                                                                                                                                                              |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA70 | Contractor shall ensure that the Agency-defined data extract is supplied accurately to the Data Warehouse. The Contractor shall supply the response file(s) in the format requested by the Agency by the date and time (weekly) agreed upon. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will make sure the Agency-defined data extract is supplied accurately to the Data Warehouse. The Contractor shall supply the response file(s) in the format requested by the Agency by the date and time (weekly) agreed upon. During the early phase of the Implementation, the details for the data extract will be defined and agreed upon. This will be the basis for measurement as we implement. The extract format itself will be documented in our rTRACE tool and validated against that format and validated in each step of the promotion process from development testing through to UAT. The automated tools we use to run the extract jobs will be setup to ensure the files get created timely and scheduled appropriately. There will also be alerts setup if the job is run outside of the scheduled window for the job to complete and create the extract file. The combination of documentation in rTRACE and the Windows Scheduler combined with our validation testing will ensure we meet the agreed upon, weekly requirement.

|             |       |                                                                                                                                                                                                                                                                                                                                                                     |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA71 | Contractor shall staff the provider enrollment Call Center toll-free phone lines from 8:00 a.m. to 5:00 p.m., Mountain Time, on all State business days, Monday through Friday (excluding State holidays). The Contractor shall generate a report which includes, at a minimum, the time and date stamp phone lines were open and when phone lines were turned off. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will staff the provider enrollment Call Center toll-free phone lines from 8:00 a.m. to 5:00 p.m., Mountain Time, on all State business days, Monday through Friday (excluding State holidays). The Contractor shall generate a report which includes, at a minimum, the time and date stamp phone lines were open and when phone lines were turned off. The DXC call center and CRM solution provides automated reporting and logging of the phone line availability including when they were turned on and off as well as when they were open. This feature is inherent in the tools we use and will be delivered in a report to the Department. The details of this report will be defined during the requirements validation phase early in the project.



|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA72 | Contractor shall respond to telephone and written inquiries with a researched response, or with an accurate resolution to the inquiry within two (2) business days. This SLA covers the 25% of telephone inquiries that are not able to be resolved during first contact. The Contractor shall generate a report to track request date against the response date. The Agency will perform monitoring of the accuracy and consider document availability factors. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will respond to telephone and written inquiries with a researched response, or with an accurate resolution to the inquiry within two (2) business days. This SLA covers the 25% of telephone inquiries that are not able to be resolved during first contact. The Contractor shall generate a report to track request date against the response date. The Agency will perform monitoring of the accuracy and consider document availability factors. During the early phase of the Implementation, the details for the data reporting will be defined and agreed upon. This will be the basis for measurement as we implement. The extract format itself will be documented in our rTRACE tool and validated against that format and validated in each step of the promotion process from development testing through to UAT. The DXC call center will track this data either through the automated tools in the CXAAS tool or in our MSDynamics CRM tool. DXC does this for our clients across all states we run the Provider call center and will be able to leverage tools already setup in other states as a basis to start the discussions.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA73 | Contractor shall respond to telephone and written inquiries with a researched response, or with an accurate resolution to the inquiry with at least ninety-seven percent (97%) accuracy. This SLA covers the 25% of telephone inquiries that are not able to be resolved during first contact. The Contractor shall generate a report to track request date against the response date. The Agency will perform monitoring of the accuracy and consider document availability factors. |
|-------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will respond to telephone and written inquiries with a researched response, or with an accurate resolution to the inquiry with at least ninety-seven percent (97%) accuracy. This SLA covers the 25% of telephone inquiries that are not able to be resolved during first contact. The Contractor shall generate a report to track request date against the response date. The Agency will perform monitoring of the accuracy and consider document availability factors. During the early phase of the Implementation, the details for the data reporting will be defined and agreed upon. This will be the basis for measurement as we implement. The extract format itself will be documented in our rTRACE tool and validated against that format and validated in each step of the promotion process from development testing through to UAT. The DXC call center will track this data either through the automated tools in the CXAAS tool or in our MSDynamics CRM tool. DXC does this for our clients across all states we run the Provider call center and will be able to leverage tools already setup in other states as a basis to start the discussions.



|             |       |                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA74 | Contractor shall process to completion all approved provider enrollment financial information documents into the applicable state financial system e.g., the Wyoming Online Financial System (WOLFS), with at least ninety-nine percent (99%) accuracy. The Agency will conduct monitoring of the accuracy of keyed financial information within the applicable financial system, e.g., WOLFS. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will process to completion all approved provider enrollment financial information documents into the applicable state financial system e.g., the Wyoming Online Financial System (WOLFS), with at least ninety-nine percent (99%) accuracy. The Agency will conduct monitoring of the accuracy of keyed financial information within the applicable financial system, e.g., WOLFS. DXC prides itself on the accuracy of our data and our customer service. DXC will ensure we have the proper staff to support the amount of data needing to be entered into the WOLFS and will work to ensure there is backup experience as well in case of vacation, holidays or illness. Combine this with proper user documentation and this will ensure that at all times the system data will be keyed accurately and meet the performance SLA of 99%. In the event this SLA is missed, DXC will work with the Agency to determine the root cause of the issue and address this and monitor it until we are in full compliance and both the Agency and DXC agree the measurement has been met.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA75 | Contractor shall process to completion 100% of all approved provider enrollment financial information documents into the applicable state financial system e.g., the Wyoming Online Financial System (WOLFS), within two (2) business days of provider approval. The Contractor shall generate a report to track received financial information to process against actual processed documents. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will Contractor shall process to completion 100% of all approved provider enrollment financial information documents into the applicable state financial system e.g. the Wyoming Online Financial System (WOLFS) within two (2) business days of provider approval. The Contractor shall generate a report to track received financial information to process against actual processed documents. During the early phase of the Implementation, the details for the data reporting will be defined and agreed upon. This will be the basis for measurement as we implement. The extract format itself will be documented in our rTRACE tool and validated against that format and validated in each step of the promotion process from development testing through to UAT. DXC will ensure we have the proper staff to support the amount of data needing to be entered into the WOLFS system and will work to ensure there is backup experience as well in case of vacation, holidays or illness. Combine this with proper user documentation and this will ensure that at all times the system data will be keyed timely in order to meet the 2 business day SLA. In the event this SLA is missed, DXC will work with the Agency to determine the root cause of the issue and address this and monitor it until we are in full compliance and both the Agency and DXC agree the measurement has been met.



|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA76 | Contractor shall ensure that less than one percent (1%) of total monthly calls should be escalated to the Agency for resolution that are clearly within the scope of work of the Contractor. This does not apply to subject areas where the Agency and the Contractor have agreed in advance require Agency determination. The Contractor shall track at a minimum: percentage of calls escalated to the Agency, reason for escalation, and outcome. This Operational Report will be provided to the Agency monthly. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will ensure that less than one percent (1%) of total monthly calls should be escalated to the Agency for resolution that are clearly within the scope of work of the Contractor. This does not apply to subject areas where the Agency and the Contractor have agreed in advance require Agency determination. The Contractor shall track at a minimum: percentage of calls escalated to the Agency, reason for escalation, and outcome. This Operational Report will be provided to the Agency monthly. Using the tools in CXAAS and Microsoft Dynamics this data will be tracked. Once it is tracked for escalation calls, this data can be reported on. As noted previously, we will use rTRACE to document the report layout, data and frequency early in the implementation and validate the report throughout each phase of the contract. We will report monthly to the Agency, however, part of our ongoing processes will be to track this throughout and if we see the trend being above the 1%, we will take corrective action to prevent the monthly numbers from being above that threshold.

|             |       |                                                                                                                                                                                                                                                                                                                                                                               |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA77 | Contractor shall complete one hundred percent (100%) of all moderate and high risk provider pre- and post-enrollment onsite screenings within seven (7) business days. The Contractor shall generate a report to track moderate and high risk providers ready for a site visit against the number of site visits actually performed within the seven (7) business day window. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will complete one hundred percent (100%) of all moderate and high risk provider pre- and post-enrollment onsite screenings within seven (7) business days. The Contractor shall generate a report to track moderate and high risk providers ready for a site visit against the number of site visits actually performed within the seven (7) business day window. The DXC provider module will use K2 workflow and the rules engine will be configured to identify High and Medium Risk Provider enrollments. Once these are identified through the system and sent through the workflow tool to the DXC enrollment specialists, they will schedule the site visits and complete this within the 7 day business window. DXC has experience with site visits both rural and urban and know how to plan and coordinate this work.

|             |       |                                                                                                                                                                                                                                                                                      |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA78 | Contractor shall ensure the onsite screening checklist will be completed and keyed into the applicable provider profile within the solution with ninety-seven percent (97%) accuracy. The Agency will perform monitoring of the accuracy of entry and completeness of the checklist. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



DXC will ensure the onsite screening checklist will be completed and keyed into the applicable provider profile within the solution with ninety-seven percent (97%) accuracy. The Agency will perform monitoring of the accuracy of entry and completeness of the checklist. DXC prides itself on the accuracy of our data and our customer service. DXC will ensure we have the proper staff to support the amount of data needing to be entered into the Provider system for the screening checklists and will work to ensure there is backup experience as well in case of vacation, holidays or illness. Combine this with proper user documentation and this will ensure that at all times the system data will be keyed accurately and meet the performance SLA of 97%. In the event this SLA is missed, DXC will work with the Agency to determine the root cause of the issue and address this and monitor it until we are in full compliance and both the Agency and DXC agree the measurement has been met.

|             |       |                                                                                                                                                                                                                                                                                                                 |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA80 | Contractor shall ensure researched and resolved TIN Mismatch Reports will be corrected in the solution with ninety-nine percent (99%) accuracy. The Contractor shall generate a report to track resolved provider TIN against the original TIN mismatched report. The report will include time and date stamps. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC shall ensure researched and resolved TIN Mismatch Reports will be corrected in the solution with ninety-nine percent (99%) accuracy. DXC shall generate a report to track resolved provider TIN against the original TIN mismatched report. The report will include time and date stamps.

DXC will ensure we have the proper staff to support the amount of data needing to be entered into the Provider system working the TIN mismatch report. We will work to ensure there is backup experience for this process as well in case of vacation, holidays, or illness. Combine this with proper user documentation and this will ensure that at all times the system data will be keyed accurately and meet the performance SLA of 99%. In the event this SLA is missed, DXC will work with the Department to determine the root cause of the issue and address this and monitor it until we are in full compliance and both the Department and DXC agree the measurement has been met.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA81 | Contractor shall ensure the total number of busy signals, disconnected calls, and abandoned calls measured against the total inbound calls shall not exceed five percent (5%) per day. The Contractor shall generate a report to track all inbound calls against answered calls, including abandonment rate, hold time before initial answer, time placed on hold after call is answered, average talk time, and speed to answer--at a minimum, and for each phone line |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will ensure the total number of busy signals, disconnected calls, and abandoned calls measured against the total inbound calls shall not exceed five percent (5%) per day. The Contractor shall generate a report to track all inbound calls against answered calls, including abandonment rate, hold time before initial answer, time placed on hold after call is answered,



average talk time, and speed to answer--at a minimum, and for each phone line. DXC's core competency in Fiscal Agent Operations in the Medicaid industry provides the expertise across multiple accounts to draw from. Our Call center solution is integral to our operational success. The core solution comes with logging, tracking and reporting features. The specifics of the report required will be finalized early in the implementation and tracked throughout development and testing and confirmed during these processes. DXC's expertise in staffing call centers appropriately will be used to determine our appropriate staff levels to meet the 5% limit. As noted previously, the CXAAS product tracks all of these metrics continually, from busy signals, to disconnected and abandoned calls. DXC monitors these ongoing and addresses anomalies and trends as they occur and don't wait for the end of month reporting to address these.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA82 | Contractor shall ensure the average speed to answer must be less than or equal to sixty (60) seconds, after the caller makes a selection in the IVR. The Contractor shall generate a report to track all inbound calls against answered calls, including abandonment rate, hold time before initial answer, time placed on hold after call is answered, average talk time, and speed to answer--at a minimum, and for each phone line. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will ensure the average speed to answer must be less than or equal to sixty (60) seconds, after the caller makes a selection in the IVR. The Contractor shall generate a report to track all inbound calls against answered calls, including abandonment rate, hold time before initial answer, time placed on hold after call is answered, average talk time, and speed to answer--at a minimum, and for each phone line. DXC's core competency in Fiscal Agent Operations in the Medicaid industry provides the expertise across multiple accounts to draw from. Our Call center solution is integral to our Operational success. The core solution comes with logging, tracking and reporting features. The specifics of the report required will be finalized early in the implementation and tracked throughout development and testing and confirmed during these processes. DXC's expertise in staffing call centers appropriately will be used to determine our appropriate staff levels and phone capacity to meet or exceed the 60 second speed to answer criteria. As noted previously, the CXAAS product tracks all of these metrics continually noted for the report above. DXC monitors these ongoing and addresses anomalies and trends as they occur and doesn't wait for the end of month reporting to address these anomalies.

|             |       |                                                                                                                                                                         |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA83 | Contractor shall be able to pull specific phone call recordings (inbound and outbound calls) when given the date and time, and provide them to the Agency upon request. |
|-------------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will be able to pull specific phone call recordings (inbound and outbound calls) when given the date and time, and provide them to the Agency upon request. DXC Call center solution and CXAAS products record the calls to the call center. Recordings can easily be pulled based off of specific criteria such as inbound and outbound calls. The navigation of the product facilitates the process and DXC will provide to the Agency quickly.



|             |       |                                                                                                                                                                                                                                                                          |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA84 | Contractor shall ensure provider questions and concerns are resolved seventy-five percent (75%) of the time upon first contact with the Call Center. The Contractor shall supply the metrics to the Agency, monthly (at a minimum) to demonstrate first call resolution. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will ensure provider questions and concerns are resolved seventy-five percent (75%) of the time upon first contact with the Call Center. The Contractor shall supply the metrics to the Agency, monthly (at a minimum) to demonstrate first call resolution. The documentation of the DXC call center staff for their calls and the use of the CRM tools will allow reporting to be pulled from the tool to report on call status and thus report on resolution or further action required. We will track the percentage of resolution for first entry in the tool based on first contact and report accordingly and adjust our processes and tools as appropriate to ensure we continually meet this SLA.

|             |       |                                                                                                                                                                                                                                                                                                                                                            |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA85 | Contractor's Call Center staff will document, in Customer Relationship Management (CRM) system, all the information they provide to callers during first contact, and any subsequent follow-ups, one hundred percent (100%) of the time. The Contractor shall make available to the Agency view access into the CRM (expected: three (3) view-only seats). |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will document, in Customer Relationship Management (CRM) system, all the information they provide to callers during first contact, and any subsequent follow-ups, one hundred percent (100%) of the time. The Contractor shall make available to the Agency view access into the CRM (expected: three (3) view-only seats). The documentation of the DXC call center staff for their calls and the use of the CRM tools will allow reporting to be pulled from the tool to report on call status and thus report on resolution or further action required. Our processes and procedures are designed to use the tool to document contact. We will track the percentage of resolution from first contact to subsequent follow-up to resolution for 100% of the contacts. The reporting of the tool gives management the ability to ensure this is done. We will also make available view access for 3 view only seat. If we are not meeting the SLA's, we will use the data in the tool and adjust our processes and tools as appropriate to ensure we continually meet this SLA.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA86 | Contractor shall survey no less than every 10th caller to rate the quality, timeliness, and other service delivery elements carried out by the Call Center. Callers shall report Call Center satisfaction at or above eighty percent (80%). The Contractor shall combine caller satisfaction scores to determine the average satisfaction percentage score. Score and surveys will be provided to the Agency, monthly. |
|-------------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will survey no less than every 10th caller to rate the quality, timeliness, and other service delivery elements carried out by the Call Center. Callers shall report Call Center satisfaction at





or above eighty percent (80%). The Contractor shall combine caller satisfaction scores to determine the average satisfaction percentage score. Score and surveys will be provided to the Agency, monthly. Our CRM tool will be configured to survey at least the 10th caller for the items above. This will allow us to gather the data to provide average satisfaction and other data monthly to the Department. The survey will be offered, but may not be completed by each caller to which it is offered.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA87 | Contractor's staff will perform provider enrollment duties including, but not limited to tasks within requirement STF01. Duties and tasks will be completed with ninety-seven percent (97%) accuracy. The Contractor shall generate a workflow report that tracks tasks and duties against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy of completed tasks. |
|-------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will perform provider enrollment duties including, but not limited to tasks within requirement STF01. Duties and tasks will be completed with ninety-seven percent (97%) accuracy. The Contractor shall generate a workflow report that tracks tasks and duties against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy of completed tasks. The K2 workflow tool contains very robust reporting to generate this data and DXC won't wait for the month end to evaluate it and make adjustments if necessary prior to month end. Our strategy for meeting and exceeding SLA's is regular review and adjustment if needed.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA88 | Contractor's staff will perform provider enrollment duties including, but not limited to tasks within requirement SFT01. Duties and tasks will be completed within two (2) business days unless specifically stated in a separate SLA. The Contractor shall generate a workflow report that tracks tasks and duties against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy of completed tasks. |
|-------------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will perform provider enrollment duties including, but not limited to tasks within requirement SFT01. Duties and tasks will be completed within two (2) business days unless specifically stated in a separate SLA. The Contractor shall generate a workflow report that tracks tasks and duties against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy of completed tasks. This requirement is addressed through a workflow creation. K2 is our workflow system we use in our Provider Module. A workflow tool is only as good as those who are designing the workflow and business rules. DXC's extensive knowledge of enrolling providers in many states provides many different perspectives to build the workflow from and avoid many pot holes along the way and apply lessons learned from other implementations of workflow. The workflow tool queues up the tasks applied to a clerks' expertise. The rules engine system will complement the workflow and automatically apply rules based on criteria defined early in the process as well. This automation helps ensure that all work that can be automated is, and reduces the amount to be worked and thereby improving the task completion time for enrolling providers. The combination of work flow and business rules



systems, Montana expertise and business knowledge is a huge benefit to the Agency as these tasks are performed in O&M.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA89 | Contractor shall ensure ninety-five percent (95%) of all incoming documents received, staff site visit documentation, and/or other applicable documentation must be scanned into the system within two (2) business days. The remaining five percent (5%) of documents must be scanned within three (3) business days. The Contractor shall generate a report to track all incoming documents. The report will include time and date stamps for when a document was received and when a document was scanned. The Contractor shall conduct internal quality checks on the documents scanned. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will ensure ninety-five percent (95%) of all incoming documents received, staff site visit documentation, and/or other applicable documentation must be scanned into the system within two (2) business days. The remaining five percent (5%) of documents must be scanned within three (3) business days. The Contractor shall generate a report to track all incoming documents. The report will include time and date stamps for when a document was received and when a document was scanned. The Contractor shall conduct internal quality checks on the documents scanned. The report will be defined during requirements and tracked using rTRACE through the implementation. All documents will be scanned at our scanning center in Conway, Arkansas. We support multiple accounts at the center and have the expertise and infrastructure in place to ramp up to handle the Montana documents and volumes.

|             |       |                                                                                                                                                                                                                                                                                                                                  |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA90 | Contractor shall staff the provider enrollment Call Center and maintain staff for site visits at the level agreed upon in the contract. Staffing includes all key and non-key staff. The Contractor and Agency shall agree to the number of FTE within the contract. A FTE is measured as two thousand and eighty (2,080) hours. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will staff the provider enrollment Call Center and maintain staff for site visits at the level agreed upon in the contract. Staffing includes all key and non-key staff. The Contractor and Agency shall agree to the number of FTE within the contract. A FTE is measured as two thousand and eighty (2,080) hours. DXC has over 20 Medicaid accounts that we support. We have a call center core capability based out of Conway, Arkansas, which supports multiple accounts. This center provides great flexibility to staff the Call Center. We are able to draw and seed the new call center with experienced folks and augment that with new talent as well. This base of expertise can't be matched in the market and immediately gives the Montana providers experienced resources in which to interact. DXC will also support staff in the state to meet the site visit requirements. Our recruiting expertise for these skills is also a great benefit to ensure we get the best talent to support staff for both site visits and the call center.



|             |       |                                                                                                                                                                                                                                                                                                                                                                      |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA91 | Contractor will have forty-five (45) days to fill an appropriate staff position or key staff position with a permanent resource even when a qualified substitute is in place. The Contractor shall notify the Agency when management and key positions are vacated, subsequently filled by a qualified replacement, and finally filled by qualified permanent staff. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will fill an appropriate staff position or key staff position with a permanent resource even when a qualified substitute is in place. The Contractor shall notify the Agency when management and key positions are vacated, subsequently filled by a qualified replacement, and finally filled by qualified permanent staff. DXC has over 20 Medicaid accounts that we support across the country. We have unparalleled expertise in the industry across all of these accounts. As we continue to grow and expand, we have opportunities for deserving and skilled resources supporting other accounts to expand and grow their skills. This provides quality bench of staff excited for the opportunity to grow their career and bring new energy, excitement and ideas to the Department. This base of expertise can't be matched in the market and immediately gives the Department experienced resources in which to draw from. Our recruiting expertise for these skills is also a great benefit to ensure we get the best talent to staff the key roles with qualified candidates.

|             |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Performance | SLA92 | Contractor's Call Center staff will notify the provider of discrepancies within one (1) business day of any discrepancies identified regarding the Backup Withholding "B" notices, 1099s, including FEINs. Staff will attempt to notify the provider via phone call. If the provider was not reached by phone, Call Center staff will perform a second attempt to rectify the discrepancy through email. Upon resolution, Call Center staff will correct the discrepancy within the applicable state financial system, such as the Wyoming Online Financial System (WOLFS), with ninety-nine percent (99%) accuracy within two (2) business days of receipt of the resolved discrepancy. The Contractor shall generate a workflow report that tracks tasks and duties associated with discrepancies identified by the SAO and IRS regarding Backup Withholding "B" Notices, 1099s, including FEINs, against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy and timeliness of completed tasks. |
|-------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will notify the provider of discrepancies within one (1) business day of any discrepancies identified regarding the Backup Withholding "B" notices, 1099s, including FEINs. Staff will attempt to notify the provider via phone call. If the provider was not reached by phone, Call Center staff will perform a second attempt to rectify the discrepancy through email. Upon resolution, Call Center staff will correct the discrepancy within the applicable state financial system, such as the Wyoming Online Financial System (WOLFS), with ninety-nine percent (99%) accuracy within two (2) business days of receipt of the resolved discrepancy. The



Contractor shall generate a workflow report that tracks tasks and duties associated with discrepancies identified by the SAO and IRS regarding Backup Withholding "B" Notices, 1099s, including FEINs, against completed work. Report will be provided to the Agency, monthly. The Agency will perform monitoring for accuracy and timeliness of completed tasks. This requirement is ideal for the workflow and rules engine products. DXC will work with the Department to define the workflow and reporting requirements. DXC has experience in multiple states entering data in financial systems and working with IRS and other entities. We will provide the reporting monthly and enter data timely and accurately according to the requirements.

## **Additional Option B Requirements Listed in Attachment F**

DXC has noted certain requirements in Attachment F that were listed as Option B requirements. These requirements do not map to a corresponding Section 3.10.14 subheading. The following are our responses to those requirements.

### **Attachment F Requirements for Training**

In the following narratives, we provide a response to each of the Attachment F requirements for Training in Option B. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|          |       |                                                                                                                                                                                                                                                                              |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN15 | The Contractor shall conduct training for identified system/component users on the system relative to their use initially and upon updated functionality prior to the initial production deployment and within 45 days of each major release into the Production environment |
|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will conduct training for identified system/component users on the system relative to their use. Training will occur initially and upon updated functionality prior to the initial production deployment, and within 45 days of each major release to the production environment. Operations training will include workflows, policies and procedures. We will deliver effective, efficient, and accessible training for the system/components of the Provider Services solution. We will use proven methods to create results-driven training materials and use proven delivery methods to verify that we address performance gaps and meet training expectations. Training will include major areas such as: Project management, provider enrollment, provider management, call center operations, appeals, and security and confidentiality procedures, including privacy procedures.

DXC also provides illustrations of system windows and screens, with data elements on the screens identified by number, in the Provider Enrollment and Management User Manual. We will store the Provider Enrollment and Management User Manual online and it is accessible from within the system. This tool puts documentation at the Department's fingertips throughout the life of the contract.



|          |       |                                                                                                                                                                                                                               |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training | TRN17 | The Contractor shall develop and provide as necessary, training for the Provider Community. The training must be structured to address the Contractor's solution functionality for enrollment, maintenance, and revalidation. |
|----------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC will develop and provide, as necessary, training for the Provider Community. The training will be structured to address DXC's solution functionality for enrollment, maintenance, and revalidation. DXC's solution will provide web-based video instruction for users who are interacting with the self-service portal features. We have found web-based video is an effective method for providing presentations and software demonstrations, particularly when distance, weather, disability, or time constraints prevent physical attendance.

Our training team creates web-based training in Adobe Captivate, an eLearning authoring tool. Online self-paced courses developed using Captivate integrate smoothly with learning management systems, allowing users to bookmark, take pre- and post-tests and quizzes, and complete training evaluations. We include instructions within the courses to help users navigate through the course.

## Option B Interface Requirements Listed in Attachment F

During the Question and Answer phase, the Department clarified that Interface requirement INR13 in Attachment F should be responded to in Option B requirements. The following is our response to that requirement.

|            |       |                                                                                                                    |
|------------|-------|--------------------------------------------------------------------------------------------------------------------|
| Interfaces | INR13 | The Contractor shall provide an extract of Agency defined data to the Agency data warehouse, at a minimum, weekly. |
|------------|-------|--------------------------------------------------------------------------------------------------------------------|

DXC will provide an extract of Department-defined data to the data warehouse, at a minimum, weekly. We collaborate with the Department and the enterprise data warehouse (EDW) vendor on each required data element in the Provider Data Store needed for the EDW. Through our Provider Service APIs built into our products, or through ESB-managed custom interfaces, we will share the data within the Provider Data Store with the EDW efficiently and accurately.

## DXC Response to "Enhancement Pool for DDI and Operations Option B" Requirements

### System Enhancement Pool for DDI Option B Scope of Work

The Contractor will provide 250 system enhancement pool hours for the duration of the DDI phase of the contract for the Option B Scope of Work. The cost of these 250 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.

The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one-month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement



pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.

#### **System Enhancement Pool for Operations Option B Scope of Work**

The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year for the Option B Scope of Work. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.

Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D – Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G, Provider Pricing, Schedule D – Enhancement Pool Hours.

DXC understands and acknowledges the requirements for enhancement pool hours for the DDI and Operations phases.

### **Attachment F Requirements for Option B Enhancement Pool**

The following requirement narrative details our processes for success in the Option B Enhancement Pool requirement in Attachment F.

|                                                     |       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC24 | <p>The Contractor will provide 250 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 250 system enhancement pool hours are included in the offeror's fixed price and included in Schedule D-Enhancement Pool Hours. The System Enhancement Pool for DDI includes personnel cost for all resources supporting the system enhancement effort.</p> <p>The unused system enhancement pool hours for DDI will be rolled over to the system enhancement pool for Operations or the number or system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for DDI will require one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G, Provider Pricing Schedules, Schedule D-Enhancement Pool Hours.</p> |
|-----------------------------------------------------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges this requirement and will comply. We will provide 250 system enhancement pool hours during the DDI phase of the contract for the option B scope of work. These hours are included in our fixed price.

|                                                     |       |                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations,<br>Maintenance,<br>and<br>Configuration | OMC25 | <p>The Contractor will provide 100 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 100 system enhancement pool hours are included in the Offeror's fixed price and included in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. The System Enhancement Pool includes personnel cost for all staff supporting the system enhancement effort.</p> |
|-----------------------------------------------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | Unused system enhancement pool hours for each year of operations may be rolled forward to the next operations year or the number of system enhancement pool hours may be adjusted downward, at the discretion of the State. Any reduction in the number of system enhancement pool hours for operations will require a one month notification by the State, and the cost of the contract will be reduced proportional to the cost of the reduction in system enhancement pool hours eliminated using the rates provided in Attachment G Pricing Schedule, Schedule D-Enhancement Pool Hours. The cost of the contract will be reduced proportional to the cost of the unused hours using the rates provided in Attachment G Pricing Schedules, Schedule D-Enhancement Pool Hours. |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC acknowledges this requirement and will comply. We will provide 100 system enhancement pool hours annually during the Operations phase of the contract for Option B scope of work. These hours are included in our fixed price.

### 3.10.15 Reporting

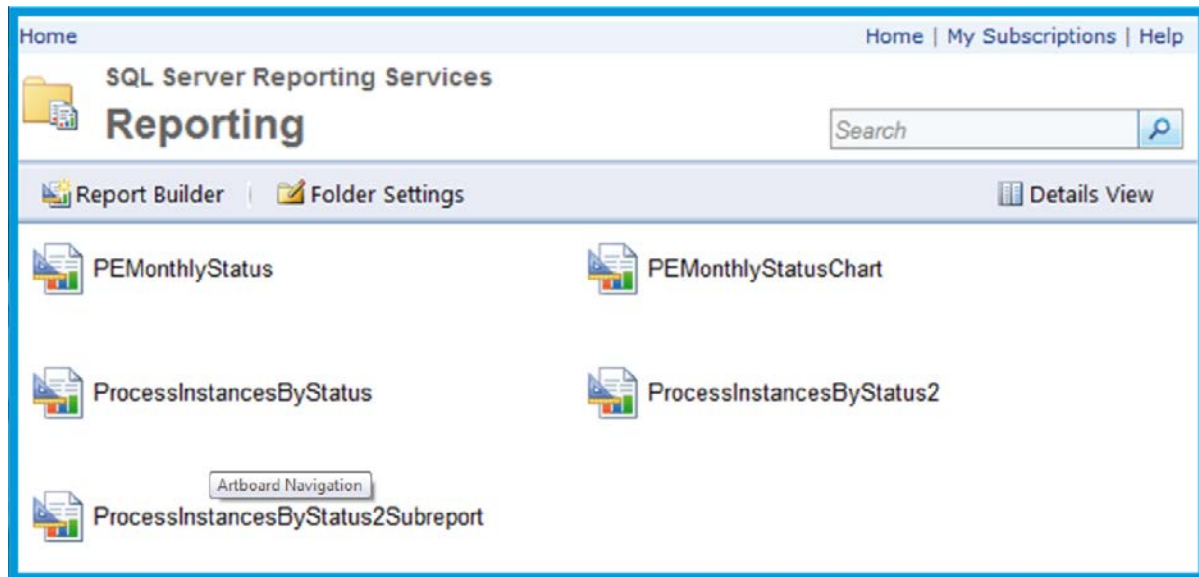
This section addresses reporting requirements. The Contractor's solution shall provide an established library of standardized operational reports as well as the ability to create a wide array of configurable detail level and summary level reports, dashboards and queries. The Offeror must describe in their response their approach to meet the Reporting requirements defined in Attachment F, Requirements Matrix.

### DXC Response

DXC supports the Department's need to generate and analyze transaction data and reports. Our solution will produce transaction data, reports, and performance information that contribute to program evaluation, continuous improvement in business operations, transparency, and accountability. The user-friendly SQL Server Reporting Services (SSRS) solution we provide as a component of the Provider Services solution provides visibility into business and operational data through ad hoc reporting of provider-management information. The following figure shows some of the types of customized reporting we have created for another Provider Services customer using SQL Server Reporting.



## SQL Server Reporting View



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The Provider Services solution is uncoupled from other solutions and exists as a package that runs with its own databases and can execute within a service-oriented architecture (SOA) environment to send and receive data through an enterprise service bus. One module attribute is a reporting interface. The Provider Services solution will provide product base standard and customized reports. DXC's reporting services, library of standardized operational reports, and ability to create a wide array of configurable detail-level and summary-level reports, dashboards, and queries are described in the following pages.

## Attachment F Requirements for Reporting

In the following narratives, we provide a response to each of the Attachment F requirements for Reporting. Please note: the Attachment F requirements as quoted in the text boxes reflect the final version of these requirements, as found in the Amendment 2, October 16, version of Attachment F.

|           |       |                                                                                                                                                            |
|-----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP01 | The Contractor's solution shall include a query tool that allows users to easily query data necessary to support state healthcare programs business needs. |
|-----------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution includes a query tool that allows users to easily query data necessary to support Department healthcare programs' business needs. SSRS reporting features include an advanced query tool to create reports. Users can pick fields and parameters to run reports. Data can be exported as spreadsheets or charts. SSRS provides visibility into data, which provides clarity in performance metrics so that business processes can continually be improved.





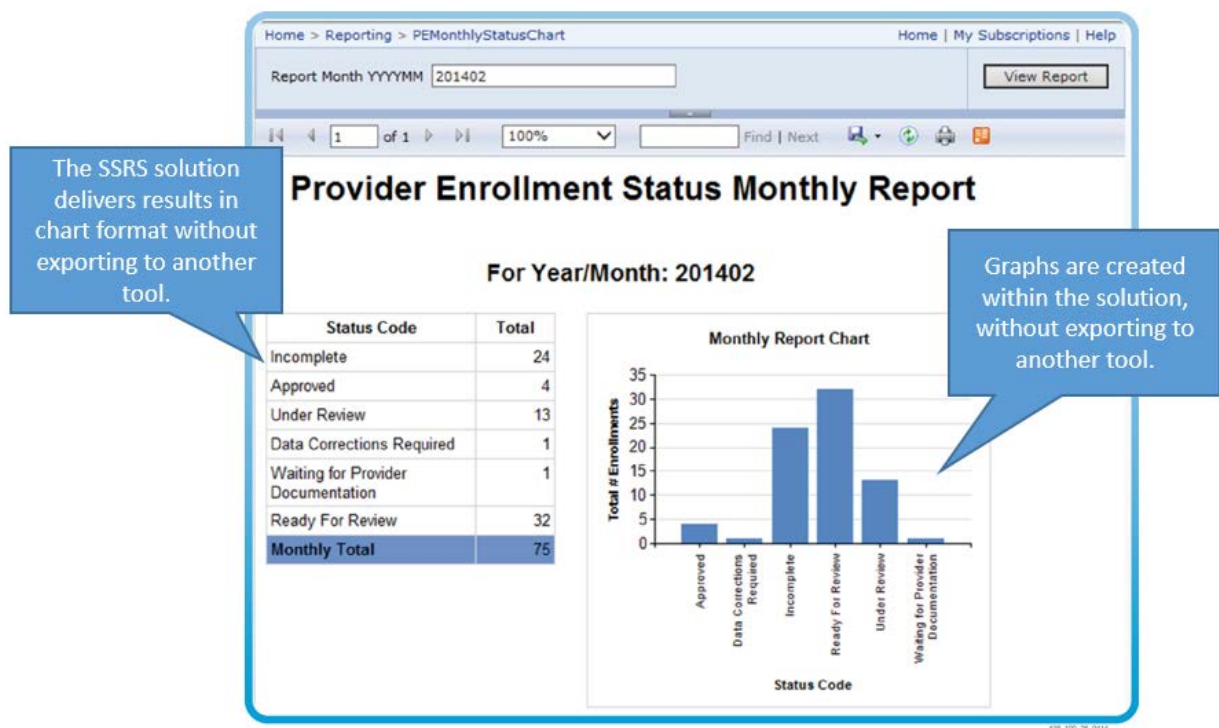
|           |       |                                                                                                                                                                                                                                                                       |
|-----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP07 | The Contractor's reporting tool shall provide the ability to design and execute a queries using one or more wild cards (e.g., %, *, ?) and operators (e.g. =, , >, >=, <, <=, IN, BETWEEN, LIKE, IS NULL or IS NOT NULL) to provide data when searching or reporting. |
|-----------|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's reporting tool will provide the ability to design and execute queries using one or more wild cards (e.g., %, \*, ?) and operators (e.g., =, , >, >=, <, <=, IN, BETWEEN, LIKE, IS NULL, or IS NOT NULL) to provide data when searching or reporting. The Provider Services solution supports searches using a variety of query criteria in combination.

|           |        |                                                                                                                                                                                                         |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP103 | The Contractor's solution shall have the capability to display data in a variety of formats (e.g., standard reports, graphs, charts, maps, dashboards) without the need to export data to another tool. |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution has the capability to display data in a variety of formats (e.g., standard reports, graphs, charts, maps, dashboards) without the need to export data to another tool. As an example of the capability, the following figure shows the charts and graphs created within the tool.

#### SSRS Capabilities



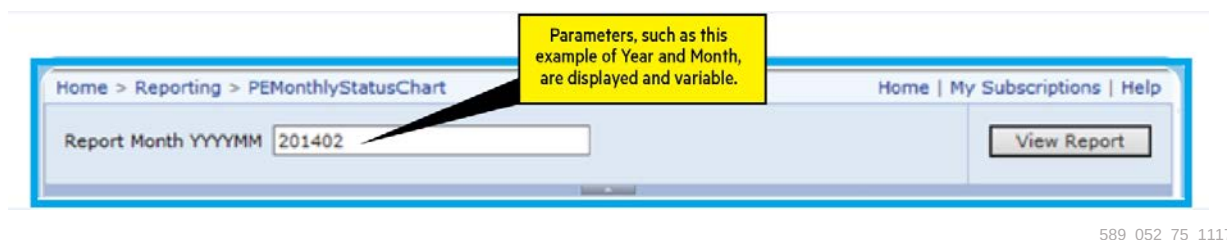
|           |        |                                                                                                                                                          |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP104 | The Contractor's solution shall have the ability for authorized users to selectively retrieve, view, export, and print reports (or portions of reports). |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|

The Provider Services solution will provide the ability for authorized users to selectively retrieve, view, export, and print reports or portions of reports. An example of this capability is the retrieval of remittance advice (RA) documents. The financial processing cycle generates an RA report that can be tens of thousands of pages. Because our configuration team has defined provider ID as a key report index, the system retrieves only the portion of the RA that pertains to the provider. This feature makes retrieval and review of the information for each user highly efficient. An additional feature is that authorized users can make annotations on a report. When other users subsequently access it, they can see the notes.

|           |        |                                                                                                                                  |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP107 | The Contractor's solution shall have the capability to allow authorized users to view query parameters along with query results. |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------|

DXC's solution provides the capability for authorized users to view query parameters along with query results. An example is shown in the following figure.

#### Using SSRS Parameters



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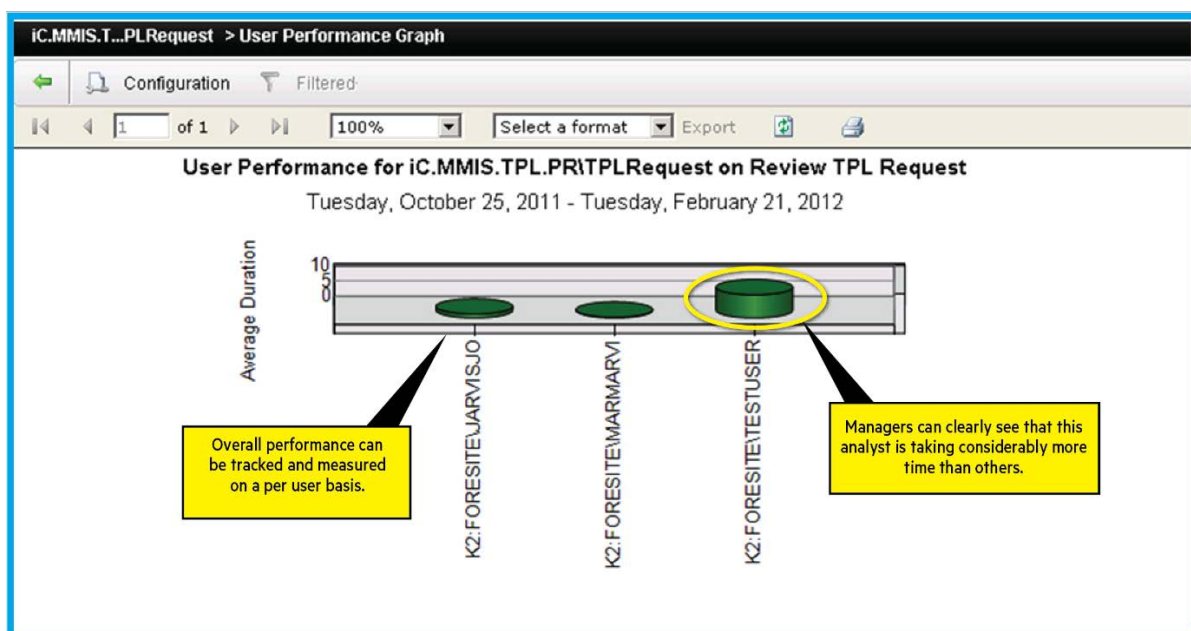
When viewing results, being able to view the query is useful for verifying that the intended parameters for extracting results match the actual query.

|           |        |                                                                                             |
|-----------|--------|---------------------------------------------------------------------------------------------|
| Reporting | REP110 | The Contractor shall update dashboards in real-time or on a schedule approved by the State. |
|-----------|--------|---------------------------------------------------------------------------------------------|

DXC will update dashboards in real time or on a schedule approved by the Department. The Provider Services solution uses K2 blackpearl (K2) for workflow management. Through the K2 Reporting Studio, users can view business activity dashboards that display, for example, bar charts representing time spent on each task within an activity, as depicted in the following figure. This dashboard gives managers a real-time view of the information and an indication of where short- or long-term improvements may be needed.



## K2 User Performance Statistic Reporting



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This dashboards and others within K2 are updated in real time as processes in the workflow are completed. This capability is in line with the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) vision of continual business maturity.

|           |        |                                                                                                                       |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------|
| Reporting | REP111 | The Contractor's solution shall allow authorized users to design, save and share configurable dashboards and reports. |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------|

The Provider Services solution will allow authorized users to design, save, and share configurable dashboards and reports. The Provider Services solution from DXC is flexible and configurable. Analysts, as well as system coders, can configure the tools and components within the solution. We will teach authorized users—such as system administrators and managers—how to access the proper browser pages and the business rules engines within the solution to configure, through direct entry, the appropriate parameters to add and update fields, lists, user profiles, and screens as program changes occur. As a best practice, configurations will follow the formal change management process.

|           |        |                                                                                                                         |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP112 | The Contractor's solution shall provide report, dashboard and query templates for authorized users to modify and reuse. |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------|

DXC's reporting solution provides report, dashboard, and query templates that authorized users can modify and reuse. SSRS provides standard templates for ad hoc reports. Having a pre-configured format can streamline the reporting process for users — whether advanced or beginner users. Once a user creates a report, they can save it for reuse later as is or with further configurations.



|           |        |                                                                                                                                                                                                                                  |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP116 | The Contractor's solution shall provide an established library of standardized operational reports as well as the ability to create a wide array of configurable detail level and summary level reports, dashboards and queries. |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution will provide an established library of standardized operational reports as well as the ability to create a wide array of configurable detail-level and summary-level reports, dashboards, and queries.

The Provider Services solution reporting component is comprehensive, from operational reports and ad hoc reporting to advanced dashboards and analytics. DXC takes Medicaid business intelligence reporting to the next level through not only business activity monitoring (BAM) and key performance indicators (KPI) dashboards but also a fast-performing, in-memory computing environment with advanced graphical filtering capabilities.

## Standardized operational reports

Operational reports are embedded within the Provider Services solution. These reports are directly tied to processing transactions. As these reports are generated, we permanently store them in the enterprise content management system (ECM). Within the ECM, we organize the reports by report number, title, and creation date, so users can navigate quickly to a needed report.

An integrated workflow directs business functions through a standard process. The workflow solution includes dashboard presentation of the data workflow metrics. DXC uses this BAM reporting to measure the efficiency of our processes and the staff performing operational business functions. Through the K2 Reporting Studio, users can view business activity dashboards that display, for example, bar charts representing time spent on each task within an activity, giving managers a real-time view of the information and an indication of where short- or long-term improvements may be needed.

Reporting metrics include broad process measurements, such as the time it takes to complete the provider enrollment process, the number of applications accepted and rejected, and the current number of applications in process. Detailed metrics provide insight into how long it takes each part of the process to complete and which staff members performing manual processes take longer than others. The effect of streamlining a process and training staff members can be measured objectively, delivering a platform for continuous improvement.

## Ad hoc reporting

One of the most powerful features of the Provider Services solution is the Report Visual Capabilities provided with the SSRS toolset. When results of a query are returned from the reporting solution, authorized users have a wide array of options for viewing and presenting the results to support interpretation and decision-making. With minimal training, users can perform the following actions without the need for technical resources:

- Import, export, and manipulate data files into geographical reporting products and spreadsheet and database management tools
- Create bar charts, pie charts, stacked and side-by-side bar charts, single and multiple line charts, three-dimensional graphs, tree graphs, scatter plots, bell curves, and other common graphical presentation methods



- Customize the attributes of graphics, including color, orientation, legends, intervals, and scaling
- Manipulate the font style and size of text or numbers
- Edit, shadow, mirror, highlight, or change axes
- Highlight exceptions and outlier data using “alerts” and the standard-deviation features
- Modify graphics iteratively to meet internal or legislative requests, including the ability to combine multiple graphical formats on a single report
- Print or download reports, text, tables, charts, graphs, or maps

These actions are menu-driven features that allow users to quickly take raw, tabular data and present it in meaningful displays. From idea to finalization of a report format, the Provider Services solution SSRS ad hoc reporting capability enables users to quickly create reports as they are needed. After an ad hoc report is complete, the user can save the newly created report in the SSRS reporting tool for sharing with other users or in the user's personal folder area.

|           |        |                                                                                                                                                                                                             |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP118 | The Contractor's solution shall have the capability to produce reports or display output data by National Provider Identifier (NPI), proprietary ID, or by a subset of the provider's practice or taxonomy. |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's solution has the capability to produce reports or display output data by National Provider Identifier (NPI), proprietary ID, or by a subset of the provider's practice or taxonomy. The Provider Services solution contains extensive reporting capabilities with pre-set and ad hoc reporting features. Many of the standardized reports use the NPI or unique ID for stratifying data. Ad hoc reporting can be completed using many criteria from the Provider Master File.

Additional example sort criteria include alphabetical listings, provider group affiliation, and listing by category of service.

|           |        |                                                                                                                                                    |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP128 | The Contractor's solution shall provide ad hoc query capability for retrieval of data relevant to specific operational and program business units. |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's Provider Services solution includes ad hoc query capability for retrieving data relevant to specific operational and business units. Using the SSRS ad hoc reporting solution, users can run reports that are relevant to their specific job duties or program responsibilities.

Menu-driven features that allow users to quickly take raw, tabular data and present it in meaningful displays that are germane to them. From idea to finalization of a report format, the Provider Services solution SSRS ad hoc reporting capability enables users to quickly create reports as they are needed. After an ad hoc report is complete, the user can save the newly created report in the SSRS reporting tool for sharing with other users or in the user's personal folder area.

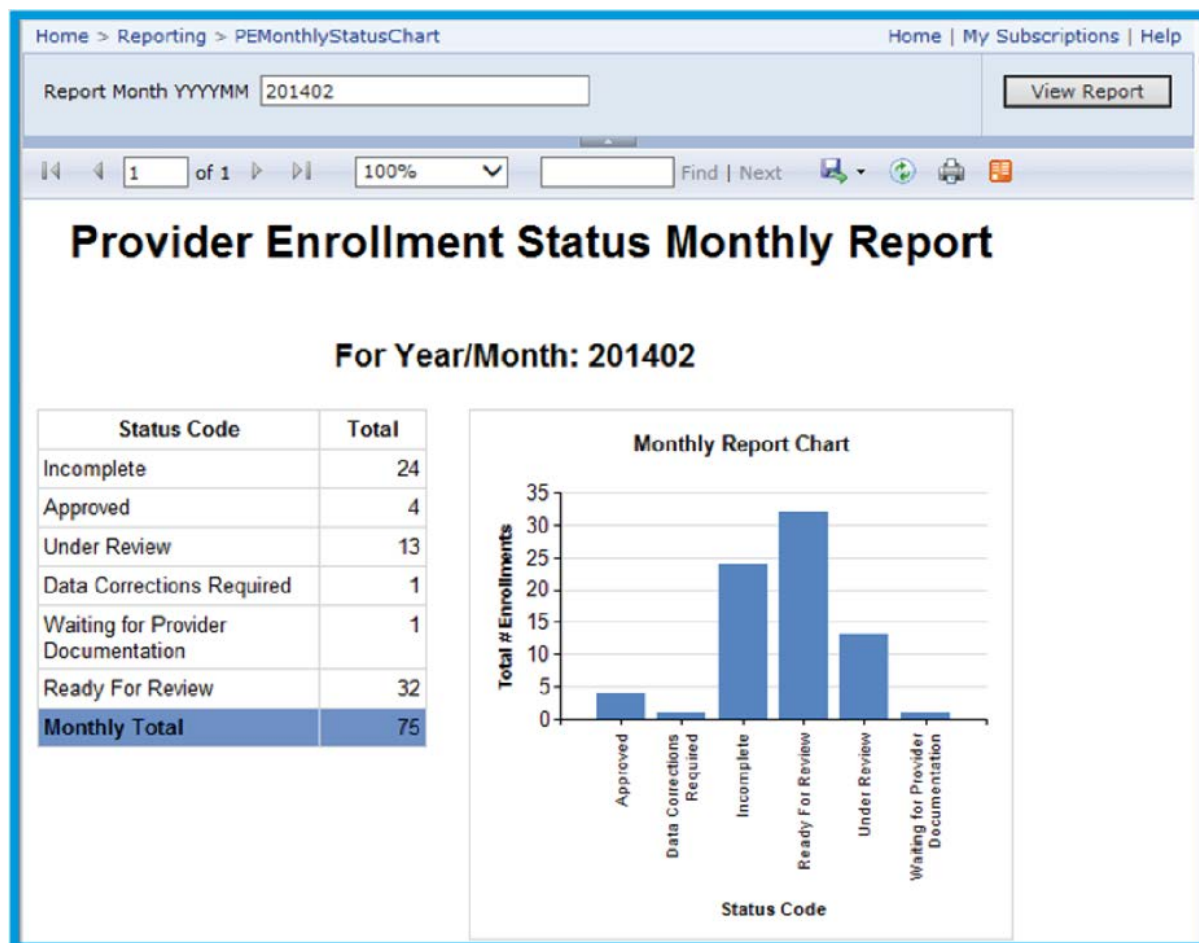


|           |        |                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP129 | The Contractor's solution shall provide an online adhoc reporting tool that allows authorized users access to provider and trading partner data (e.g., provider enrollment status, alphabetic and numeric provider listing, re-certification listing, revalidation listing, group affiliation listing, provider classification listing, and category of service listing). |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The DXC Provider Services solution provides an online ad hoc reporting tool that allows authorized users to access provider and trading partner data — including provider-enrollment status, alphabetic and numeric provider listing, re-certification list, revalidation listing, group affiliation listing, provider classification listing, and category of service listing. The solution has the market-leading query and reporting tool, SSRS, which enables users to create ad hoc reports with minimal training by simply dragging and dropping data items. The user can save the newly created report in a shared area or personal folder.

The following figure demonstrates a Provider Enrollment Status Report created in SSRS for another Provider Services customer.

#### SSRS Enrollment Status Report



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|           |        |                                                                                                                                                                                                                                                                                               |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP130 | The Contractor's reporting tool shall provide current and historical information about user access. The report shall include both standardized data in addition to allowing user input of run criteria such as user IDs, roles/privileges/authorizations, and configurable from and to dates. |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

DXC's reporting tool will provide current and historical information about user access. The report will include standardized data as well as allow user input of run criteria, such as user IDs, roles/privileges/authorizations, and configurable from and to dates. An audit trail of authorized permissions provides activity history.

|           |        |                                                                                                                                                                                                                                    |
|-----------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reporting | REP131 | The Contractor's solution shall track and have the capability to report both summary and detail level information pertaining to provider enrollment, disenrollment, termination, re-enrollment, revalidation, and recertification. |
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DXC's solution will track and have the capability to report both summary and detail-level information pertaining to provider enrollment, disenrollment, termination, re-enrollment, revalidation, and recertification. Operational reports are embedded within the provider operations. These reports are directly tied to processing transactions. As these reports are generated, we permanently store them in the ECM. Within the ECM, we organize the reports by report number, title, and creation date, so users can navigate quickly to a needed report.

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| Reporting | REP132 | The Contractor's solution shall provide the functionality to identify, track and report the number and type of individuals associated with a provider or trading partner application (e.g., provider, facility, owner, managing employee and/or board member) including screening and monitoring results. |
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The Provider Services solution from DXC will provide the functionality to identify, track, and report the number and types of individuals associated with a provider or trading partner application — for example, provider, facility, owner, managing employee and/or board member— including screening and monitoring results. The database will maintain provider links to entities—such as chains, networks, ownerships, and partnerships—we identify during initial enrollment, revalidation, or provider information change requests. The presence of this data enables tracking and reporting. Data is stored in the Provider Master File and retrievable through SSRS tools.

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| Reporting | REP133 | The Contractor's solution must provide Provider Transaction Error Reporting that includes the error, the date and time the error was identified, and the provider file(s) effected. |
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The DXC solution will include provider transaction error reporting that includes the error, the date and time the error was identified, and the provider file affected. We will verify the integrity





and completeness of incoming data—whether the record is new or an update—through rules applied to batch and real-time updates of input transactions or through data-validation editing enforced through secured online web pages.

Through our COTS rules engine, InRule, we maintain system integrity while allowing flexibility between programs and provider types. As rules are applied to incoming data, edits will reject or cleanse the data. The related transactions will post on the Provider Transaction Error Report.

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| Reporting | REP134 | The Contractor's solution shall have the ability for users to query using date and/or date ranges for scheduled and ad-hoc reporting. |
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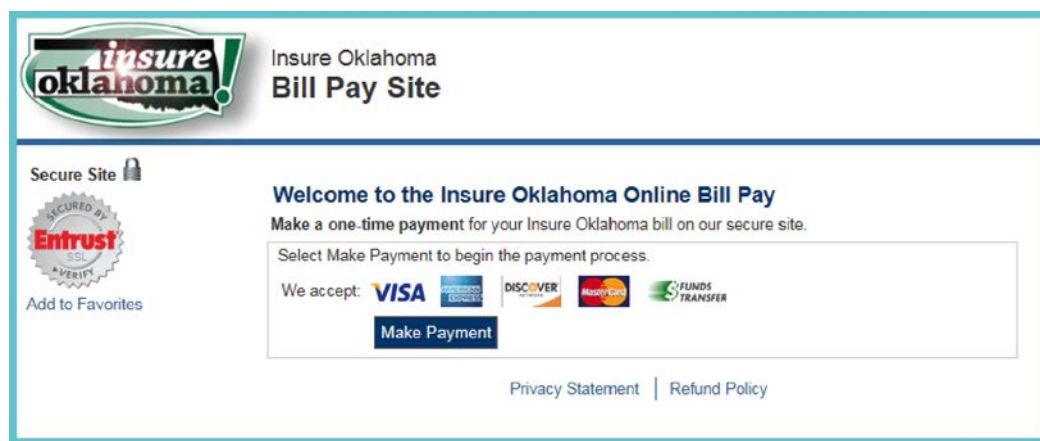
Our Provider Services solution has the ability for users to query using date and/or date ranges for scheduled and ad hoc reporting. Authorized SSRS users will be able to locate current and past data as far back as the Department-determined purge date and use it in reports.

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| Reporting | REP135 | The Contractor's solution shall provide the ability to report on electronic payments received through the Provider Services module (i.e., provider application fees). |
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DXC's Provider Services solution provides the ability to report electronic payments received through the provider services module, for example for provider application fees). DXC will set up an application collection step as part of the provider enrollment process, which will allow providers to pay the application fee using check or credit card. For this step, providers are routed to a web-based payment site called Convenience Pay. The Convenience Pay service provides several reports regarding the payments received.

DXC will use the Convenience Pay system to process application fees. If it is determined during the enrollment process that the provider does need to submit an application fee, the provider will be directed to the Convenience Pay website. The following figure is an example of an actual site we maintain for a customer similar to the Department.

#### Convenience Pay Example



The provider submits the payment transaction to Convenience Pay and receives a confirmation number. The provider is directed back to the enrollment screen and puts the confirmation





number on the application. DXC will verify during the enrollment workflow process that the payment occurred. Convenience Pay can accept EFT payments, credit cards, and direct debits from checking or savings accounts.

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| Reporting | REP136 | The Contractor's solution shall provide the capability to archive and discontinue. The solution shall be capable of purging reports in compliance with the Federal and State retention policies. |
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DXC's solution will provide the capability to archive and discontinue. The solution will be able to purge reports in compliance with Federal and State retention policies. As the largest fiscal agent in the nation, DXC is well-versed in and complies with federal Medicaid record retention laws found in 42 CFR 431, 45 CFR Part 74 and 2-6-212. We will collaborate with the Department to define the report-retention requirements for the module.

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| Reporting | REP23 | The Contractor's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the contractor will provide migration support to move reports forward. |
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DXC's Provider Services solution will maintain reporting services that are backward compatible, and the reports functionality will be preserved over major or minor releases or DXC will provide migration support to move reports forward. The Department will have a team of DXC professionals overseeing the installation of each new release of the Provider Services solution, including reports. This team will work with the corporate product team to validate compatibility of reporting functions and established reports.

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| Reporting | REP31 | The Contractor's reporting solution shall support initiation of reports through various methods including on-demand, scheduled requests (including non-business hours), and event-driven requests with distribution of the report results to specified secure locations. |
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The reporting solution from DXC will support initiating reports through various methods, including on-demand, scheduled requests (including non-business hours), and event-driven requests, with distribution of the report results to specified secure locations. On-demand query functions through SSRS will enable the Department to request reports as needed to perform provider-related functions. The reporting capability of the solution provides flexibility to generate standard and ad hoc reports that meet a variety of provider-related business needs. Authorized users can route reports to locations such as their email address or to a printer in a secure location.

Event driven reports are generated in two ways:

- Business rules are used to identify Department-established thresholds such as providers with no claims activity for a period of time. As the thresholds are met or are approaching, reports are generated to alert the Department.



- Within the K2 workflow tool, events drive the creation of reports as configured for business processes.

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| Reporting | REP32 | The Contractor's reporting solution shall allow users to search on criteria including report names, report filters, and data elements included in the report in a library or repository of reports. |
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DXC's reporting solution will allow users to search on criteria, including report names, report filters, and data elements included in the report in a library or repository of reports. Each tool in our content management solution includes a flexible search engine that enables users to quickly and easily retrieve items such as reports within the library or repository.

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| Reporting | REP36 | The Contractor's reporting solution must display standard report header and footer information (e.g., report number, report title, page number, date) on all reports. |
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The DXC reporting solution will display standard report header and footer information — report number, report title, page number, date — on the reports. The headers and footers will be visible in both online and printed reports.

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| Reporting | REP37 | The Contractor's reporting solution shall provide the ability to store system generated reports in the Enterprise Content Management (ECM). |
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The DXC reporting solution will provide the ability to store system-generated reports in the Enterprise Content Management (ECM) solution. DXC will use IBM OnDemand to store and archive reports, letters, and scanned images related to Provider Services. We will assign a unique identifier to each object within the OnDemand repository, including system-generated reports, and will manage report retention.

OnDemand features integrated automated workflows, comprehensive document storage, and the ability to easily access documents from the user's desktop. This tool enables efficient management of documents and images regardless of source. Automated rules, classification, and workflow capabilities facilitate easy capture, secure management, and simple retrieval.

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| Reporting | REP38 | The Contractor's reporting solution shall allow a user to manually save report output to the ECM. |
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The reporting solution from DXC will allow users to manually save report output to the ECM. The reporting solution allows users to save report output to the ECM in any of a number of formats. The related tools — OnDemand, SharePoint, and rTRACE — accept and store documents in their native formats, including Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG.



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| Reporting | REP39 | The Contractor's solution shall provide efficient navigation (e.g., the ability to move forward and backward in the solution). |
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The Provider Services solution provides efficient navigation, including the ability to move forward and backward in the solution. The solution uses techniques similar to those used in the Microsoft Office suite of products, minimizing the learning curve. For example, users will be able to navigate using point-and-click and scrolling, as well as dropdown menus.

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| Reporting | REP42 | The Contractor's reporting solution shall allow authorized users to view, sort, export and print dashboard and report data in a variety of formats (e.g., HTML, Excel, TXT, CSV, PDF, or character delimited). |
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DXC's reporting solution will allow authorized users to view, sort, export, and print dashboard and report data in a variety of formats including HTML, Excel, TXT, CSV, PDF, or character delimited. Our ECM tools also have the ability to accept and store documents in their native formats, including Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG.

Users can view documents directly in OnDemand, SharePoint, and rTRACE, or download and view them using an assortment of viewing software. When editing is allowed, users can edit documents in these programs or download and edit them. Some documents are captured in these programs as static and not available for editing, to maintain the integrity of the document.

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| Reporting | REP64 | The Contractor's solution shall provide the ability to access and use all current and historical data for reporting purposes. |
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DXC's Provider Services solution will provide the ability to access and use the current and historical data for reporting purpose. Authorized users will be able to locate current and past data as far back as the Department-determined purge date and use it in reports.

