

Attachment Q	
Mandatory Scored Questions- TPL System Module	
Offerors must answer all questions in this document in the space provided.	
Failure to answer these questions will result in disqualification of the proposal	
Offerors must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. Certain questions require an attachment. ONLY upload documents where there is a "Yes-Required" in the "Upload Attachments with Additional Information?" column, to provide additional requested information for specific questions. If there is a "No" in the "Upload Attachments with Additional Information?" column, then a document will be NOT be evaluated, if uploaded. Suppliers must provide an answer <u>in the answer box</u> below for all questions with "No" in the "Upload Attachments with Additional Information?" column.	
DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.	
1	Business Rules - Describe the proposed solution's capacity to configure, support and maintain business rules (e.g., 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, describe in detail your approach to meet each of the Business Rules requirements stated in Attachment P, Business Rules Engine Section, SYSMOD1-SYSMOD32 . Your response should include the requirement number identified in the attachment, followed by your detailed response.
A1	Answer # 1 HHS Technology Group, LLC (HHS Tech Group) is proposing our TPL System Module, Recover your Liability (RyL), in response to this procurement. 

[REDACTED]

As required, provided next are our responses to each of the specific SYSMOD requirements for this section.

SYSMOD1: The supplier's solution shall calculate recovery amounts based on configurable business rules (e.g. liens, fees, taxes) based on Agency program rules and Federal guidelines.

Confirmed. [REDACTED]

SYSMOD2: The Supplier's solution shall automate recovery processes based on Agency defined configurable business rules established in federal and state statute. The business rules will include, but are not limited to:

- a. update status based on received data
- b. hardship compromise

Confirmed. [REDACTED]

SYSMOD3: The supplier's solution shall generate, track, store and maintain recovery refunds based on configurable business rules.

Confirmed. [REDACTED]

SYSMOD4: The supplier's solution shall automate the non-cooperative member process using configurable business rules based on state administrative rules and federal guidelines including but not limited to the annual cost effectiveness calculation.

Confirmed.

SYSMOD5: Not Applicable – This requirement has been removed per the Q&A released with Addendum #4.

SYSMOD6: The supplier's solution will generate a standard report for a member recovery case based on configurable business rules. Reports will contain but are not limited to: claims summary, diagnosis, procedure codes, totals, amounts, conditional assistance program.

Confirmed.

SYSMOD7: The Supplier solution will monitor member compliance and generate a workflow to suspend member eligibility based on configurable business rules.

Confirmed.

SYSMOD8: The Supplier's solution shall have the ability to create, receive, update, store member Third Party Liability (TPL) information (e.g., primary, secondary, tertiary, retroactive, Medicare) and generate notification and workflow using configurable business rules as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD9: The Supplier's solution shall have the ability to configure TPL policy information to include or exclude benefits (e.g., excludes dental, separate policy for vision/hardware) based on policy for use in editing for coordination of benefits as defined by the Agency's configurable business rules.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD10: The Supplier's solution shall provide searchable options that are applicable to specific business rules (e.g., by carrier, subscriber, recoveries, cost avoidance, recoupment) as defined by Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD11: The solution will automatically generate a blanket denial or TPL exemption based on configurable Business Rules. This process will allow the system to approve or deny provider request; assign, store, maintain and transmit information with the Enterprise Medicaid System.

Confirmed.

[REDACTED]

SYSMOD12: The Supplier solution must automatically generate required attestations or required documentation to be mailed with paper claims or included as a paperwork attachment in an electronic transaction based on configurable business rules.

Confirmed.

SYSMOD13: The Supplier must utilize configurable business rules to include or exclude claims from recovery with accident or workers comp (e.g., diagnosis code, accident indicator, trauma indicator) or other indicators used for identifying potential TPL cases as defined by the Agency.

Confirmed.

SYSMOD14: The Supplier must automatically generate recoupment, notifications or re-bill carriers at a frequency defined by the Agency utilizing configurable business rules.

Confirmed.

SYSMOD15: The Business Rules Engine (BRE) shall allow authorized system users including Agency 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.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

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Third Party Liability

SYSMOD16: The Supplier shall provide real time access to a Business Rules Catalog, in an electronic format approved by the State, that documents all business rule logic used by the solution.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD17: The Supplier shall update the Business Rules Catalog with all additions or changes.

Confirmed. [REDACTED]

SYSMOD18: The Supplier'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 Supplier will provide Agency staff and designated project resources, support and access to reports or reporting tools to evaluate the impact analysis.

Confirmed. [REDACTED]

[REDACTED]

[REDACTED]

SYSMOD19: The Supplier's Business Rules Catalog shall include granular check-out and check-in rules and an audit trail of business rules changes.

[REDACTED]

SYSMOD20: The Business Rules Engine shall allow changes to be made to valid values without impacting production rules engine availability and operations.

Confirmed.

SYSMOD21: The Business Rules Engine shall include the ability to debug business rules at rule execution.

Confirmed.

SYSMOD22: The Supplier shall provide the ability to allow multiple users to work concurrently on different parts of the same rule base.

Confirmed. As shown in *Exhibit 8. RyL Business Rules Options*,

[REDACTED]

[REDACTED]

SYSMOD23: The Business Rules Engine shall have the ability to rollback to prior versions of rules without impacting production rules engine availability and operations.

Confirmed. [REDACTED]
[REDACTED]

SYSMOD24: The Supplier shall provide and maintain a graphical representation of business rule flow(s) and orchestration for all business rules.

Confirmed.

SYSMOD25: The Business Rules Engine shall have mechanisms to identify which rules are executed for each specific business process.

Confirmed.

SYSMOD26: The Business Rules Engine shall be able to produce a report on rules passed or failed for all transactions.

Confirmed.

SYSMOD27: The Business Rules Engine shall send alerts to the appropriate resource for issues identified in the rules engine. The Supplier will take appropriate action to address any alerts or rule failures.

Confirmed.

SYSMOD28: The Business Rules Engine rules editor shall allow subject matter experts or technical resources to write natural language business rules (i.e. human readable).

Confirmed.

SYSMOD29: The Business Rules Engine shall provide the ability to prioritize, sequence, and allow administrators to control processing.

Confirmed.

SYSMOD30: Where applicable, the business rules engine shall use standardized business rules definitions.

Confirmed.

SYSMOD31: The Supplier's business rules shall execute in a runtime environment.

Confirmed.

	SYSMOD32: The Supplier shall configure, support and maintain a business rules capability (e.g., add, modify, or remove/retire rules) based on the Service Architecture (SOA). Confirmed. All rules are configured, supported, and maintained in [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
	Upload Attachments with Additional Information? No	Attachment File Name: N/A

2	Interfaces - Describe in detail how the Application Program Interfaces (APIs) and components comply with industry standards and the methods that will be used for electronic data exchange, which industry standard formats are currently used and describe any proprietary formats used. In addition, describe in detail your approach to meet each of the Interface requirements stated in Attachment P, Interfaces Section, SYSMOD143-SYSMOD156. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A2	<i>Answer # 2</i> RyL has a [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

Exhibit Legend (numbers 1 through 4 above):

1. [Redacted]

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Exhibit Legend (numbers 1 through 4 above):

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Exhibit Legend (numbers 1 through 2 above):

1.

[Redacted]



Exhibit Legend (numbers 1 through 2 above):

1. [Redacted text]

[Redacted text]

SYSMOD144: The supplier's solution will identify recoupments from provider and interface with appropriate systems.

Confirmed.

SYSMOD145: The supplier solution shall use configurable business rules as defined by the Agency to identify and establish overpayment and interface with appropriate systems.

Confirmed.

SYSMOD146: The supplier's solution shall accept, maintain, and display eligibility and enrollment data (e.g., managed care, TPL, waiver, care programs, primary care provider, Medicare, personal resource, spend-down, buy-in) received via an interface as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD147: The supplier's system shall interface with systems (e.g., Bendex, eligibility system, MDRS, MMA) needed to manage the Medicare Programs.

Confirmed. [REDACTED]
[REDACTED]

SYSMOD148: The Supplier's solution must provide the capability to send appropriate third party recovery data to the Agency or it's designee, such as: recovery amount and claims number.

Confirmed. [REDACTED]
[REDACTED]

SYSMOD149: The Suppliers solution must allow configurable business rules to initiate commercial recoveries (e.g., New TPL received from eligibility system, reported by the member, reported by the provider).

Confirmed.

SYSMOD150: The Supplier's solution must receive and process member eligibility information from external sources (such as through the Agency's Eligibility Systems) on a real-time or near real-time basis, including:

- a. Producing total and detailed information that supports error correction and synchronization.**
- b. Applying reconciliation changes.**

Confirmed.

SYSMOD151: The Supplier's solution must process all approved HIPAA ASC X12 transactions to support carrier billing (e.g., eligibility inquiry and response, claims submission and response).

Confirmed.

SYSMOD152: The Supplier solution must generate carrier bill for pharmacy claims utilizing Agency indicators set at pharmacy Point of Sale.

Confirmed.

SYSMOD153: The Supplier'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).

Confirmed.

SYSMOD154: The Supplier's solution shall provide the ability to view interface files and to archive them as determined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD155: The Supplier's solution shall include a process and toolset to maintain interfaces, code, and data models.

Confirmed. [REDACTED]

[REDACTED]

[REDACTED]

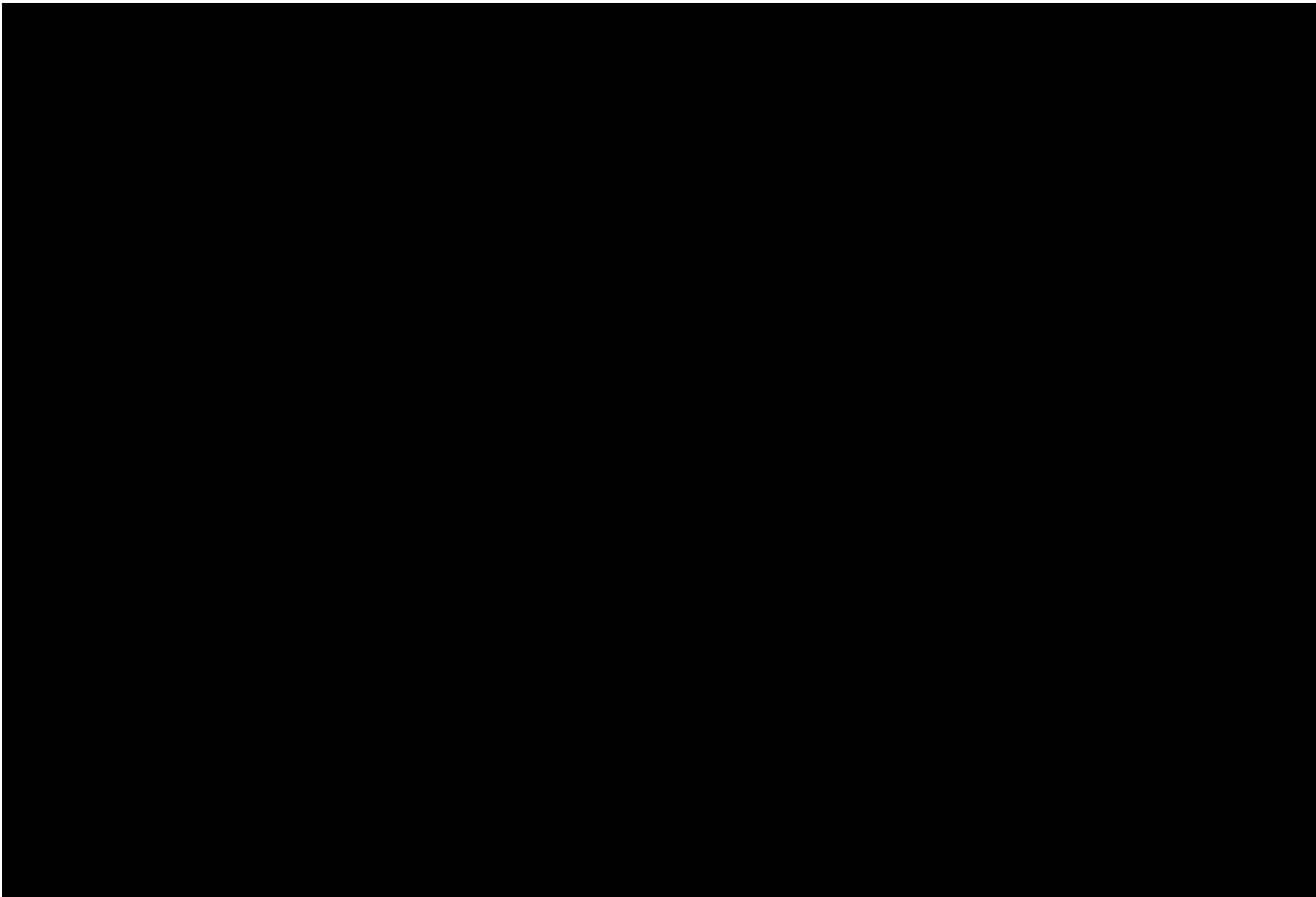
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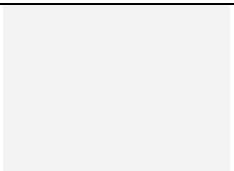
SYSMOD156: The Supplier shall design, develop and maintain interfaces. Each Application Program Interface (API) and components that will interface with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon ICD template. This effort is performed in collaboration with other stakeholders in the State's healthcare programs enterprise.

Confirmed. HHS Tech Group is well adept at working and collaborating with System Integrators to support the implementation and modernization of MMIS enterprise architectures. The ICD template utilized will be discussed and agreed upon across stakeholders. Provided in the following exhibits are examples of our interface templates and record layout documentation.

[Redacted]



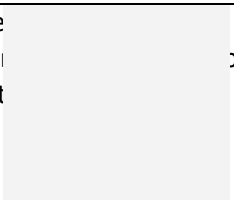
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Attachment
TPL System
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ory Scored Response Worksheet

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

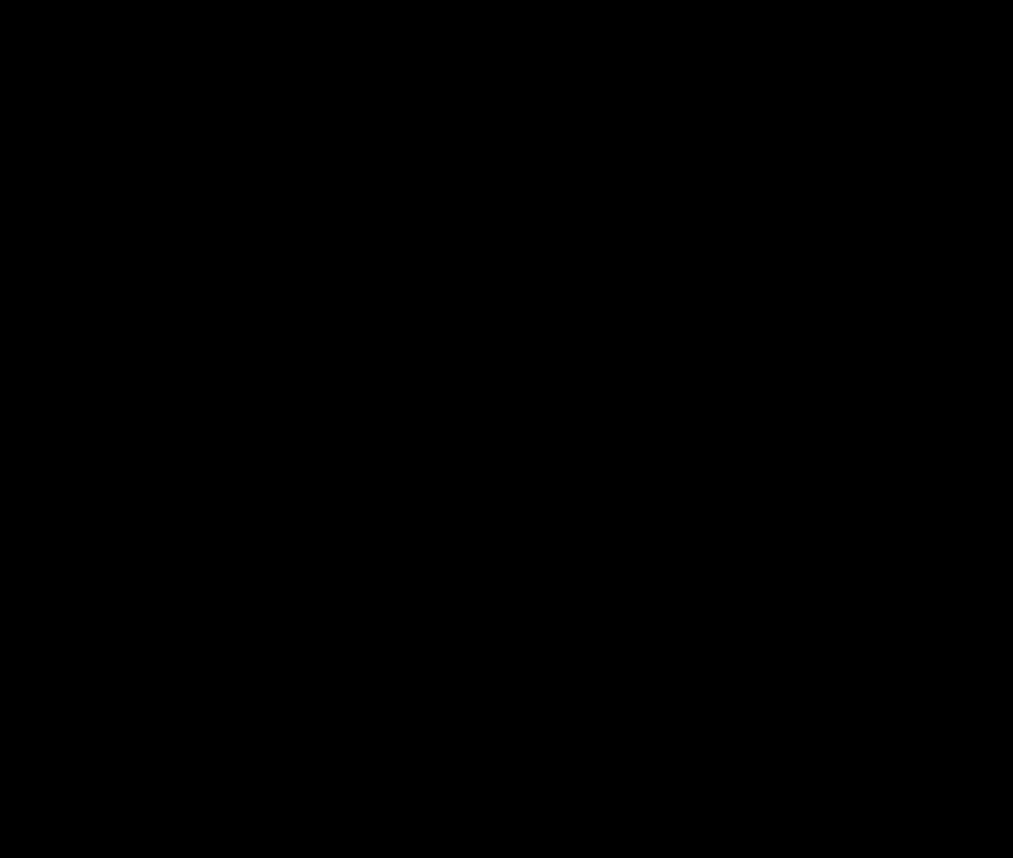
3	Workflow - Describe in detail what programs, methods, solutions are used for a configurable workflow solution including the proposed solution's capacity to configure, support and maintain a workflow solution (e.g., add, modify, or remove/retire existing workflow configurations), the type of resource and necessary skill set(s) required for workflow management. Describe the change management processes associated with a workflow solution. In addition, describe in detail your approach to meet each of the Workflow requirements stated in Attachment P, Workflow Section, SYSMOD194-SYSMOD211. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A3	Answer # 3 RyL has a [REDACTED] [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD194: The Supplier's solution shall generate alerts as defined by the Agency. The alerts shall include but are not limited to: no open valid TPL policy, address changes, Medicaid closed, no payments issued). Confirmed. [REDACTED] [REDACTED]

SYSMOD195: The supplier's solution shall generate an alert for a user to perform an action based on configurable business rules as defined by the Agency (e.g., Case does not meet recovery eligibility, a deed is filed, eligibility information missing).

Confirmed.

SYSMOD196: The Supplier'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. The workflow engine shall be configured to support workflow access, assignments, and execution for all essential aspects of the business processes (e.g., required documents, case tracking, referrals, communications).

Confirmed.



Third Party Liability



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SYSMOD197: The Supplier's solution must create and maintain work queues for adjudicated claims with TPL information identified for members without active TPL for the carrier reported on the claim and automatically produce inquiries to the member and billing provider using their preferred method of communication.

Confirmed.

SYSMOD198: The Supplier's workflow solution shall provide a runtime engine that facilitates process events throughout the work type lifecycle.

Confirmed.

SYSMOD199: The Supplier'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.

Confirmed.

SYSMOD200: The Supplier'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 Agency staff only, and that captures all the information needed by the workflow engine to execute that process.

Confirmed.

Workflow Steps

Workflow

Workflow Steps

← Back to Workflow Steps

+ Create New Workflow Steps

Search

Document Review Approval Workflow Step

Search

Search Results

Workflow Steps ↑	Description ↑	
Document Review	Description Lines...	Edit
Automatic Review of Data (Assets/Liabilities/Policy etc)	Description Lines...	Edit
Review Case	Description Lines...	Edit
Approve Case	Description Lines...	Edit
Generate Cost Worksheet	Description Lines...	Edit
Invite Collaborators	Description Lines...	Edit
Set System Notification	Description Lines...	Edit
Set System Reminders	Description Lines...	Edit
Review MSQ	Description Lines...	Edit
Set Mass Change Request	Description Lines...	Edit

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TPL System Module Mandatory Scored Response Worksheet
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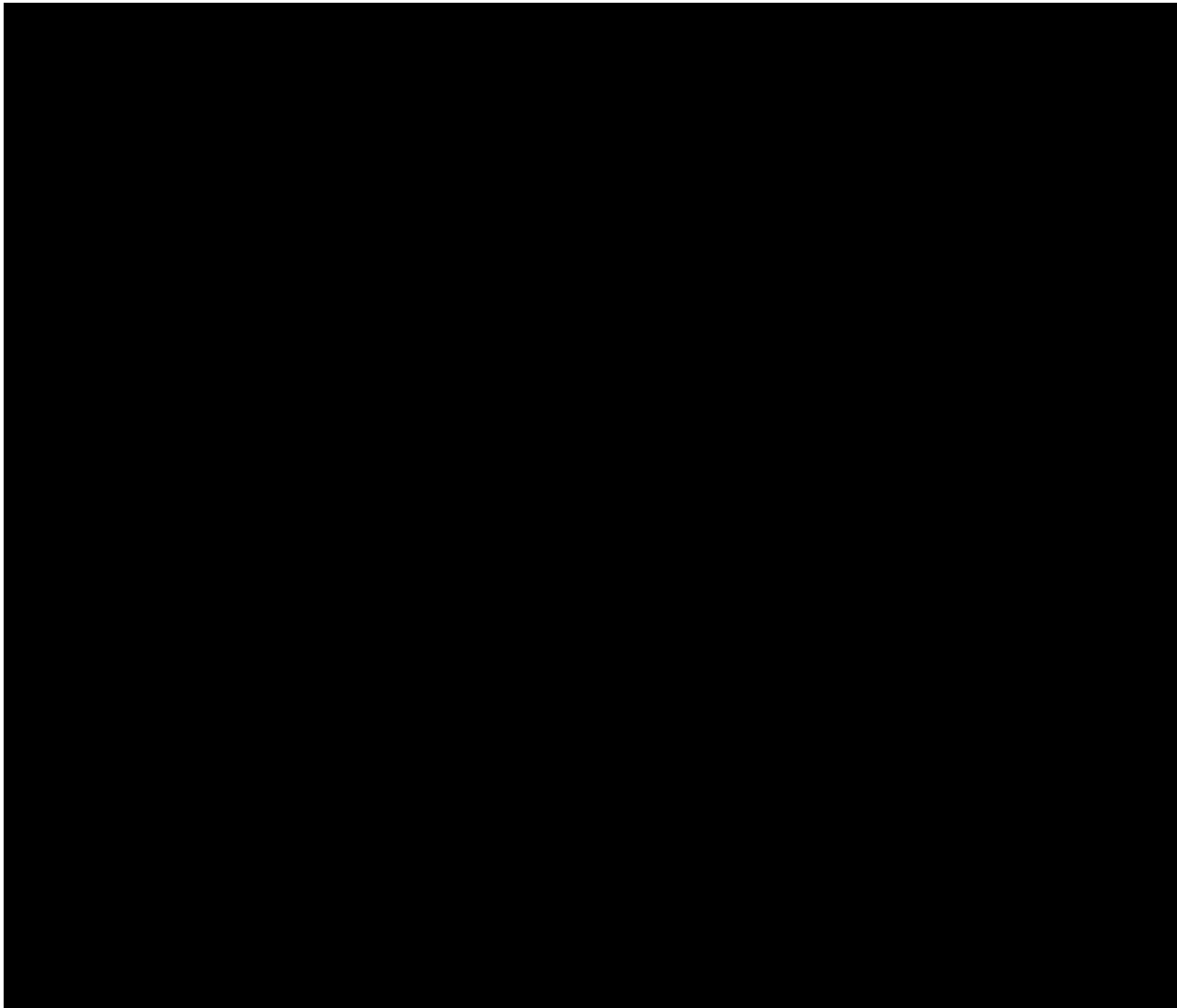
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1. *Journal of the American Medical Association*, 2000; 284: 2692-2696.

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SYSMOD201: The Supplier shall support and assist the Agency in mapping all business processes and subprocesses to a workflow application and in transitioning from manual to automated process execution.

Confirmed. Our Implementation Team will work with the Agency to

[REDACTED]

SYSMOD202: The Supplier's workflow solution shall support work-type processing that includes internal and external dependencies.

Confirmed.

[REDACTED]

SYSMOD203: The Supplier's workflow solution shall provide the ability to view alerts and/or reminders by user, by work-type.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD204: The Supplier's workflow solution shall provide the ability to set alerts and or reminders by user, by work-type.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD205: The Supplier'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.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD206: The Supplier's workflow solution shall provide supervisors access and control of work by type and by user.

Confirmed.

[REDACTED]

SYSMOD207: 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.

[REDACTED]

SYSMOD208: 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.

Confirmed.

SYSMOD209: 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).

Confirmed.

	SYSMOD210: The Supplier shall configure, support, and maintain a configurable document management, workflow, and ICR/OCR solution that meets the Agency's requirements. The Supplier's solution must include an integrated content management solution that meets the Agency's requirements. Confirmed. [REDACTED] SYSMOD211: The Supplier'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 Supplier's solution shall ensure compliance with defined processes. Confirmed. [REDACTED]		
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4	Notifications - Describe in detail the methods and processes used to generate, print, and mail TPL correspondence including the proposed solution's capacity to configure, support and maintain correspondence management functionality (e.g., add, modify, or remove correspondence), the type of resource and necessary skill set(s), required for correspondence management functions, and the change management processes associated with correspondence management. In addition, describe in detail your approach to meet each of the Correspondence Management requirements stated in Attachment P, Notifications Section, SYSMOD165-SYSMOD168. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A4	Answer # 4 Recover your Liability (RyL) includes [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD165: The Supplier's solution will generate, send and track insurance carrier inquiries and responses (e.g., letters, phone call logs) as defined by state Agency. Confirmed. [REDACTED] SYSMOD166: The Supplier's solution must automatically produce inquiries to the member and billing provider using their preferred method of communication. Confirmed. [REDACTED]

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SYSMOD167: The Supplier solution should track mailing of all correspondence including carrier bills and record all data to satisfy Agency and Federal requirements (e.g., certified mail, proof of delivery, returned, date mailed).

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

The first two studies were conducted by researchers at the University of Michigan, who found that people who had been exposed to violence during childhood were more likely to experience mental health problems later in life. The third study was conducted by researchers at the University of California, Los Angeles, and found that people who had been exposed to violence during childhood were more likely to experience physical health problems later in life. These findings suggest that exposure to violence during childhood can have long-term effects on both mental and physical health. However, it is important to note that these studies did not take into account other factors that could influence mental and physical health, such as genetics, environment, and access to healthcare. Therefore, while these studies provide valuable information about the potential effects of childhood violence, they do not establish a causal link between exposure to violence and later health problems.

Third Party Liability

	SYSMOD168: The Supplier's solution must identify outstanding credit balance and issue a payment demand letter to the provider of service via their preferred communication method and develop a repayment schedule for the payee in coordination with the Agency in circumstances where there are insufficient claims or payee funds to satisfy recoveries. Confirmed.
	Upload Attachments with Additional Information? No Attachment File Name: N/A

5	Reporting - Describe in detail the methods and processes that will be used to configure, support and maintain TPL scheduled and ad hoc reporting (e.g., add, modify, or remove reports), the type of resource and necessary skill set(s) required for report management functions, and the change management processes associated with report management. In addition, describe in detail your approach to meet each of the requirements related to Report Management stated in Attachment P, Reporting Section, SYSMOD174-SYSMOD177. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A5	Answer # 5 RyL features a [REDACTED] [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD174: The supplier solution shall have the ability to generate a scheduled payment report on all Health Insurance Premium Payments (HIPPP), as defined by the Agency. Confirmed. [REDACTED] [REDACTED]

SYSMOD175: The supplier solution shall provide automatic and ad hoc reporting related to the day to day activities of the HIPP program (e.g., Active Case List Report, Counts by Health conditions Report, Payment History by Month Report, Referral Summary Report, Cost Effectiveness Report, Cost Effectiveness evaluation Report, Housecleaning Status Report, Review Date Report, All Status Report, County Status Report) as defined by the Agency.

Confirmed.

SYSMOD176: The supplier's solution shall produce Agency defined reports necessary for managing the Medicare Programs (e.g., buy-in, claw back, Part D). The reports include but are not limited to: Participation Part A, Participation Part B, Participation Part A & B.

Confirmed.

SYSMOD177: The Supplier's solution shall provide automatic and ad hoc reporting related to the day to day scope of work (e.g., Active Case List , Counts by carrier, Payment History by carrier or provider or other entity, Referral Summary, financial transactions applied to a recoupment or recovery, Medicare plans A, B, C, D and cost avoidance group health insurance including an audit trail.) as defined by the Agency.

Confirmed.

	[Redacted]
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Attachment Q
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Third Party Liability

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6	Carrier Billing - Describe in detail what processes and methods will be used to manage the carrier billing program (e.g., identify, calculate, store, display, notify). In addition, describe in detail your approach to meet the Carrier Billing requirements stated in Attachment P, Carrier Billing Section, SYSMOD33-SYSMOD37. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A6	<i>Answer # 6</i> RyL provides [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD33: The Supplier's solution must calculate and charge simple or complex interest on unpaid or partially paid carrier bills based on configurable business rules and allow for exceptions (e.g., waive interest, change the start date, pause interest) as defined by the Agency. Confirmed. [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

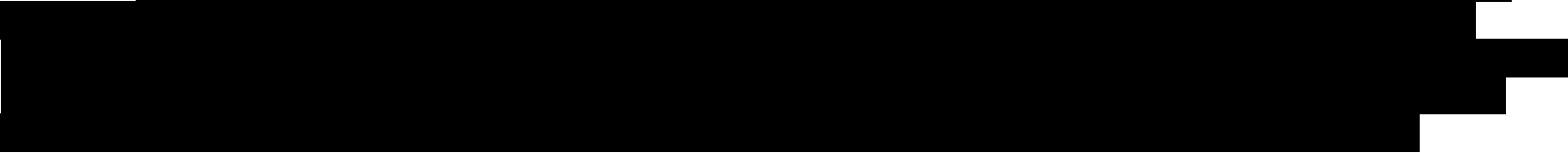
SYSMOD34: The Supplier's solution must capture, store, maintain, and display the status of each carrier bill transaction (e.g., as suspended, paid, denied, to be paid, to be denied) based on Agency configurable business rules.

Confirmed. As shown in the following exhibit,

[REDACTED]



SYSMOD35: The Supplier must establish and maintain an automated reconciliation of all carrier bills transactions. The Supplier must provide a dashboard with an aggregate summary and the ability to drill down by specific carrier code, member, provider, transaction type, header or line level (e.g., 837I, 837P, 837D, pharmacy, encounter, paper). The Supplier must provide search capabilities using all available data elements to validate all transactions are processed according to Agency defined business rules.

Confirmed. 


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[REDACTED]

[REDACTED]

	[Redacted Content]
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[REDACTED]

[REDACTED]

SYSMOD36: The Supplier solution should maintain a carrier table and indicate when a plan service has separate pharmacy benefit record and require a separate pharmacy benefit record based on configurable business rules.

Confirmed. [REDACTED]

[REDACTED]

SYSMOD37: The Solution must automatically re-bill insurance carriers if an Agency defined valid response (paid or denied) is not received.

Confirmed. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

	Upload Attachments with Additional Information? No	Attachment File Name: N/A

7	Health Insurance Premium Payment (HIPP) Program - Describe in detail what processes and methods will be used to manage the Health Insurance Premium Payment (HIPP) Program (e.g., identify, calculate, store, display, notify). In addition, describe in detail your approach to meet the HIPP requirements stated in Attachment P, Health Insurance Premium Payment (HIPP) Program Section, SYSMOD106-SYSMOD121. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A7	<i>Answer # 7</i> RyL's [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD106: The supplier solution shall have the ability to have different authorization and approval processes (e.g., single person approval or multiple person approval) for different financial transactions (e.g., update Payee information, journals, Health Insurance Premium Program (HIPP) payments) based on configurable business rules. Confirmed. [REDACTED]

SYSMOD107: The supplier solution shall allow authorized users to manually create accounts payable for HIPP cases, based on configurable business rules.

Confirmed.

[Redacted]

[Redacted]

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Third Party Liability

SYSMOD108: The supplier solution shall associate all Health Insurance Premium Payment Program (HIPP) accounts payables to the Member even if the Payee is not the Member.

Confirmed.

SYSMOD109: The supplier solution shall allow for Health Insurance Premium Payment Program (HIPP) payments to be created for Members or non-Members (e.g., insurance carrier, employer, policy holders), based on configurable business rules.

Confirmed.

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SYSMOD110: The supplier solution shall capture and allow entry of additional detail in a Health Insurance Premium Payment Program (HIPP) case (e.g., policy holder name, date of birth, gender) as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

SYSMOD111: The supplier solution shall receive, and allow for entry or end date of the details (e.g., diagnosis, age, gender, cost, percentage) needed to do a cost effectiveness evaluation for the Health Insurance Premium Payment Program (HIPP) as defined by the Agency.

Confirmed. [Redacted]

	[Redacted Content]
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SYSMOD112: The supplier solution shall automatically perform the cost-effectiveness calculation using information (e.g. claims history) for a redetermination and update information (e.g., premium amount) on the case for the Health Insurance Premium Payment Program (HIPP) as defined by the Agency.

Confirmed.

SYSMOD113: The supplier solution shall have the ability to automatically create a new HIPP case and allow for users to manually enter one as defined by the Agency.

Confirmed.

SYSMOD114: The supplier solution shall automatically assign unique case numbers on new Health Insurance Premium Payment Program (HIPP) cases as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD115: The supplier solution shall have the capability to associate a Group Policy Provider with a current Health Insurance Premium Payment Program (HIPPP) case automatically and by user as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD116: The supplier solution shall allow users to trigger a recalculation of the cost-effectiveness for the Health Insurance Premium Payment Program (HIPPP) Program as defined by the Agency.

Confirmed. [REDACTED]

SYSMOD117: The supplier solution shall have the ability to automatically recalculate the cost-effectiveness for a HIPPP case when a field used in the calculation is changed as defined by the Agency.

Confirmed. [REDACTED]

SYSMOD118: The supplier solution shall allow for HIPPP cases to have household members who are not enrolled in the HIPPP program as defined by the Agency.

Confirmed. [REDACTED]

[REDACTED]

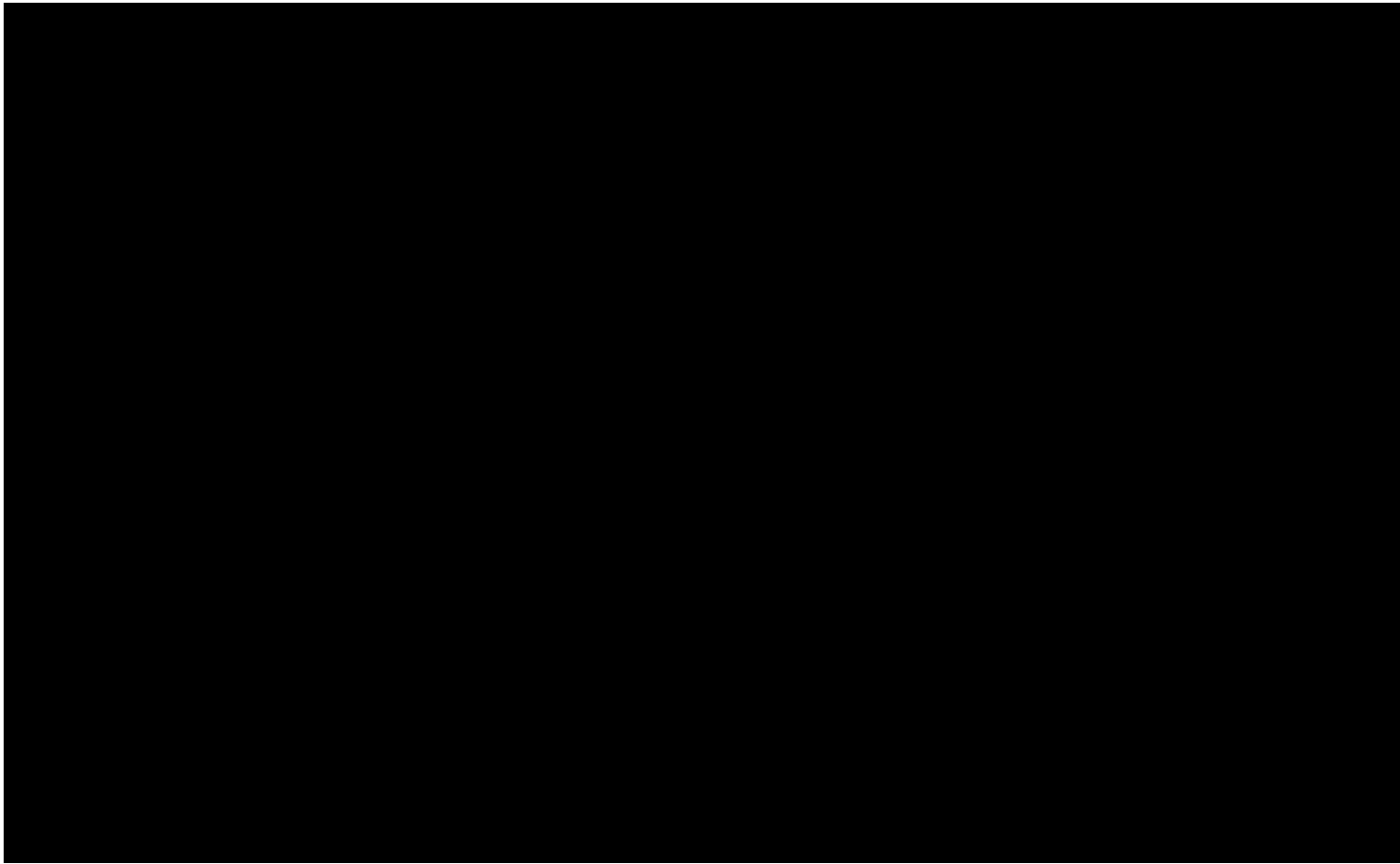
[REDACTED]

[REDACTED]

SYSMOD119: The supplier solution shall receive, store, maintain, and display Payee (e.g. HIPPI) information (e.g., tax, banking, address, contact, preferred payment method) for each Payee as defined by the Agency.

Confirmed. [REDACTED]

[REDACTED]



Third Party Liability

SYSMOD120: The supplier solution shall have the ability to pay a non-Member for expenses incurred for a Member (e.g., in state or out of state transportation, HIPP) and associate the payment with the Member's record as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

SYSMOD121: The supplier solution shall provide notes capability for all financial types (e.g., Health Insurance Premium Program (HIPP), Eligibility). The notes capability must include standard fields (e.g., date, category) and text fields as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

	<table border="1" style="width: 100%;"><tr><td style="width: 50%; vertical-align: top;">Upload Attachments with Additional Information? No</td><td style="width: 50%; vertical-align: top;">Attachment File Name: N/A</td></tr></table>	Upload Attachments with Additional Information? No	Attachment File Name: N/A
Upload Attachments with Additional Information? No	Attachment File Name: N/A		

8	Medicare Programs - Describe in detail what processes and methods will be used to manage (e.g., identify, calculate, store, display, notify) the Medicare Programs (e.g., buy-in, claw back, Part D). In addition, describe in detail your approach to meet the Medicare requirements stated in Attachment P, Medicare Program Section, SYSMOD157-SYSMOD164. Your response should include the requirement number identified in the attachment, followed by your detailed response.
A8	<i>Answer # 8</i> RyL supports the pursuit of all potential third-party liabilities for payment, including Medicare. [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD157: The supplier solution will track, store, and maintain current and historical member Medicare premium information e.g. monthly premiums, annual cost. Confirmed. [REDACTED] [REDACTED]

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	[Redacted Content]
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SYSMOD158: The supplier solution shall automate the claw back process and Medicare accounts payable process based on configurable business rules.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD159: The supplier solution shall manage the payment processes for Medicare programs (e.g., buy-in, claw back, Part D) related to Agency Healthcare Programs as defined by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD160: The supplier solution shall perform a reconciliation of the federal invoices for Medicare State Phase-Down contributions (also referred to as Claw back) and Medicare Buy-in payments against our member data. Invoices are corrected based on the reconciliation and submitted to Medicare as defined by the Agency.

Confirmed. [REDACTED]

SYSMOD161: The supplier's solution shall accept, maintain, store, and display multiple Medicare spans for an individual. The spans will have begin and end dates and will be based upon configurable Agency defined business rules.

Confirmed. [REDACTED]

[REDACTED]

[REDACTED]

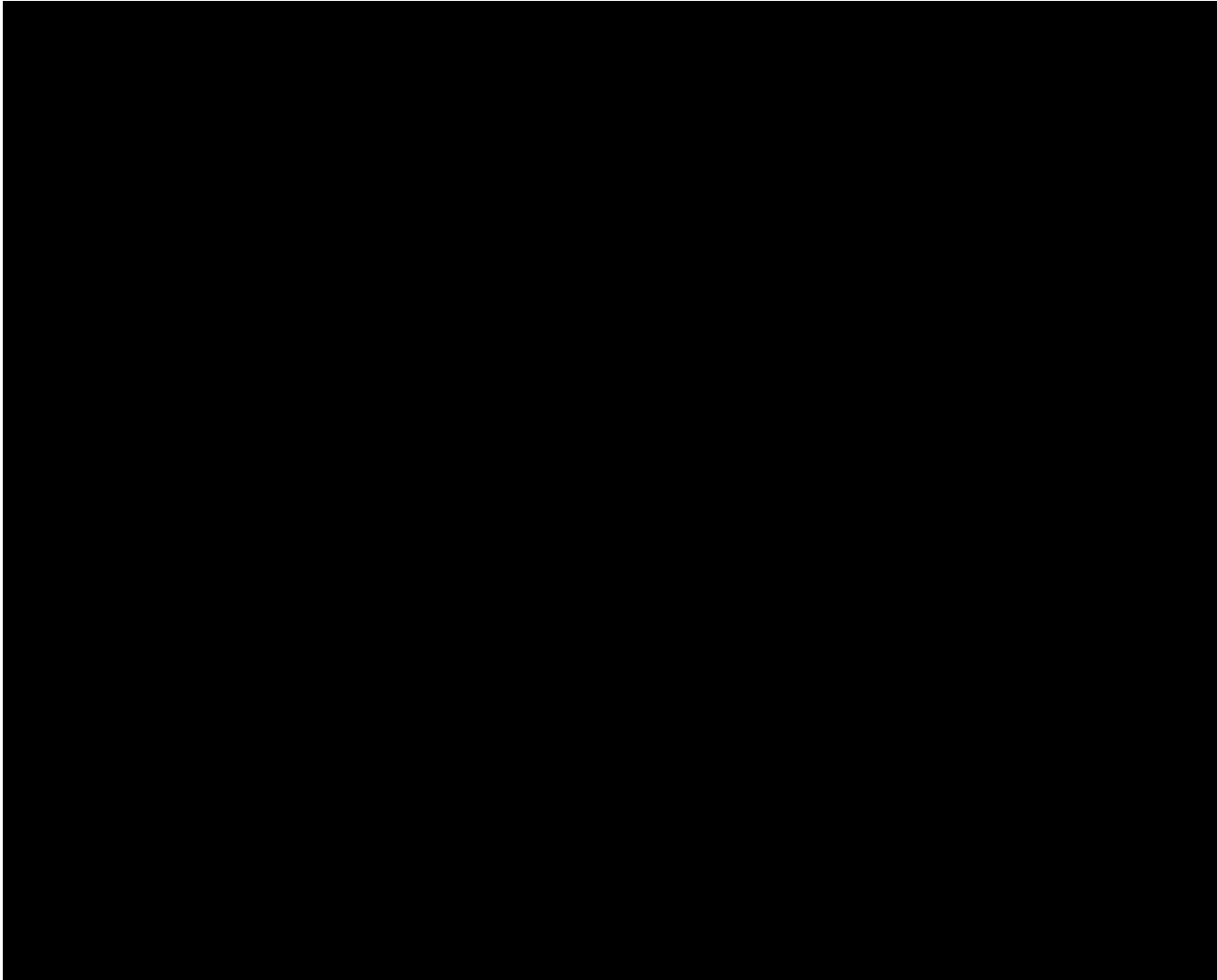
SYSMOD162: The supplier's solution shall automate processes that are needed to manage the Medicare Programs (e.g., buy-in, claw back, Part D) whenever possible. The automated process will use configurable business rules as defined by the Agency. Examples of the processes to be automated include but are not limited to: Medicare premiums, case changes, rejections process, reconciliation with other states and federal records, refunds, cost-effectiveness).

Confirmed [REDACTED]

SYSMOD163: The supplier's solution shall capture, maintain, store and display all information (e.g., Member demographic data, cost of Medicare premiums, eligibility spans) needed to manage the Medicare Programs (e.g., buy-in, claw back, Part D0) as defined by the Agency.

Confirmed.





Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

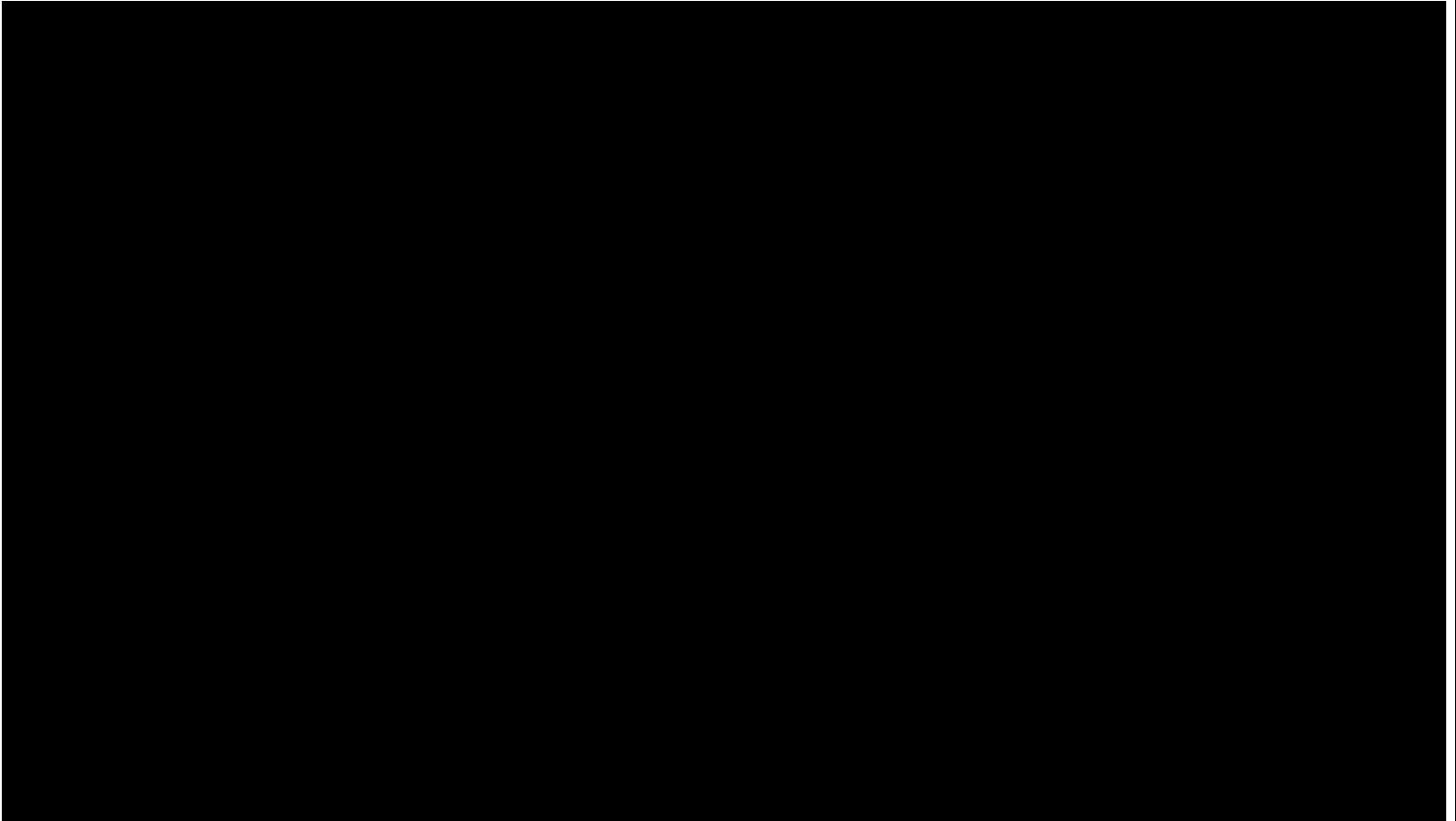
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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

	[REDACTED] [REDACTED] SYSMOD164: The supplier's system shall balance with the financial system based on Agency defined configurable business rules and timeframes. Confirmed. [REDACTED] [REDACTED]	
	Upload Attachments with Additional Information? No	Attachment File Name: N/A

9	TPL System - Describe in detail what processes, methods, solutions will be used to manage all TPL programs (e.g., identify, calculate, collect, store, display, notify) and the data needed for the TPL programs. In addition, describe in detail your approach to meet each of the TPL System requirements stated in Attachment P, TPL System Module Section, SYSMOD178-SYSMOD193 . Your response should include the requirement number identified in the attachment, followed by your detailed response.
A9	<i>Answer # 9</i> 

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[illegible]

Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

In addition, the following pages provide further details on some of the core features included in RyL.

[REDACTED]

[REDACTED]

- [REDACTED]

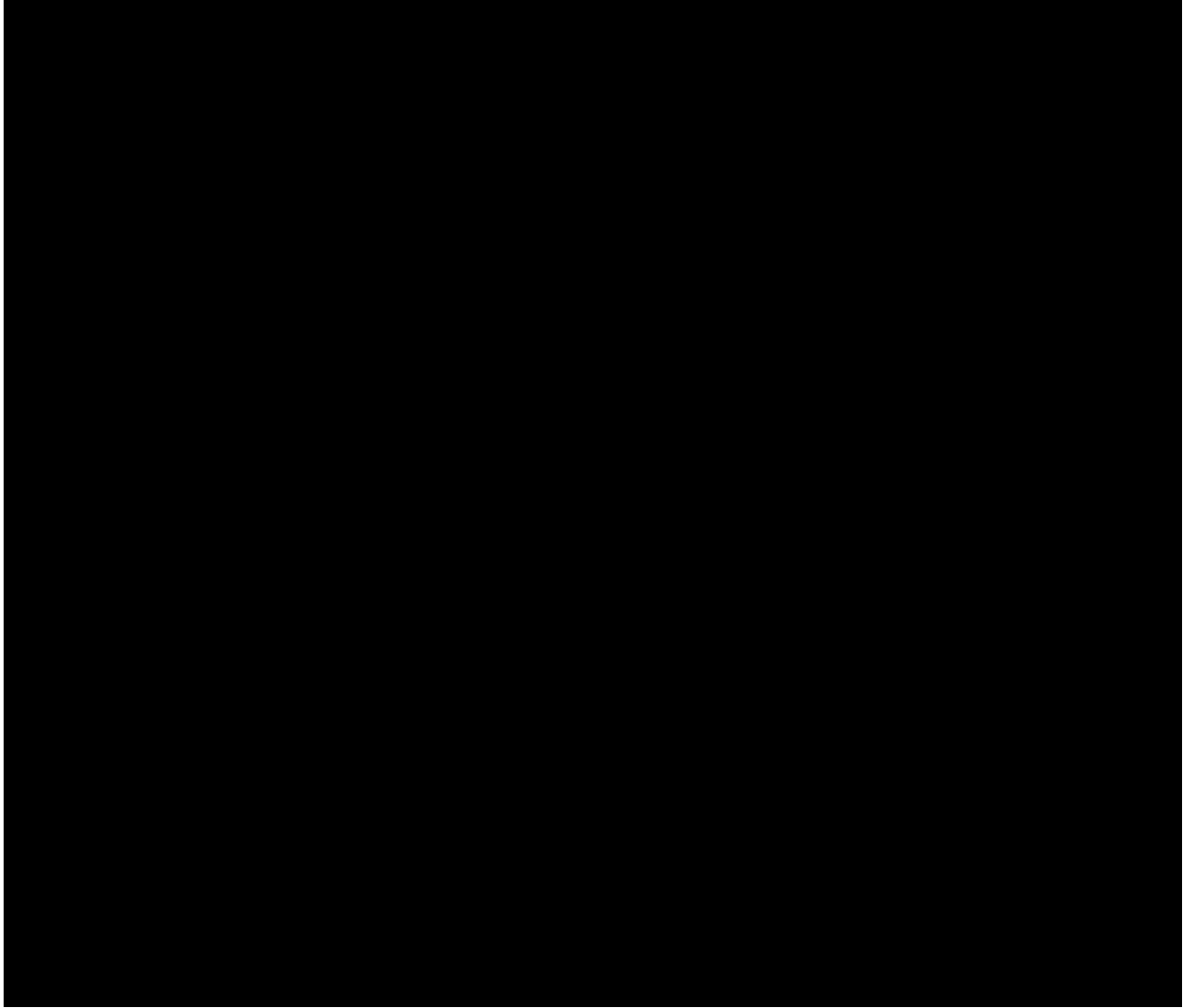
- [REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

	[REDACTED]
	[REDACTED]
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	[REDACTED]



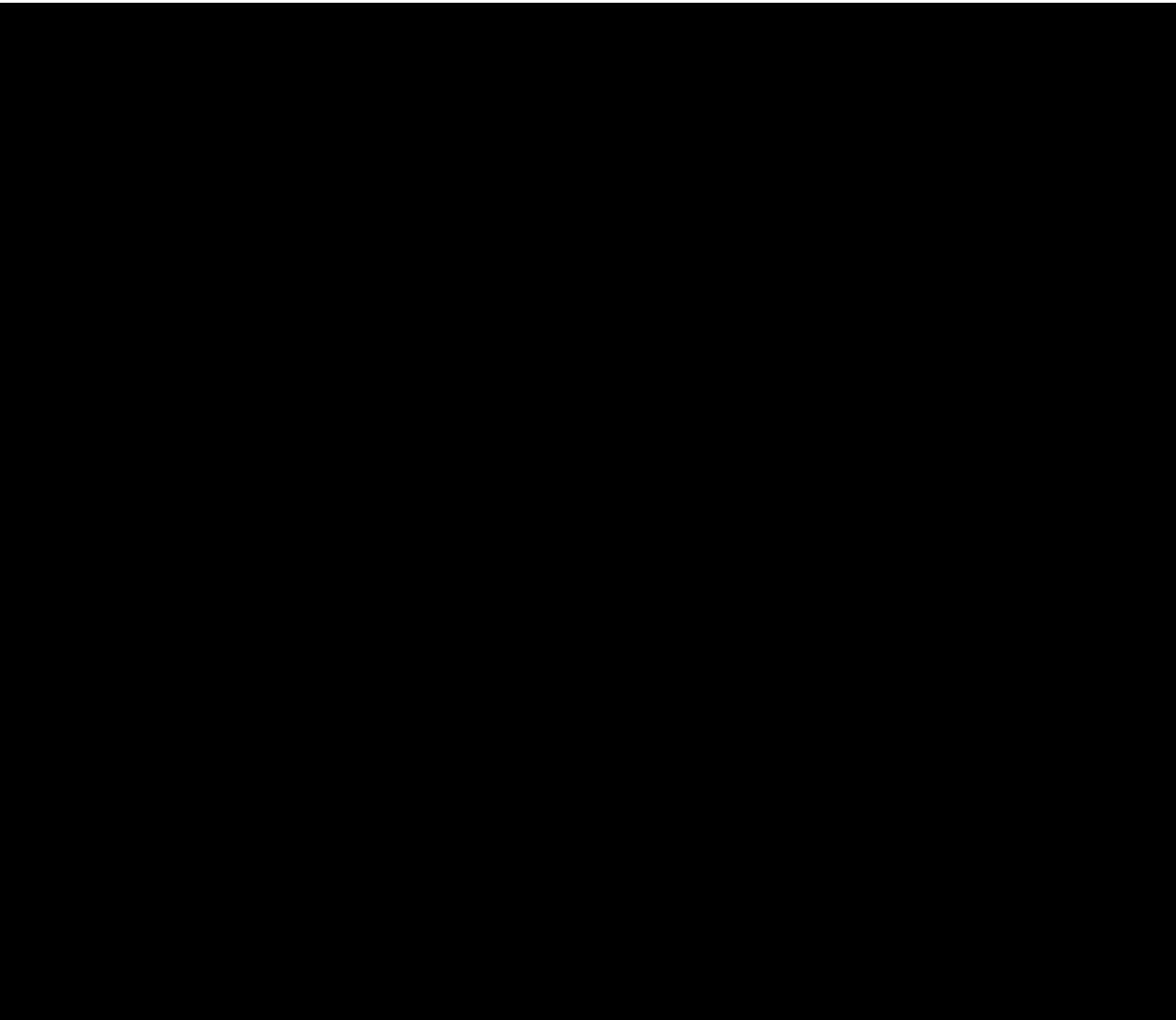
Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

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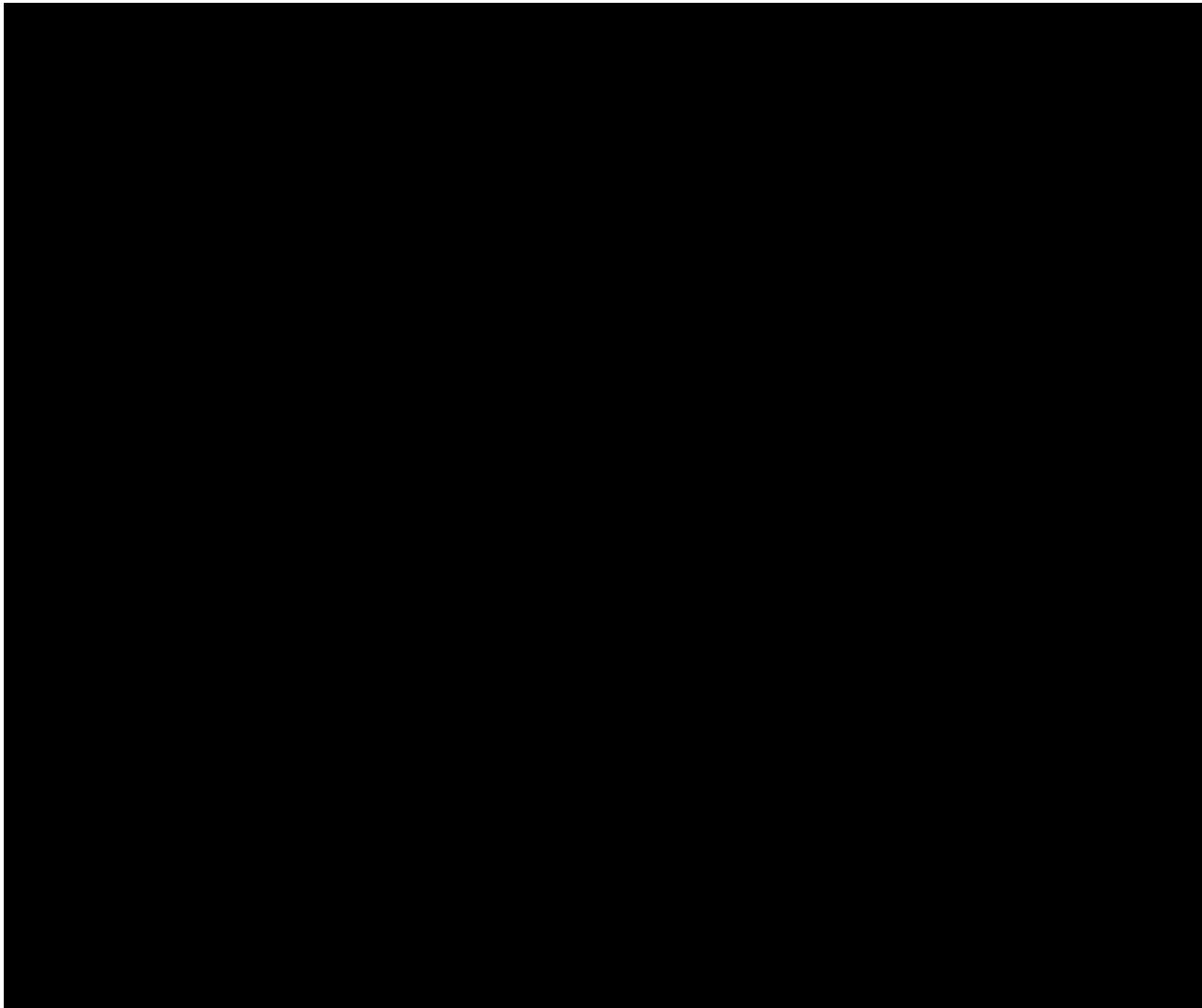
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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

	[REDACTED]
	[REDACTED]
	[REDACTED]



Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

As required, provided next are our responses to each of the specific SYSMOD requirements for this section.

SYSMOD178: The supplier's solution will receive and store claims detail and summary information for each recovery case upon case creation and any additional case data in a format as determined by the Agency (e.g. tort, lien, estate recovery).

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability



Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

SYSMOD179: The Supplier's solution will track, store, maintain all changes on case files e.g. maiden name, marriages, legal name changes, adoption, alias, policy spans, Medicare.

Confirmed.

SYSMOD180: The Contractor shall create, store, and maintain trauma indicators, including effective and end dates, ICD external cause codes, or other indicators used for identifying potential TPL cases as defined by the Agency.

Confirmed.

SYSMOD181: The supplier solution shall generate, send, receive, track, store and maintain electronic forms in a format and frequency as determined by the Agency (e.g. trauma questionnaires, estate questionnaires, hardship compromise). The forms shall be accessible through a user portal and have the ability to be filled out electronically, submitted or printed.

Confirmed.

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

SYSMOD182: The Supplier's solution will obtain and audit nursing home personal needs account documentation when funds are submitted after the death of a Recipient, to ensure funds returned balance to State Agency business rules and State statute.

Confirmed.

[REDACTED]

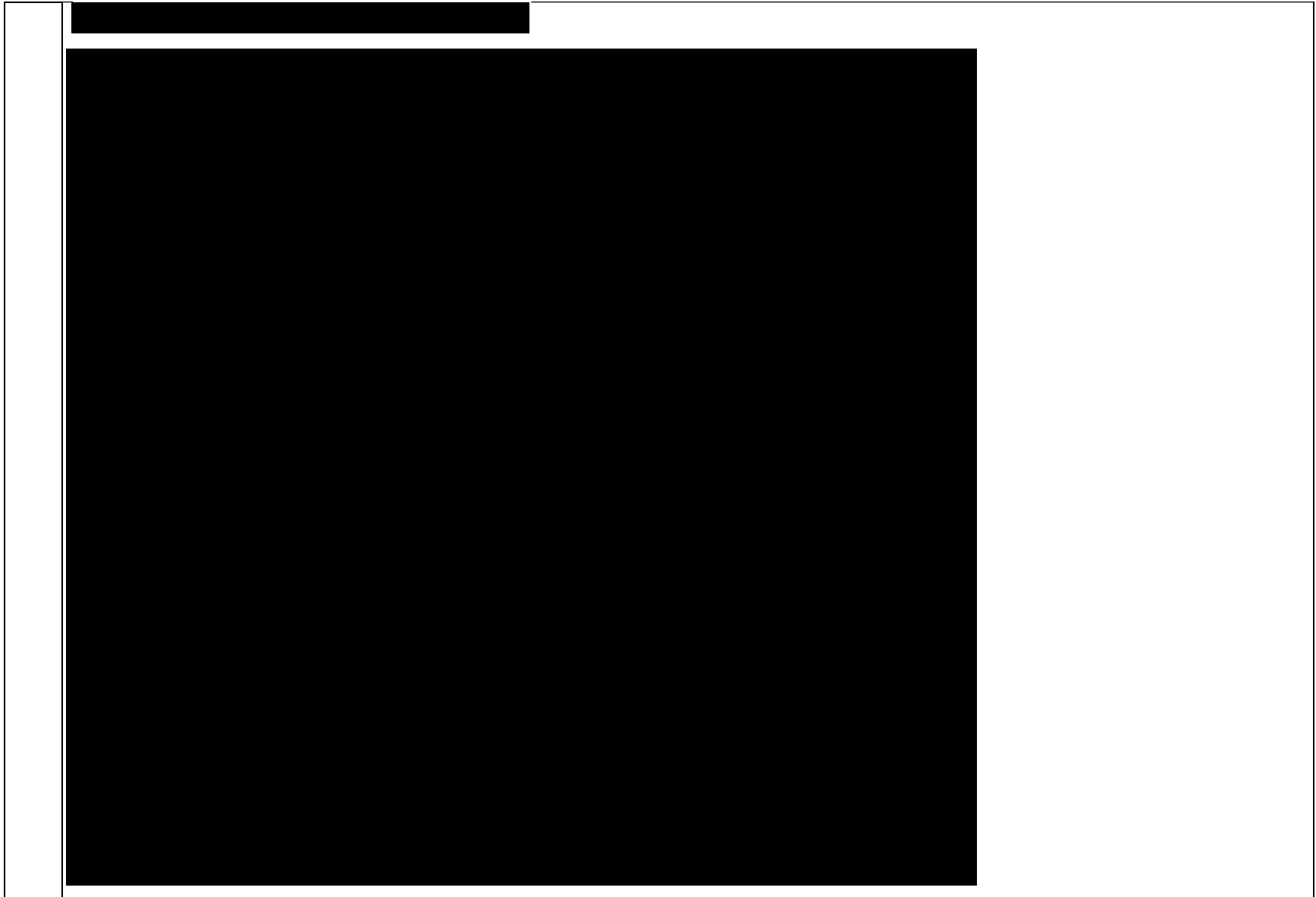
[REDACTED]

[REDACTED]

SYSMOD183: The Supplier's solution will automate correspondence related to future responsibilities for submitting account balances to State Agency upon Recipient's death, to banks, personal representatives and nursing homes upon admission to the facility.

Confirmed.

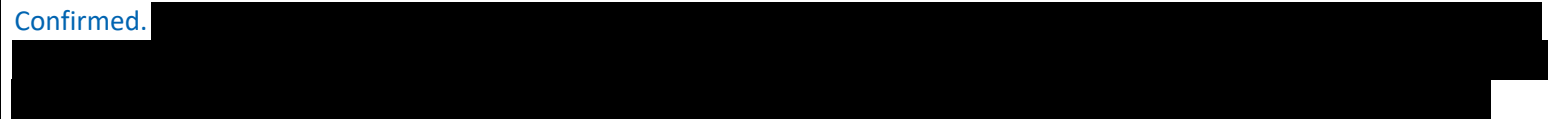




Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

SYSMOD184: The Supplier's solution will automate correspondence to banks, personal representatives and nursing homes when Recipient expires, to request return all balances remaining in any bank accounts or personal needs accounts according to State statute.

Confirmed.



SYSMOD185: The Supplier's solution shall provide audit trail that captures a before and after record log of any changes, additions or deletions to a member record including what was changed, user, reason (e.g. changes that were made in error and subsequently backed out of or suspended).

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD186: The solution will be able to create, receive, store and maintain accident and indemnity policies (e.g. motor vehicle, workers compensation, property insurance, personal disability policy, Christian services organization/charity) including all associated claims and activity.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD187: The Supplier solution must capture, store and report recoveries (e.g., individual claim numbers, payment amounts) to support claim adjustments based on recoveries.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

1. *Journal of the American Medical Association*, 2000; 283: 2669-2674.

Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

SYSMOD188: The Supplier's solution must provide audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction. The Supplier solution must capture at a minimum: date/timestamp, data source, worker id, action taken and log any errors encountered for reporting.

Confirmed.

SYSMOD189: The Supplier solution must generate carrier bill transactions at a frequency as determined by the Agency.

Confirmed.

[illegible]

SYSMOD190: The Supplier's solution must have the capability to create free-form text notes in addition to pre-defined text for associated cases, and allow each case to have multiple note entries.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD191: The Supplier's solution must provide a configurable dashboard that shows workflow and status (e.g., referrals, leads, weekly cases opened, closed, closed with disposition) and provide the ability to set and view alerts and/or reminders by user, by work-type.

Confirmed.

[REDACTED]

[REDACTED]

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

	SYSMOD192: The Supplier's solution must identify if a provider receives payment, but it is identified by the Supplier that the method of payment was not primary payer, the Supplier must electronically initiate a void of the transaction and move to recover the payment. Confirmed. [REDACTED]	
	SYSMOD193: Supplier's solution must automate the TPL pay and chase process and seek recovery of claims based on Agency data retention requirements. Confirmed. [REDACTED]	
	Upload Attachments with Additional Information? No	Attachment File Name: N/A

10	Data Conversion, Cleansing and Migration Requirements- Describe in detail how your company solution will meet all the requirements identified in Attachment P, Data Conversion, Cleansing and Migration Section, Requirement SYSMOD38. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Data Conversion, Cleansing and Migration Section.
A10	<i>Answer # 10</i> As required, provided next is our response to the specific SYSMOD requirement for this section.

SYSMOD38: The Supplier shall convert all member and provider data history for any member or provider that has been active within the past five years and five (5) years of all applicable operational data from the State's legacy systems. The Agency may require additional data to be converted on an exception basis to support ongoing business needs. In addition, the Supplier shall convert all data related to: once in a lifetime events, active SURS or TPL cases, future TPL case (e.g., members over 55 years of age that have ever been in a nursing home). The Supplier shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source system.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

	• [REDACTED] ■ [REDACTED] ■ [REDACTED] As required, this identical response information has been added as an Excel attachment, labeled as <i>9a. Data Conversion, Cleansing and Migration Response_ System Module Requirements</i>.		
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Upload Attachments with Additional Information? Yes	Attachment File Name: Data Conversion, Cleansing and Migration Response_ System Module Requirements		

11	Data Management Requirements - Describe in detail how your company will meet all the requirements identified in Attachment P, Data Management Section, Requirements SYSMOD39-SYSMOD76. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Data Management Section.
A11	<i>Answer # 11</i> [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD39: The Supplier shall maintain record/audit trail of errors during update processes, accounting for originating source and user, including changes that were made in error and subsequently backed out of or suspended. Confirmed. [REDACTED] [REDACTED] SYSMOD40: The Supplier shall be able to store existing relationships created in other systems (e.g., a filing unit, parent/legal guardian/caretaker to a child/dependent, and any other member relationship(s) required to administer the State's healthcare programs). Confirmed. [REDACTED] [REDACTED]

	[Redacted Content]
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[Redacted]

[Redacted]

SYSMOD41: The Supplier shall ensure that all narrative descriptions of codes and abbreviations are available for reporting.

Confirmed. [Redacted]

[Redacted]

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[Redacted]

[Redacted]

SYSMOD42: The Supplier shall develop and maintain an electronic data dictionary using industry best practices to be approved by the Agency. 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.

Confirmed [Redacted]
[Redacted]

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Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

SYSMOD43: The Supplier's solution shall use the most current version of clinical codes (e.g., ICD-10, HCPCS, CPT, ICD Surgical Procedure Codes, NDCs).

Confirmed.

SYSMOD44: The Supplier's solution shall collect, store, and maintain the data necessary for T-MSIS reporting as required by CMS.

Confirmed.

SYSMOD45: For audit and reporting purposes, the system shall provide and maintain the following data for all reference codes:

- a. Effective date**
- b. End date**
- c. Date when last changed**
- d. Who made last change**
- e. Short description**
- f. Long description**
- g. Create date**
- h. Create user**

Confirmed.

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SYSMOD46: The Supplier shall provide real-time access to transactional data (e.g., detailed data for member, provider, claims, and claims-related functions) for all module components).

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD47: The Supplier's solution shall provide the ability to modify transactions (e.g., updates to reference information, member demographics and eligibility, provider information, service authorization details and amount used, TPL information).

Confirmed.

SYSMOD48: The Supplier's solution shall capture, maintain, and link relevant information (e.g., member and provider) associated with the claim (for all claims) during the adjudication process for the claim date of service.

Confirmed.

SYSMOD49: The Supplier's solution shall retain in the module, after implementation, electronically imaged documents and data for a timeframe as determined by the Agency. After that timeframe 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 that timeframe will be archived. Any entity and/or case that has been continuously inactive within that timeframe will not be retained, will be purged, and will no longer be accessible by users in that module.

In addition, the following exceptions apply to the data retention limitations: once in a lifetime events, active SURS or TPL cases, future TPL case (e.g., .members over 55 years of age that have ever been in a nursing home), as defined by the Agency.

Confirmed.

SYSMOD50: The Supplier's solution shall provide, implement, operate, and maintain a data modeling tool to develop and maintain comprehensive structural metadata data models for data processed by, stored in, or delivered for consumption from the solution for the duration of the Contract that includes the documentation and illustration of data elements, structures, and their relationships of the following:

- a. Conceptual Data Model - a graphical depiction of the conceptual data model for the solution that identifies data field names and relationships. Business process flows and data models (e.g., Entity Relationship Diagrams (ERD) and any other descriptive graphic document) of the entire system and all modules and functions, showing all inputs, processes, programs, interfaces, program interrelationships, and outputs
- b. Logical Data Model - a graphical depiction of the logical data model for the solution that provides data field names, attributes and relationships, data tables, and primary key fields
- c. Physical Data Model - a graphical depiction of the physical data model for the solution that identifies data field names, attributes and relationships, data tables, and primary key fields. Unlike the conceptual and logical data models that use descriptive table and field names, the physical data model will reference actual table and field names used for coding.

Confirmed.

SYSMOD51: The Supplier'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 Agency.

Confirmed.

SYSMOD52: The Supplier's solution shall perform batch control including logging and reporting.

Confirmed.

SYSMOD53: The Supplier's solution shall have the ability to void or reverse recent changes.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD54: The Supplier'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 Agency approved security protocols and processes), Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction).

Confirmed.

[REDACTED]

SYSMOD55: The Supplier'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.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD56: The Supplier shall ensure complete transparency of all data fields in reports generated by the system including: providing the Agency with SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations.

Confirmed.

SYSMOD57: The Supplier shall create and maintain a suite of State/Supplier-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.

Confirmed.

SYSMOD58: The Supplier's solution shall maintain a normalized RDBMS with referential integrity and is optimized to meet performance requirements.

Confirmed.

SYSMOD59: The Supplier shall demonstrate through data analysis that the implementation outcomes have been validated and are accurate.

Confirmed.

SYSMOD60: The System shall maintain a snapshot of member eligibility and plan enrollment information (i.e., full audit history or equivalent capabilities) that existed at the time of claims/encounters/capitation adjudication or payment. All transactions, including the execution of database scripts, need to be recorded in the full audit history.

Confirmed.

SYSMOD61: The Supplier'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.

Confirmed.

SYSMOD62: The Supplier's solution shall receive and process member eligibility information from external sources (such as through the State's Eligibility Systems) on a real-time or near real-time basis, including:

- a. Producing total and detailed information that supports error correction and synchronization.**
- b. Applying reconciliation changes.**

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD63: The Supplier's solution shall maintain online access for a timeframe as determined by the Agency of selected management reports and annual reports for a time period as defined by the Agency.

Confirmed.

SYSMOD64: The Supplier's solution will ensure current and historical provider IDs are linked back to one universal/common identifier.

Confirmed.

SYSMOD65: The Supplier's solution shall assign standardized unique internal identifiers for entities and prevent the creation of duplicate records.

Confirmed.

SYSMOD66: The Supplier shall be responsible for backup and retention of data to include:

- a. Daily incremental backups with a number of days as defined by the State Agency.**
- b. Weekly incremental backups with a number of weeks as defined by the State Agency.**
- c. Monthly full backups with retention of a number of months as defined by the State Agency.**
- d. Annual full backups with retention period as defined by the State Agency.**

Confirmed.

SYSMOD67: The Supplier's solution will provide service authorization search based on user defined criteria (e.g., provider name, provider ID, member name, member Medicaid ID number, date of submission range, dates of service requested range, service requested, status of the request).

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD68: The Supplier's solution shall maintain online access to all reference tables with an option to search and display by reference data type and code.

Confirmed. [REDACTED]

[Redacted]

[Redacted]

SYSMOD69: The Supplier's solution shall maintain user controlled parameters for all messages.

Confirmed.

[Redacted]

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[Redacted]

SYSMOD70: The Supplier's shall verify that all dates are valid and reasonable.

Confirmed. [Redacted]

SYSMOD71: The Supplier'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).

Confirmed. [Redacted]

Confirmed.

Confirmed. [REDACTED]

Confirmed. [REDACTED]

Confirmed.

Confirmed.

SYSMOD75: The Supplier's solution shall support Extract, Transform and Load (ETL) processes from real-time web services or batch processes.

Confirmed. [REDACTED]

Confirmed. [REDACTED]

	SYSMOD76: The Supplier's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS). Confirmed. [REDACTED] As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9b. Data Management Response_ System Module Requirements</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Data Management Response_ System Module Requirements

12	Design, Configuration and Build Requirements- Describe in detail how your company will meet all the requirements identified in Attachment P, Design, Configuration and Build Section, Requirements SYSMOD77-SYSMOD95 . Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Design, Configuration, and Build Section .
A12	<i>Answer # 12</i> [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

As required, provided next are our responses to each of the specific SYSMOD requirements for this section.

SYSMOD77: The Supplier's solution shall accommodate customer's preferences for communications within the Agency guidelines.

Confirmed.

SYSMOD78: The Supplier shall conduct collaborative design sessions to address all gaps identified during requirements validation.

Confirmed.

SYSMOD79: The Supplier shall, in the design sessions, recommend solutions for each gap, as defined in requirements validation, that will produce the desired business outcomes. If a gap cannot be addressed, the Agency may consider making policy changes.

Confirmed.

SYSMOD80: The Supplier shall demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning environment.

Confirmed.

SYSMOD81: The Supplier shall migrate completed releases promptly through various testing levels all the way to User Acceptance Testing (UAT).

Confirmed.

SYSMOD82: The Supplier shall provide online help and documentation.

Confirmed.

[Redacted]

[Redacted]

SYSMOD83: The Supplier shall work with the Agency and their system integrator as appropriate to establish required interfaces as defined in the detailed scope of work.

Confirmed. [Redacted]

SYSMOD84: The Supplier shall provide office space, meeting rooms and parking for Agency staff as necessary to support the scope of work and contractual obligations.

Confirmed.

SYSMOD85: The Supplier shall develop auditing and general controls to ensure the effective use of the technical architecture and data in order to meet requirements.

Confirmed.

SYSMOD86: The Supplier must provide all technology and equipment for Supplier staff necessary to support and complete the scope of work and the contractual obligations.

Confirmed.

SYSMOD87: The Supplier shall be responsible for operating and maintaining any software needed to support all services and solutions.

Confirmed.

	SYSMOD88: The Supplier'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. Confirmed. [REDACTED] SYSMOD89: The Supplier shall provide recommendations for simplified and improved business procedures, processes and rules to the Agency. Confirmed. [REDACTED] SYSMOD90: The Supplier shall configure, support and maintain all components of the solution in a manner that reflects performance requirements as determined by the Agency. Confirmed. [REDACTED] SYSMOD91: The Supplier's solution shall be free of any software components that are the result of legacy code transformation. Confirmed. [REDACTED]
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SYSMOD92: The Supplier's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

SYSMOD93: The Supplier's solution shall allow the Agency to edit and change any static text in the application and correspondence templates. All static text must be approved by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

SYSMOD94: The Supplier shall develop and submit a design and configuration schedule, agendas, and minutes for review by the Agency.

Confirmed. [Redacted]

SYSMOD95: 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.

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 Supplier material (this excludes proprietary information related to COTS products). Its intended audience is the Operations Manager, project team, and development team. The Supplier shall provide and maintain system design documentation that includes at a minimum:

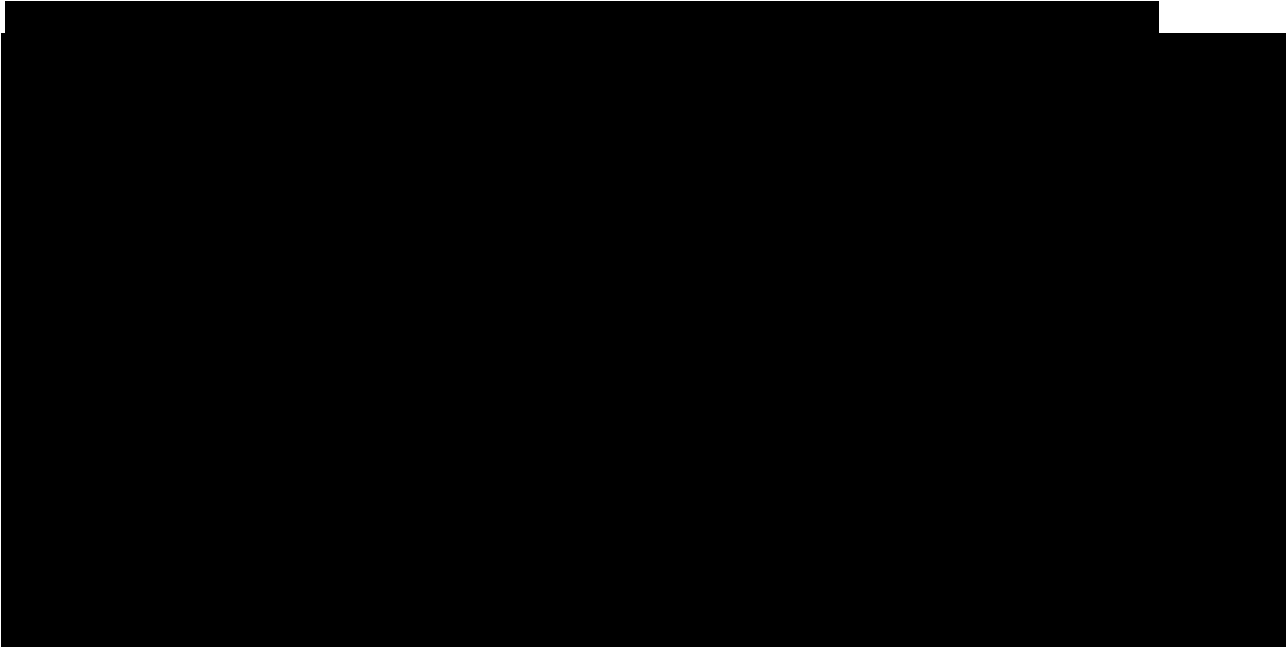
- a. A description of each component, their purpose, including basic functions and the business areas supported**
- b. User stories/use cases**
- c. User interface design**
- d. Physical database design**
- e. A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage**
- f. Configurations**
- g. Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.**
- h. A network schematic showing all network components and technical security control**
- i. Listing of the edits and audits applied to each input item and the corresponding error messages.**
- j. Interface Control Documentation**
- k. Narrative descriptions of each of the reports and an explanation of their use must be presented.**
- l. Definition of all fields in reports, including a detailed explanation of all report item calculations.**

Confirmed.

[REDACTED]

[REDACTED]

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	 As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as 9c. <i>Design, Configuration and Build Response_System Module Requirements</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.		
	<table border="1"> <tr> <td data-bbox="275 1068 1087 1372"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1087 1068 1906 1372"> Attachment File Name: Design, Configuration and Build Response_ System Module Requirements </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: Design, Configuration and Build Response_ System Module Requirements
Upload Attachments with Additional Information? Yes	Attachment File Name: Design, Configuration and Build Response_ System Module Requirements		

13	Enterprise Content Management- Describe in detail how your company will meet all the requirements identified in Attachment P, Enterprise Content Management Section, Requirements SYSMOD96-SYSMOD105. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Enterprise Content Management Section.
A13	<i>Answer # 13</i> [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD96: The Supplier's Enterprise Content Management solution must allow users to access documents from any platform with all core features available across platforms (desktop, web, mobile). The Enterprise Content Management must allow users to view all documents and images without the use of plug-ins. Confirmed. [REDACTED] SYSMOD97: The Supplier's Enterprise Content Management solution must support role-based control and access of documents, as well as including the following: a. Granular authorizations for access, preview, editing and sharing. b. Automatic access expirations for documents deemed sensitive by the Agency. c. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data. Confirmed. [REDACTED]

[REDACTED]

[REDACTED]

SYSMOD98: The Supplier's Enterprise Content Management solution must include a flexible search engine, including document and content search capabilities.

Confirmed. [REDACTED]

[REDACTED]

SYSMOD99: The Supplier's Enterprise Content Management solution must support simple integration with scanning solutions (support for bulk-scanning).

Confirmed. [REDACTED]

SYSMOD100: The Supplier's Enterprise Content Management solution must support version control.

Confirmed. [REDACTED]

SYSMOD101: The Supplier's Enterprise Content Management solution must be configurable to comply with the Agency's document retention policies.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

[Redacted]

SYSMOD102: The Supplier's Enterprise Content Management solution must support document workflows with review/approval ability with digital signature support (e.g., scan notifications).

Confirmed. [Redacted]
[Redacted]

SYSMOD103: The Supplier's Enterprise Content Management solution must scan all uploaded documents for viruses prior to storage.

Confirmed. [Redacted]
[Redacted]

SYSMOD104: The Supplier'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).

Confirmed.

[REDACTED]

[REDACTED]

	SYSMOD105: The Supplier's solution shall have an integrated electronic document management solution to meet the business needs of the State's healthcare program enterprise. Confirmed. [REDACTED] As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9d. Enterprise Content Management Response_System Module Requirements</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.		
	<table border="1"> <tr> <td data-bbox="268 621 1087 1364"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1087 621 1906 1364"> Attachment File Name: Enterprise Content Management Response_System Module Requirements </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: Enterprise Content Management Response_System Module Requirements
Upload Attachments with Additional Information? Yes	Attachment File Name: Enterprise Content Management Response_System Module Requirements		

	SYSMOD123: The Supplier shall identify the physical location(s) where the Supplier's solution is installed and operating. In the event the Supplier is utilizing a SaaS or PaaS-based service the Supplier shall provide the State with sufficient identifying characteristics of the physical location(s) and allow the State to independently verify the security of said location(s). To the extent possible, the State must have transparent access to this location(s). Confirmed. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9e. Hosting and Environments Response_System Module Requirements</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Hosting and Environments Response_System Module Requirements

15	Implementation and Acceptance Requirements - Describe in detail how your company will meet all the requirements identified in Attachment P, Implementation and Acceptance Section, Requirements SYSMOD124-SYSMOD128. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Implementation and Acceptance Section.
A15	<i>Answer # 15</i> HHS Tech Group is [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD124: The Supplier shall monitor the initial operation of the services and solutions to ensure that there are no immediate or ongoing adverse effects on the Agency's programs according to the performance expectations identified in the Supplier's scope of work. Confirmed. [REDACTED] [REDACTED]

[REDACTED]

SYSMOD125: The Supplier 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.

Confirmed.

[REDACTED]

SYSMOD126: The Supplier shall provide Operational Readiness test results demonstrating that the services and solutions meet all Service Level Agreements or performance guarantees.

Confirmed.

[REDACTED]

SYSMOD127: The Supplier shall conduct an Operational Readiness Walkthrough with the Agency to validate the operational readiness of the Supplier, the services, and the solution with the Agency. The Agency must formally sign off on the Operational Readiness Checklist prior to proceeding to implementation.

Confirmed.

	SYSMOD128: The Supplier shall develop Operational Readiness Review Checklists (ORR) that will demonstrate the actual services, solutions and the procedures are ready for implementation. Confirmed. [REDACTED] As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9f. Implementation and Acceptance Response_System Module Requirements</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Implementation and Acceptance Response _ System Module Requirements

16	Integration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment P, Integration Section, Requirements SYSMOD129-SYSMOD142. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Integration Section.
A16	<i>Answer # 16</i> As detailed in our previous <i>Interfaces</i> section, RyL includes [REDACTED] [REDACTED] [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD129: The Supplier's solution shall provide an architecture designed to support vertical and/or horizontal infrastructure and application scaling to meet increases in demand. Confirmed. [REDACTED] [REDACTED] - I [REDACTED] - I [REDACTED]

SYSMOD130: The Supplier's solution shall use standard messaging formats (e.g. XML, JSON, EDI, etc.) to ensure interoperability.

Confirmed.

SYSMOD131: All service endpoints/APIs shall be exposed to the State's Integration Platform and are able to receive and submit messages through the State's Integration Platform.

Confirmed.

SYSMOD132: The Supplier's solution shall have the ability to identify errors in transactions and immediately notify the System Integrator and the source system of the specific errors including whether the errors have precluded loading and/or using the data.

Confirmed.

SYSMOD133: The Supplier's solution shall be integrated in loosely coupled design patterns with the rest of the enterprise by encapsulating its core functions and interacting with the rest of the enterprise via interfaces to and from the State's Integration Platform which leverage interoperability data standards.

Confirmed.

SYSMOD134: The Supplier's solution shall support standard web services and specifications (e.g., REST, WSDL, WS-*, SOAP, JSON, XML, EDI).

Confirmed.

SYSMOD135: The Supplier's solution must be capable of receiving, translating, and processing data to and from the variety of secure protocols (e.g., HTTPS, FTPs, SFTP, AS2, AS3). The Supplier shall include in their response a list of protocols supported.

Confirmed.

[REDACTED]

[REDACTED]

SYSMOD136: The Supplier's solution shall ensure that module operational data is available and is supplied to the State's Integration Platform in a format and frequency as defined by the Agency. The State's Integration Platform may require full incremental data synchronization, as well as periodic data refreshes, at agreed upon intervals.

Confirmed.

[REDACTED]

SYSMOD137: The Supplier shall participate in the API Governance process, as defined and administered by the Agency. The API Governance process will define processes and adjudicate concerns for items including but not limited to:

- Design and definition of solution endpoint API specifications
- Revisions to solution endpoint APIs (minor & major)

- Deprecation of solution APIs
- Definition of data formats and code lists utilized by an API
- Dispute resolution for API designs and behavior
- Publication of solution API specifications to the Agency's API Registry

Confirmed.

SYSMOD138: The Supplier shall coordinate security configurations and data sensitivity for multiple environments (e.g. integration testing, pre-production) with the State's Integration Platform as required by the Agency.

Confirmed.

SYSMOD139: The Supplier's solution shall capture, log, maintain and supply upon request to the Agency metadata for transactions and service calls between the solution and the State's Integration Platform. Metadata shall include but is not limited to, enterprise-supplied transaction IDs, transaction success/failure status, and other information as defined by the Agency. The Supplier shall support tracking and debugging of transactions as required.

Confirmed.

SYSMOD140: The Supplier must maintain any and all hardware and software products required to support the Supplier'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 major version.

Confirmed.

SYSMOD141: The Supplier shall provide an architecture that has clearly defined service endpoints.

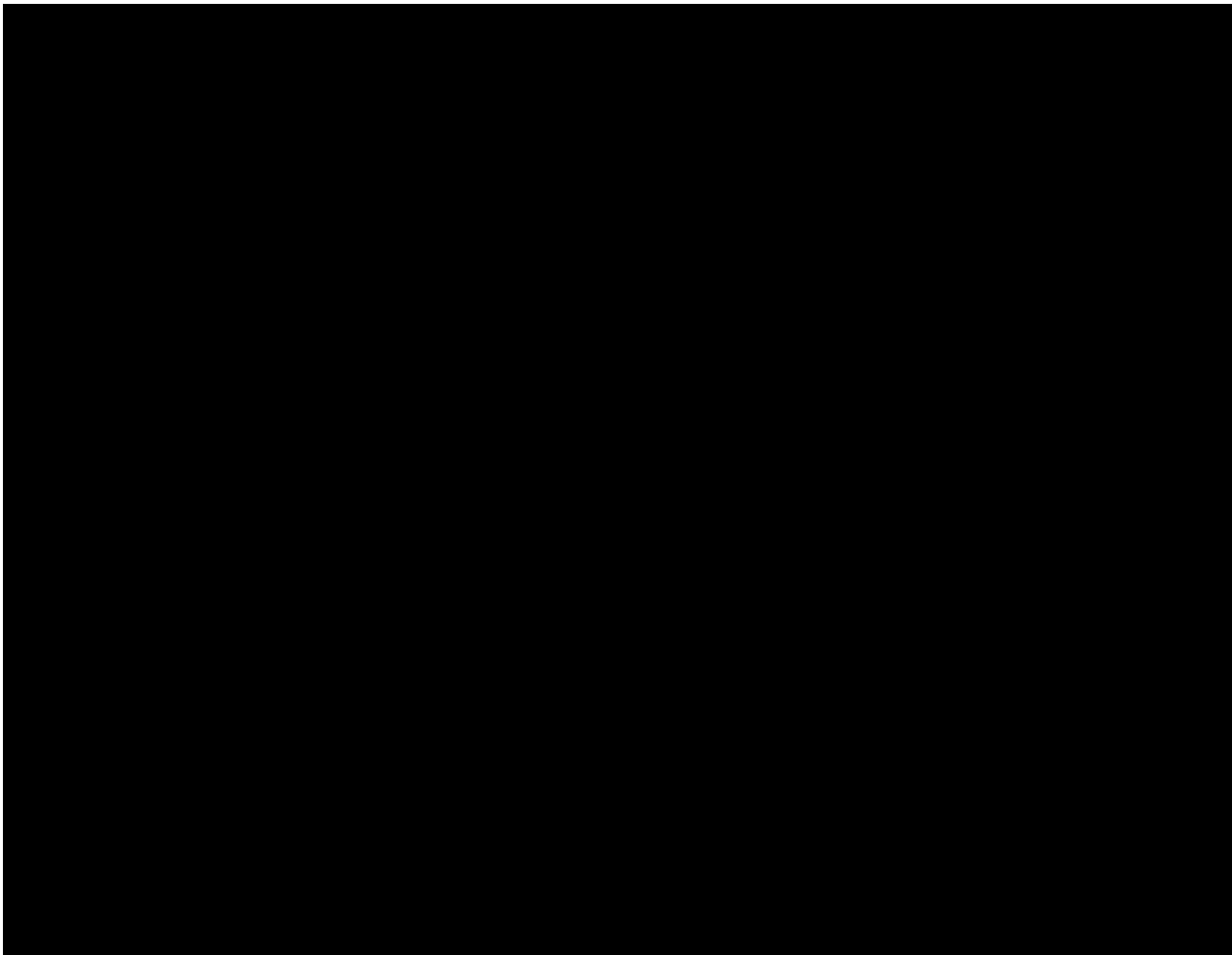
Confirmed.

	SYSMOD142: The Supplier shall accept the NPI in all applicable standard electronic transactions mandated under HIPAA Confirmed. [REDACTED] As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9g. Integration Response_System Module Requirements</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.		
	<table border="1"> <tr> <td data-bbox="268 540 1087 1383"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1087 540 1906 1383"> Attachment File Name: Integration Response _ System Module Requirements </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: Integration Response _ System Module Requirements
Upload Attachments with Additional Information? Yes	Attachment File Name: Integration Response _ System Module Requirements		

17	Operation, Maintenance, and Configuration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment P, Operations, Maintenance and Configuration Section, Requirements SYSMOD169-SYSMOD170. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Operations, Maintenance and Configuration Section.
A79	<i>Answer # 17</i> HHS Tech Group will [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD169: The Supplier shall provide 1,500 system enhancement pool hours (or a number specified by the Agency) during the DDI phase of the contract. 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. Confirmed. [REDACTED]

	SYSMOD170: The Supplier will provide 2,000 system enhancement pool hours (or a number specified by the Agency) during the Operations phase per operations year. 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. The cost of the contract will also be reduced proportional to the cost of the unused hours. Confirmed. [REDACTED] As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9h. Operations, Maintenance and Configuration Response_System Module Requirements</i>.		
	<table border="1"> <tr> <td data-bbox="268 776 1087 1347"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1087 776 1900 1347"> Attachment File Name: Operations, Maintenance and Configuration Response_ System Module Requirements </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: Operations, Maintenance and Configuration Response_ System Module Requirements
Upload Attachments with Additional Information? Yes	Attachment File Name: Operations, Maintenance and Configuration Response_ System Module Requirements		

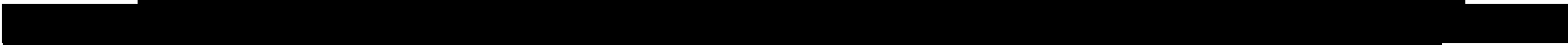
18	Performance - Describe in detail how your company will meet all the requirements identified in Attachment P, Performance Section, Requirements SYSMOD171-SYSMOD173. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment P, Performance Section.
A18	<i>Answer # 18</i> [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SYSMOD171: The Supplier shall develop a method for maintaining performance compliance with Service Level Agreements (SLA). Confirmed. [REDACTED] [REDACTED] SYSMOD172: The Supplier shall leverage automated solutions to provide system availability and performance monitoring. Reports and/or dashboards must be provided that measure compliance with system performance standards. Confirmed. [REDACTED] [REDACTED]



Attachment Q
TPL System Module Mandatory Scored Response Worksheet
Third Party Liability

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	SYSMOD173: The supplier shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods. Confirmed.     As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>9i. Performance Response_System Module Requirements</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: Performance Response_System Module Requirements