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State of Montana

DPHHS

Claims Processing and Management Services for Montana's Program for Automating and Transforming Healthcare (MPATH)

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Technical Response

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SECTION 3: SCOPE OF SERVICES

To enable the State to determine the capabilities of a Contractor to provide Claims Processing and Management Services 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 written response. Sections 3.1-3.8 shall include a narrative description of how the Offeror's proposed solution and services align with the Department's standards and objectives. The Offeror must restate and include the subsection number and its corresponding text immediately prior to your written response for all subsections of Sections 3. For Sections 3.9 and 3.10, the Offeror shall include a detailed written response.

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.



3.1 PURPOSE AND INTENT

3.1 PURPOSE AND INTENT

The Montana Department of Public Health and Human Services (DPHHS) in releasing this RFP to procure a Claims Processing and Management Services Contractor to support Montana's Medicaid modernization effort, referred to as Montana's Program for Automating and Transforming Healthcare (MPATH). The Claims Processing and Management module is a 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 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 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 Commercial off the Shelf (COTS)/Software as a Service (SaaS) solution 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/SaaS software and ensure that other state systems coordinate with the COTS/SaaS software solution. When responding to a request for the 90 percent FFP rate for a COTS/SaaS 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/SaaS 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/SaaS 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.

Team Wipro has read and understands that the Montana Department of Public Health and Human Services (DPHHS) is working with the National Association of State Procurement Officials (NASPO) and participating states to procure a Claims Processing Solution. The Claims Processing module for Montana is part of Montana's Program for Automating and Transforming Healthcare (MPATH). The Claims Processing module is a discrete solution that will meet all the Centers for Medicare & Medicaid Services (CMS) requirements on modularity and Commercial-off-the-Shelf (COTS) products. We briefly describe our approach to the Medicaid market and how our strategy aligns with your vision, guiding principles, and objectives.

Team Wipro has provided administrative, medical management, and analytic services to Medicaid

programs for more than three decades. Our extensive capabilities span the entire healthcare industry. We have taken lessons learned from these experiences, coupled with modern and proven technology, and introduced a new Medicaid Management Information System (MMIS) solution offering. **Wipro Enterprise Medicaid as a Service (EMaaS)** is a strategic enterprise solution focused on addressing problems faced by many states that have attempted to replace or substantially enhance their legacy MMIS.

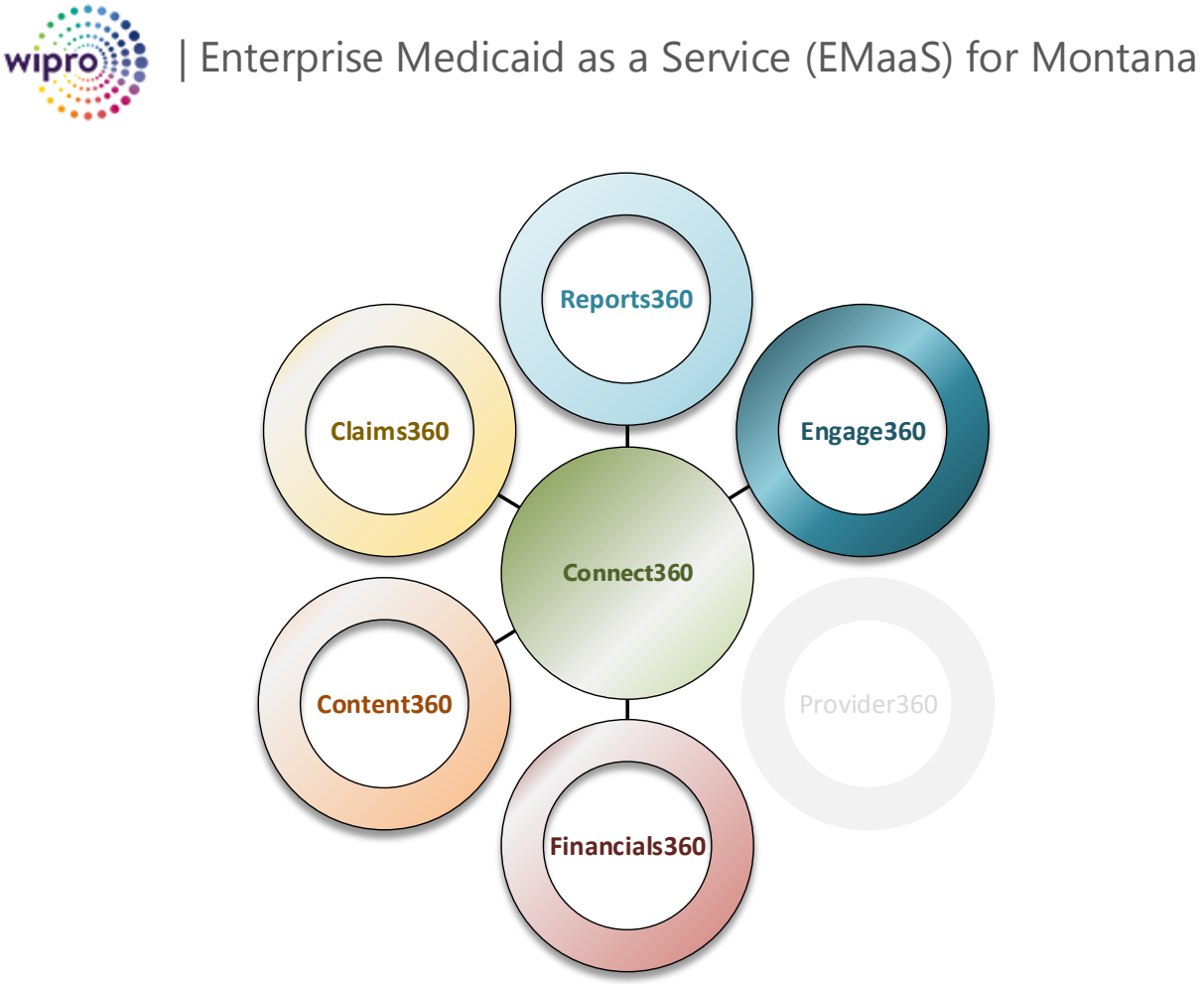


Figure 3-1: Wipro Enterprise Medicaid as a Service (EMaaS)

Wipro EMaaS comprises six core components:

Claims360 provides a modern, enterprise class software platform for Medicaid claims processing and provides the State of Montana a solution that will stay relevant with changes in Information Technology solutions.

Engage360 cloud platform offers members and providers a seamless self-service experience as we extend our solution into the State of Montana's business processes.

Content360 offers the State of Montana a complete document, content and process management component and is the perfect solution for defining, orchestrating and automating the multi-solution workflows required to facilitate the Medicaid program.

Financials360 enables the State of Montana to make informed financial decisions by connecting

claims operations to financial data, streamline Medicaid business processes, and decrease administrative overhead.

Reports360 provides the insight necessary to make data-driven decisions and watch the impact in real time. We provide the best report builders and business intelligence tools in the industry to ensure Montana is aware of the health of their Medicaid program.

Connect360 provides a robust and flexible integration framework, which is extensible and highly available. This component provides interfaces with the state integration platform to provide end-to-end connectivity between the EMaaS components as well as across the MPATH enterprise.

Our approach to your MPATH initiative is to systematically align our understanding of your near and long term program objectives to our Software-as a-Service (SaaS), Medicaid Information Technology Architecture (MITA)-aligned Wipro EMaaS solution.

Wipro EMaaS complies with the CMS Seven Conditions and Standards. We designed and developed it in full alignment with the CMS MITA 3.0 business processes, information and technology architectures, capability maturity guidelines, and operational performance metrics.

Adaptability is part of the Wipro EMaaS fundamental architecture. The use of COTS and SaaS applications enables us to adapt the solution to meet your program needs without great design and development effort. Our approach assures that your program benefits the latest in technological capabilities in a non-disruptive manner.



3.2 STATE VISION, GUIDING PRINCIPLES AND OBJECTIVES

3.2 STATE VISION, GUIDING PRINCIPLES AND OBJECTIVES

Team Wipro concurs with the state vision, guiding principles, and objectives. Team Wipro understands and shares the state mission to grow and transform the claims processing and management services as a means to improve access to healthcare and treatment outcomes for Montanans.

3.2.1 STATE VISION

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

Team Wipro shares the vision of the State to improve access to healthcare and treatment outcomes for Montanans. Our approach to assisting Montana in realizing this vision is developed in alignment with CMS guidance related to the Seven Conditions and Standards, shifting from purpose built solutions to leveraging Commercial Off-The-Shelf (COTS) products in a modular approach. Our approach aligns with the Modularity, MITA, Industry Standards, Leverage, Business Results, Reporting and Interoperability Conditions.

The Wipro EMaaS Solution leverages technology in healthcare where a multi-vendor support strategy is essential to enable an enterprise-wide system that utilizes claims and clinical data to reduce healthcare costs and provide for measurable, long-term improvement of the health status of Montanans. Our solution is a complete SaaS architecture built on cutting-edge, reliable and scalable components. Our vision is to partner with the State in building a healthcare delivery system with transformational and sustainable business and IT solutions that drive:

- Continuous innovation and investment,
- Transformative approaches to challenges in the market,
- Lower total cost of ownership, and
- Rapid adaptation to policy changes.

Team Wipro leverages our 30-year partnership and history of Medicaid domain expertise and success in implementing and operating the MMIS for the State of Missouri. Team Wipro understands and embraces the transparency and collaboration needed for a multi-vendor environment to ensure the success of the state's vision and business goals. Team Wipro will lay the foundation for transformation by providing modular, configurable technology that increases the efficiency of operation, eliminates barriers to members and providers, and increases the satisfaction of all the State's stakeholders and the overall health of the Montana healthcare delivery system.

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

Team Wipro understands the MPATH program objectives and is ready to partner with the State to ensure that the enterprise and core business objectives are met. The Wipro EMaaS solution is innovative, cost effective, business driven, configurable, adaptable, and provides the State a next-generation solution to meet the modularity business objectives and challenges of today and tomorrow. The Wipro EMaaS Solution facilitates one or many components working together seamlessly to deliver an extremely powerful, yet flexible robust enterprise system. The Wipro EMaaS solution contains distinct configurable and interoperable components that deliver enterprise business-driven system technology to meet all of the MPATH objectives.

- 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



Figure 3-2: EMaaS Claims360

Claims360 - Montana's claims processing system will run on the **HealthRules®** component of Claims360, an integrated component based on a contemporary vision of the ever-changing healthcare marketplace. HealthRules® is a modern technology that has a proven Medicaid/managed care organization processing footprint in the healthcare industry and next-generation functionality all seamlessly integrated. For over ten years, implementation of HealthRules® has allowed health plans to quickly address changes in the industry and stay in compliance with new government regulations. Claims360 includes payment models having highly flexible pricing provisions and configuration options. This component provides a business rules solution that is flexible, scalable, and configurable and contains fully integrated provider, member, and data set values to name a few. Team Wipro and HealthRules® delivers a fully functional business process management and content management system that fully supports MPATH claims processing business objectives.



Figure 3-3: EMaaS Financials360

Financials360 - Wipro EMaaS utilizes **Microsoft Dynamics 365** to form a complete financial management system to meet MPATH objectives. We understand the complexities of managing financials, especially in claims reimbursement, and our solution allows the State to leverage proven industry leaders to achieve improved health outcomes by gaining a complete view of their Medicaid financial information. Team Wipro and Financials360 enables the state agencies to make informed financial decisions by connecting claims operations to financial data, streamlining Medicaid business processes, and decreasing administrative overhead.



Figure 3-4: EMaaS Engage360

Engage360 – Wipro EMaaS includes a full portal component, hosted on the **Salesforce** cloud platform, making it easy for members and providers to find information, manage their account, and connect with the agency. We build mobile responsive portals through a more configurable, less code driven solution allowing rapid adoption of changes. Members and providers will have a seamless self-service experience as we extend Salesforce to meet MPATH business process objectives for members and providers to access accurate information quickly.

Engage360 also includes a live customer service representative to resolve member and provider inquiries. Our extensive expertise in providing these services will ensure fast, friendly, and accurate results for individuals that need additional assistance. Our Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) software, **Mitel's Contact Center**, fully supports these goals by delivering everything the state agencies need to empower providers and members to engage on their own terms.

In addition to leveraging Salesforce web portal hosting, our solution also utilizes this platform for our Customer Relationship Management (CRM) tool. Salesforce CRM offers a full range of features and functionality that provides for comprehensive and automated business processes for all aspects of member and provider needs.



Figure 3-5: EMaaS Content360

Content360 – The Wipro EMaaS solution provides a robust, cloud-based Enterprise Content Management (ECM) system and process management toolkit as part of the Content360 component. Content360 is Content Management Interoperability Services (CMIS) compatible, which allows for a common data model and file structure for integration with external content management systems and applications. Hosting in a cloud-based platform to allow for quick scaling, efficient upgrades to maintain relevancy with changes in technology and timely compliance to changes in government regulations. Content360 offers the following:

- Document Management - an ECM solution using **Alfresco** hosted in a cloud-based platform to allow for quick scaling, efficient upgrades to maintain relevancy with changes in technology and ability to easily adapt to changes in government regulations. Document management integrates both paper and electronic submittals into the same line of business delivering an efficient document management, storage and control process and business process integration.
- Process Management – a Business Process Management (BPM) workflow solution using **Red Hat Process Automation Manager (PAM)**. PAM is a platform for developing automated business decisions and processes as well as providing human task management when a user needs to intervene in a process.

Content360 offers a complete document, content and process management component for defining, orchestrating and automating the multi-solution workflows required to facilitate the Medicaid program.



Figure 3-6: EMaaS Reports360

Reports360 - The Wipro EMaaS Reports360 component provides the insight necessary to make data-driven decisions and watch the impact in real time. Reports360 provides the leading report builders and business intelligence tools in the industry to ensure state agencies are aware of the health of their Medicaid program. Reports360 provides a comprehensive assemblage of reporting capabilities that fully supports MPATH data analytics and decision capability objectives.

- Claims Reporting – **HealthRules® Answers** within Reports360 is equipped with an expandable data model and supports a real-time data warehouse for the Claims360 component. The Claims360 data warehouse provides an easy-to-understand data structure that is optimized for data analysis and reporting.
- Financial Reporting – Reports360 includes **Microsoft's Power BI** to integrate with Financials360 to allow for automated compilation of data, formatting, and analysis that ultimately provides the financial insight the State is looking for. Power BI delivers interactive reports and dashboards that can be accessed via web browser or embedded in external sites or applications.
- Contact Center Reporting – **Mitel's Contact Center Management** captures all metrics related to inbound and outbound calls by capturing streams of raw data from the Automated Call Distributor and Interactive Voice Response systems. This information is then transformed into Key Performance Indicators, such as answer rate, abandon rate, and handle rate. Additionally, Reports360 allows a direct connect to the Mitel database and data views to create customized reports and dashboards.
- Federal Reporting - To assist with the development and extraction of data for federal reporting, Reports360 utilizes the power of the **Tableau** platform. This tool provides the ability to join disparate data sources into the required formats for reporting Medicaid data at the Federal level.



Figure 3-7: EMaaS Connect360

Connect360 – The Wipro EMaaS Connect360 component is all about integration through Web Services and Application Program Interfaces (APIs). This component provides a robust and flexible integration framework, which is extensible and highly available. Connect360 interfaces with the state integration platform to provide end-to-end connectivity between the EMaaS components as well as across the MPATH enterprise. At the core of Connect360 is our Enterprise Service Bus (ESB) which is built using **WSO2** integration products, a market leader for API management. Connect360 complies with industry best practices and will directly support the MPATH modularity business objectives.

Team Wipro is ready to partner with the State to ensure that the enterprise modularity and core business objectives are realized.

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 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.

Team Wipro understands and agrees with these guiding principles and is confident that these tenets are at the core of 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. The following

are a few examples of Team Wipro's commitment to making sure these guiding principles are deeply rooted in the Wipro EMaaS solution.

Flexible Enterprise Technology Platform

The Wipro EMaaS solution is built using state-of-the-art SaaS, Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS) platforms and Commercial-off-the-Shelf (COTS) products. Wipro EMaaS is modular and scalable to meet the current and future needs of MPATH strategy. The solution is built on flexible, rule-based, configurable components and services to provide unparalleled flexibility and agility to respond to evolving regulations, program needs and initiatives. For instance, the Claims360 component of the Wipro EMaaS solution is powered by HealthRules Language, which offers a natural language rules engine to allow quick and easy configuration of benefit plans and fee schedules. Similarly, Reports360 automates the compilation and analysis of data providing the agency insight to make informed and confident decisions about new policies and program initiatives.

Centralized Data Repository

Wipro EMaaS solution will establish a seamless integration with the State's Enterprise Data Warehouse (EDW) module using the State's SI defined interfaces and data views to support the Centralized Data Repository goal. Wipro EMaaS is the system of record for all claims related transactions. Additionally, Claims360 component compliments the State's EDW by providing a real-time data warehouse and associated data analytics tools in the Reports360 component to enable real-time and near-time access to data including clinical, financial, provider and member data to enhance reporting. The Reports360 component provides out-of-the-box standard reports for Medicaid and allows configuration of custom reports.

Business-driven Enterprise transformation

Team Wipro supports the vision that business functions must drive technical solutions and the modular MMIS capability must be flexible, scalable and highly configurable to meet current and future needs including new state and federal regulations and business process innovations.

Wipro EMaaS is designed to help the State drive enterprise transformation and ensure it is future-proof. The solution is built on flexible, rule-based, configurable components and services to provide unparalleled flexibility and agility to respond to evolving regulations, program needs and initiatives. Our modular solution allows complete flexibility to change based on business needs and strategy. Furthermore, Wipro EMaaS is a SaaS solution, that stays current with the technology landscape and the healthcare industry to ensure business is never constrained.

Process Automation

Wipro EMaaS is designed for end-to-end, real-time processing of electronic claims and includes easy-to-use Business Process Management functionality to streamline and automate processes.

The Wipro EMaaS solution supports automating of manual processes to eliminate human intervention wherever possible. Wipro EMaaS allows States to quickly address changes in the industry and stay in compliance with new government regulations. The business logic of Wipro EMaaS allows business users to utilize workflow tools to standardize business processes that guide internal and external users through process steps, activities, and tasks.

Our robust claims adjudication engine utilizes advanced automation that increases claims adjudication Operational First Pass Rate (OFPR).

Data Integration and Interoperability

The Wipro EMaaS solution promotes reusable components by using open architecture and adopting

industry and national standards for interoperability, integration, and data exchange. **Connect360** component within Wipro EMaaS provides a robust and flexible integration framework, which is extensible and highly available based on open standards that:

- Support for multiple interfaces, such as APIs, Web services, and File-based
- Promotes services interoperability using open protocols such as REST, SOAP, XML, and JSON
- Support X12 Electronic Data Interchange (EDI) and National Council for Prescription Drug Programs (NCPDP)
- Promotes data interoperability using standards such as National Information Exchange Model (NIEM) and Health Insurance Portability and Accountability Act (HIPAA)

Our solution ensures 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

Data Consistency Across The Enterprise

The Wipro EMaaS solution employs a comprehensive data governance process aligned with the State's SI data governance model to ensure consistent data management processes and policies across the enterprise providing data that is timely, accurate, usable, and easily accessible to support analysis and decision making for healthcare management and program administration. Data access is provisioned through a data abstraction layer. The Connect360 component of EMaaS helps seamlessly connect internal and external modules to freely exchange and reconcile disparate data elements and store them in master databases. The Connect360 component, comprised of ESB and Extraction, Translation, and Load (ETL) services, can be leveraged to exchange and transform the data to claims data models. Our solution maintains a metadata repository and stores the characteristics of the following data elements: business, technical, operational, security, and end user. In doing this, Team Wipro ensures efficiency of future integrations and the integrity of master data management.

Progressive Technology

Wipro EMaaS is a cloud-based SaaS solution that features mobile responsive portals which enables members and providers to find relevant information, perform applicable business functions and effortlessly engage with the agency. Our user interfaces for members and providers are designed to be responsive and device-agnostic.

Our solution is always updated with the latest technology advancements. With every new release, the most current functionalities are automatically made available to the users.

Member and Provider Centric Focus

The Wipro EMaaS Engage360 component provides easy to access and comprehensive portals for providers, members and other stakeholders that support intuitive self-service functionality. Engage360 makes it easy for members and providers to find information, manage their account, and connect with the agency effortlessly. The portals provide intuitive access to information such as claim status and member eligibility. Members receive educational information on healthy choices and assistance on improving their health status. The Engage360 Customer Relationship Management (CRM) supports functionality such as, ability to upload and associate attachments to correspondence records, an automated contact tracking system, and role-based security access. The Engage360 Interactive Voice Response (IVR) system enables self-help and ensures that members and providers are connected with the appropriate program and receive information on demand.

Cost Efficiency and Effectiveness

Wipro EMaaS is fully capable of supporting value-based or outcome-based payment models. Our SaaS solution continues to stay aligned with the healthcare industry trends for functionality that supports new and evolving engagement models to deliver cost efficiency and effectiveness.

Wipro EMaaS allows the agency to use the Medicaid program data to facilitate decision-making and identify sources of health disparities. This data can also assist the agency in enhancing care coordination across programs that are consistent with the needs of Montanans. We will work closely with the agency to monitor new policies and programs that are implemented to promote health through prevention, wellness, and early intervention.



3.3 MODULARITY APPROACH AND BLUEPRINT

3.3 MODULARITY APPROACH AND BLUEPRINT

Team Wipro has followed the evolution of approaches to MMIS modernization strategies since CMS and the states began evaluating and developing alternatives to what had become all-inclusive, built-for-purpose MMIS IT solutions and services. As these solutions matured, they became highly complex and more difficult to implement successfully across the evolving scope of Medicaid program administrative and claims processing requirements. States were not empowered to leverage the technical IT advances made in the commercial healthcare administrative market.

CMS, in collaboration with the states, has updated regulations and guidance to help states leverage the IT and services advances supporting today's health program administration demands. The approach defined in this RFP of modular technical solutions and services delivered by multiple vendors, reflects the regulatory options states now have to partner with multiple companies in constructing a modular services and technical Enterprise solution with a phased implementation approach. We agree that "the very nature of this approach" promotes modularity, interoperability, aligns with MITA 3.0, and will optimize adoption of Industry Standards. Team Wipro's strategy in support of this multi-state approach led by Montana aligns with your objectives and strategy.

The Team Wipro Solution is:

- **Agile:** Enables leadership to embrace change
- **Compliant:** Aligned with National Standards / Secure
- **Powerful:** Extensible / Scalable / Consistent / Configurable

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 Contractors 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.

The Wipro Enterprise Medicaid as a Service (EMaaS) Core solution meets the modularity component/services blend approach adopted by Montana. EMaaS is architected to support each of the "to be" business objectives as part of the MITA Seven Conditions and Standards. Components within Wipro EMaaS are loosely coupled and interchangeable (i.e. **Claims360**, **Content360**, **Connect360**, **Engage360**, **Reports360**, and **Financials360**) and able to provide a complete solution to multiple states.

Below outlines how Wipro EMaaS aligns with Montana's "to be" business objectives and the Seven Conditions and Standards.

Objective 1: Comply with the Seven Standards and Conditions set forth by CMS in order to receive enhanced federal financial participation (FFP).

The Seven Standards and Conditions distributed by CMS are tied to enhanced federal funding. This funding provides an opportunity for states to move away from legacy Medicaid systems and allows them to adopt modern architectural IT strategies, configurable applications, and cloud computing. The advances in integration technologies offer flexibility in updating components quickly and with lower administrative overhead.

Modularity Standard

Wipro EMaaS is architected with integrated components consisting of various technical components that are designed to integrate into a state's enterprise solution using standard techniques and tools. Because we map the system requirements to our component parts, Wipro EMaaS is developed as part of a service-oriented architecture. Modularity is achieved through open interfaces, exposed application programming interfaces (API), the separation of business rules from core programming and providing business rules in a readable, user-friendly format.

MITA Condition

Team Wipro understands that this initiative is part of Montana's roadmap to advance in the MITA 3.0 maturity model for MPATH. We understand CMS expects states to complete MITA Self Assessments which lead to producing a MITA Roadmap. Team Wipro will collaborate with the states and vendors to develop and update MITA Self Assessments and Roadmaps at the intervals required by CMS.

We are excited to support Montana in the advancement of MITA maturity and EMaaS is the solution that standardizes operational approaches, minimizes customization demands, and optimizes business outcomes.

Team Wipro actively collaborates with CMS in the development of MITA by participating in forums such as the Private Sector Technology Group (PSTG), Technical Architecture Committee (TAC), and the HL7 MITA Workgroup.

Industry Standards Condition

Wipro EMaaS and our processes for system development align with industry standards throughout the Software Development Life Cycle (SDLC) and allows states to remain eligible for enhanced federal funding. Because EMaaS is cloud-based, we can ensure that as industry standards evolve so will our solution.

Additionally, Team Wipro incorporates HIPAA security, privacy, and transaction standards in every aspect of our solution. As required under section 508 of the Rehabilitation Act, Team Wipro ensures all of our information and communication technology is accessible to individuals with disabilities. We accomplish this through various methods, including integrating screen readers for web portals and Telecommunications Device for the Deaf/Text Telephone Yoke (TDD/TTY) lines for our call centers. We will collaborate with the Department to perform regularly scheduled scans and manual testing to ensure compliance with sections 1104 and 1561 of the Affordable Care Act.

Leverage Condition

Wipro EMaaS provides configurable, modular technology, which promotes sharing and leveraging within and among states. Our cloud-based and multi-tenanted SaaS solution ensures the ability to collaborate with various states and departments to shift towards reusability. Our use of modular multi-tenanted SaaS solution and COTS products are configurable for individual states and align with the Leverage Condition of MITA 3.0 Standards and Conditions.

Business Results Condition

Wipro EMaaS is highly automated in systematic processing of claims and provides timely and accurate results throughout the claims adjudication processes. In addition to real-time claims adjudication, Claims360 ensures accuracy through field validation and standalone business rules configured for exception process resolution.

Our Engage360 component supports effective communication through configurable provider and member web portals. Users are able to self-manage and monitor their accounts, including selecting their preferred modes of communication. For call centers, our Customer Service Representatives are trained in effective communication and possess the empathetic skills necessary to address caller needs.

Additionally, our Business Analysts work with internal Wipro teams and the State to ensure quality, professional messages and notices are sent to vendors, providers, members, and the public. These messages are sent by email, notices on web portals, Interactive Voice Response System (IVRS), or traditional mail.

Reporting Condition

The Reports360 component produces reports and dashboards, and performance information that contributes to program evaluation, continuous improvement in business operations, and transparency. The capabilities of Reports360 are based on a data connection to all components, refreshed in near real time. Reports360 has the ability to connect to external data sources, as needed, to meet the state's reporting needs. Required reports are configurable and generated as needed or on a recurring schedule. Data visualization and sophisticated analytics are quickly configured by drag-and-drop data element selection and provides the ability to join disparate data sources without complex query language.

Interoperability Condition

Our solution provides seamless integration with other components and systems, supporting the state's vision of modularity. Compared to alternative solutions, Wipro EMaaS provides a much higher degree of interaction and interoperability to maximize value and minimize burden on providers, beneficiaries, and other stakeholders. Team Wipro will work with the Department to ensure our system is interoperable with appropriate health information exchanges, public health agencies, human services programs, and community organizations. For the exchanges and agencies that utilize service-enabled legacy systems, Team Wipro will use the MITA framework and nationally recognized industry standards for integration.

Objective 2: Meet the most recently published MITA standards and enable the Montana's MITA To-Be maturity levels as described in the MITA 3.0 State Self-Assessment.

Team Wipro understands that this RFP is one of many projects to help the State advance in the MITA maturity levels. We support these efforts by providing a foundational future-focused solution. Wipro EMaaS is comprised of highly configurable components, which remain technologically relevant. Industry leaders are the cornerstone of each Wipro EMaaS component, which means the state's MITA maturity level will inherently move forward as Wipro EMaaS is upgraded.

Objective 3: Meet CMS Certification requirements as described in the Medicaid Enterprise Certification Toolkit (MECT) version 2.1.

Team Wipro will collaborate with the State, the System Integrator, IV&V, CMS, and the staff of any other MPATH MMIS modules to satisfy all certification requirements. We have extensive experience with the MECT 2.3, and these requirements permeate our response. Team Wipro closely monitors all CMS MECT versions and remains current on the latest developments with Outcome

Based Certification (OBC). Team Wipro provides staff and other resources to support and participate in MECT milestone reviews and other certification activities that occur before, during, and after implementation of the proposed solutions.

Objective 4: Provide functionally and technically adaptable solutions that enhance decision-making and increase management efficiencies. Provide flexible, secure, and maintainable solutions that are based on industry best practices, can be leveraged across business areas and can easily accommodate changes in policy, legislation, and business requirements.

The Wipro EMaaS solution and services provides a fully integrated Claims Processing and Management solution and suite of business process services to support DPHHS. We fully support the MPATH initiative through:

- A stakeholder-centric view that is not constrained by system or organizational barriers
- Interoperability between Montana Medicaid and other healthcare agencies
- Providing a SaaS solution and integration strategies that leverage repeatable standardized processes
- A module that is flexible, adaptable, and supports a rapid response to changes in programs and policy
- Availability of data that is up-to-date, accurate, usable, and easily accessible to support analysis and decision making for healthcare program administration
- Widely deployed and proven solutions and services.

Wipro EMaaS fosters integrated business and information technology transformation through automation, configurability, and interoperability.

Objective 5: Reduce operational costs by increasing automation and self-service options.

Wipro EMaaS reduces administrative overhead and increases process efficiency by:

- Providing an end-to-end self-service model through provider and member web portals and call center IVRS
- Utilizing configurable business rules to automate claims adjudication and ancillary processes
- Leveraging existing data to assist stakeholders in what-if scenario planning

Objective 6: Configuration of existing solutions is preferred over custom development.

Wipro EMaaS streamlines and standardizes operational approaches and business work flows to minimize customization demands on technology solutions and optimize business outcomes. The modularity approach of Wipro EMaaS addresses customization challenges through its service-oriented architecture. With a focus on configuration over customization, EMaaS components have a more accelerated time to production than alternative solutions.

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 contractors, 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

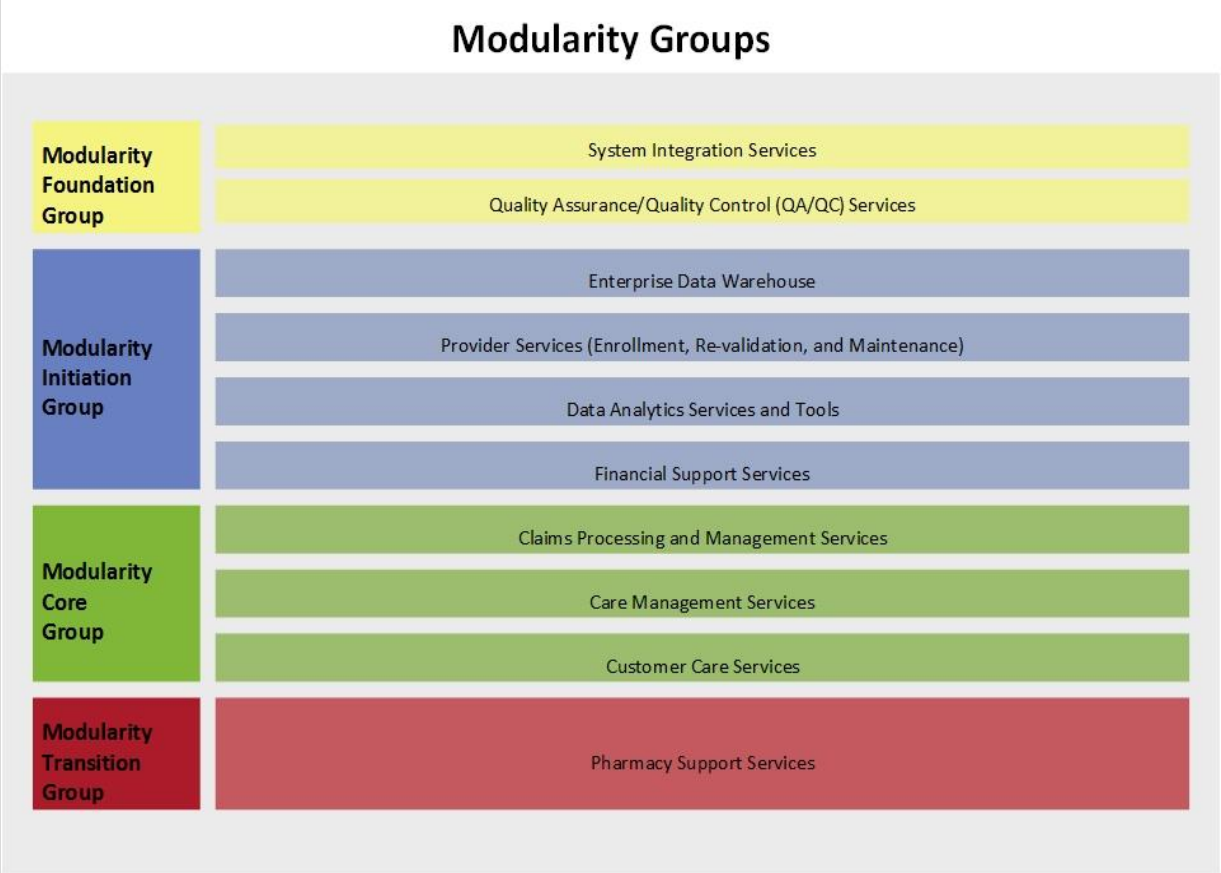
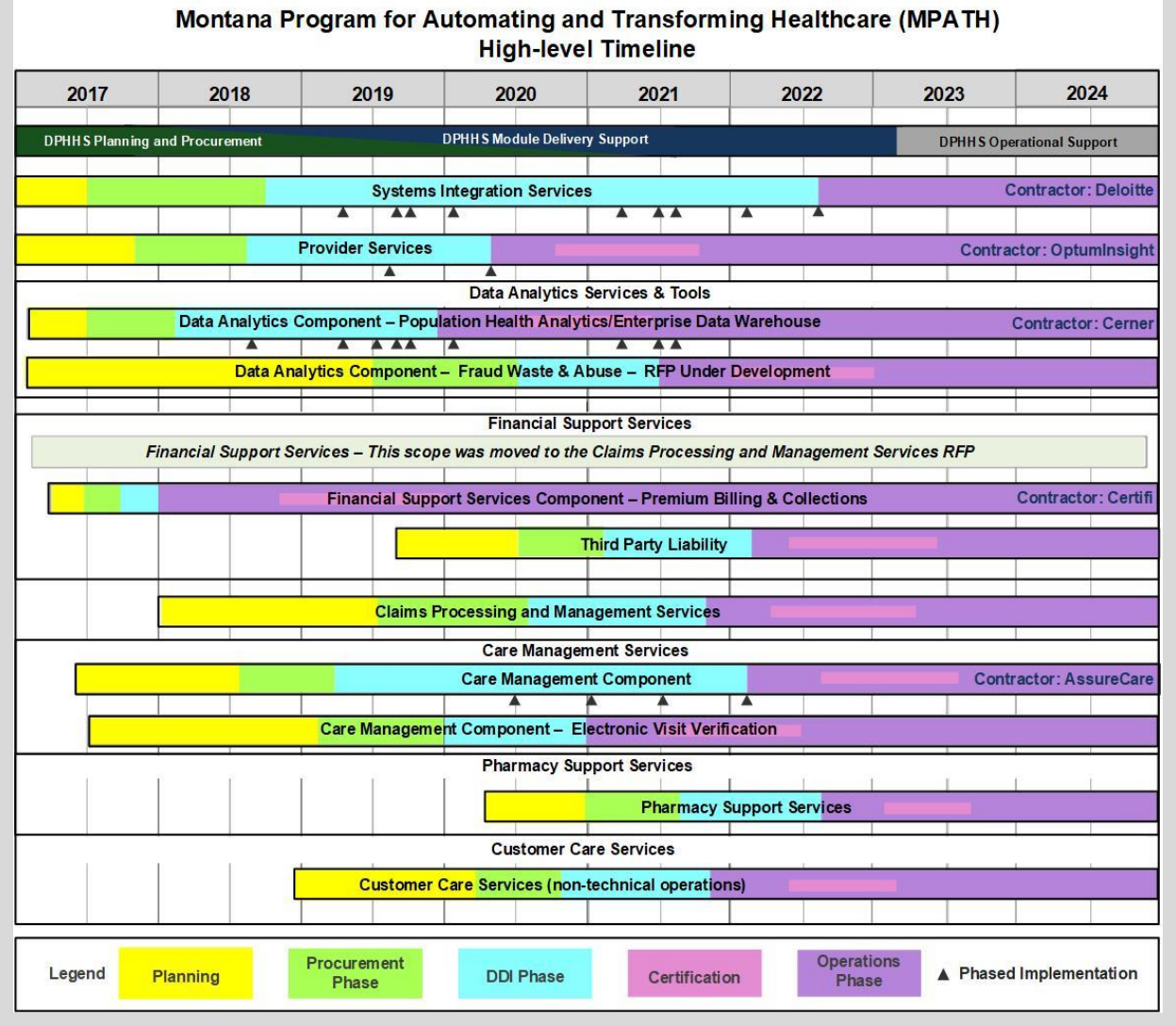


Figure 3.3.2.2 Montana Program for Automating and Transforming Healthcare (MPATH) Modularity High Level Timeline



Team Wipro understands the vision behind the MPATH Modularity blueprint. We share the state's goals of a modular approach to a Medicaid program. Through our experience as the Fiscal Agent of Missouri Medicaid, we understand the importance of working with other state contractors, agencies, and various stakeholders to achieve success in administering Medicaid programs. Our experience ensures a beneficial partnership with the MPATH System Integrator and other module contractors, as portrayed in Figure 3.3.2.1.

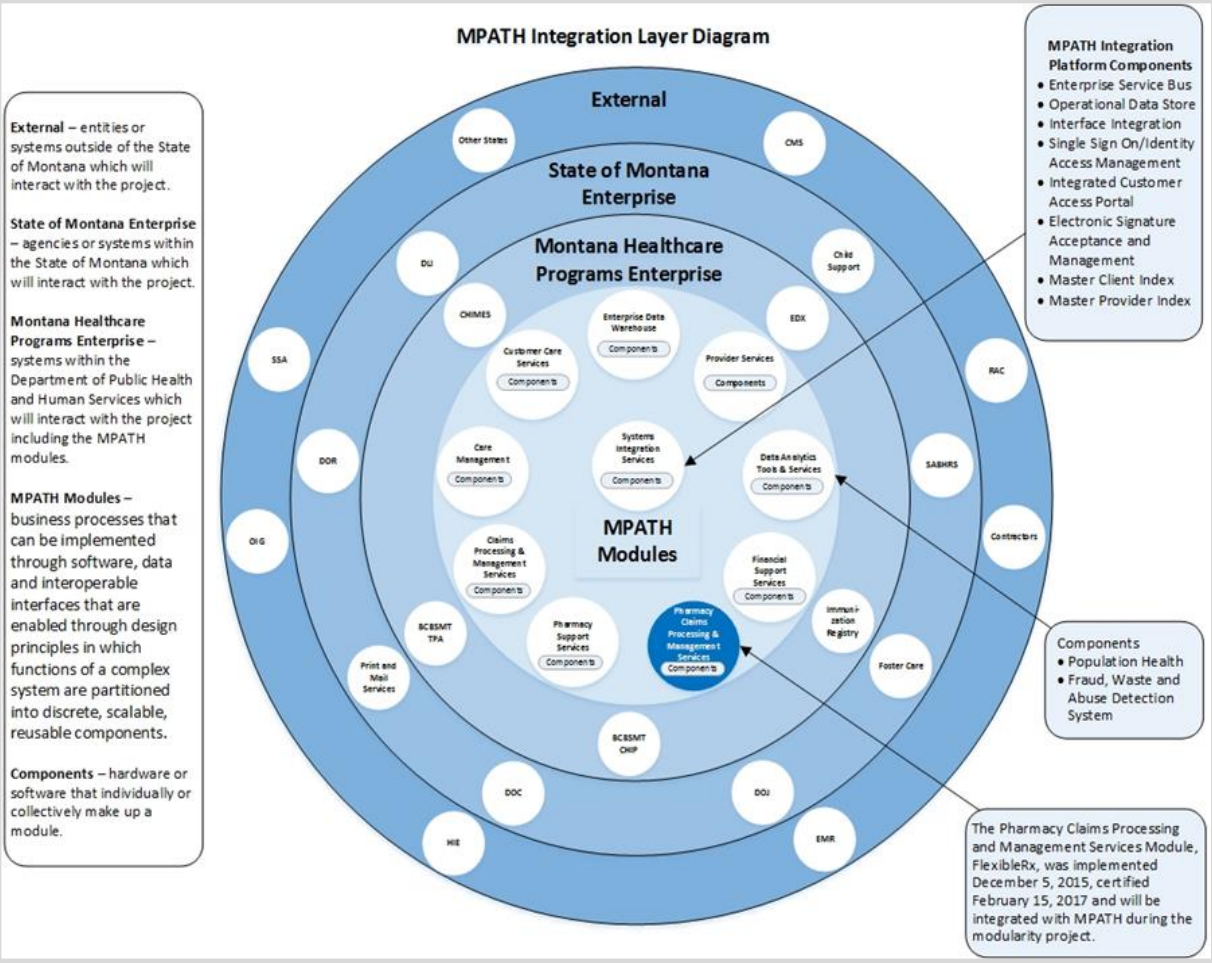
Team Wipro understands that integrating with external modules requires a carefully orchestrated timeline. We are prepared to work with the Department, System Integrator, and module contractors to follow the timeline laid out in Figure 3.3.2.2.

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 Layer



Systems Integration Services (SI)

The Department has partnered with Deloitte for systems integration software and services. The Systems Integration Services project, was initiated in October 2018. The MPATH Integration Platform went live in July 2019 and provides an enterprise integration framework based on standards established by the DPHHS Enterprise Architecture Committee. The integration framework enables seamless integration of various modularity components including Commercial off the Shelf (COTS) software, Software as a Service (SaaS) solutions, and other modules. The integration framework includes the configuration, support and maintenance of an enterprise service bus (ESB), transformational services, and protocol services. The MPATH Integration Platform also includes an operational data store, Master Client Index, and Master Provider Index. The Systems Integration Services Contractor assists with the development of standards for architecture, interfaces, and data for each modularity project, including the data coming in through the ESB into the operational data store and eventually transformed into the Enterprise Data Warehouse and other Modules. The Department began integrating the first MPATH modules with the MPATH Integration platform beginning in July 2019.

Provider Services (PS)

In August 2017, the Department released a multi-state procurement for software and services for provider enrollment, screening and monitoring, and management services. On March 19, 2018 the State of Montana awarded Master Agreements to six vendors. Montana signed a Participating Addendum with OptumInsight in May 2018 and the Provider Services kicked-off July 9, 2018.

The Provider Services module will provide a configurable, web-based, self-service solution to support provider enrollment activities, including an automated tool for provider screening and monitoring that must be completed in accordance with State and federal statutes and policies. The Provider Services solution will use configurable business logic to collect the required information to support decisions to approve or deny a provider's enrollment request. The Provider Services module is intended to increase the timeliness of today's processes by including features to support online upload and download of required/supporting documentation, collecting enrollment/revalidation fees and other provider enrollment related fees online, in addition to digital signature capabilities. The solution will leverage an automated workflow tool to route provider enrollments to appropriate work units for provider enrollment eligibility determinations. In addition to online enrollment, the Provider Services module will support online provider re-validation and maintenance activities via a Self-Service Portal. The MPATH Provider Self-Service Portal will also allow providers to build claim templates, submit claims and claims adjustments via the on-line claims entry tool, check member eligibility, view claim status, download their remittance advice, and access payment summary information.

Enterprise Data Warehouse (EDW)

The Department acquired an Enterprise Data Warehouse (EDW) Services as part of the Population Health Data Analytics Contract with the Cerner Corporation. The EDW will serve as a central repository for all Montana Healthcare Programs enterprise data to provide decision makers timely, accurate and consistent access to information. A key feature of the EDW is the Intake Services Platform which processes data received from all Data Providing Entity Interfaces. Access to the integrated program data will enhance the State's Medicaid Program's ability to gain insights into healthcare outcomes and anticipate future needs. Additionally, all federal and state reporting will be generated out of the EDW. The Population Health Data Analytics project kicked off March 5, 2019 and the final release of the EDW is planned for November 22, 2019.

Data Analytics Services and Tools (DA)

The state will obtain Data Analytics Services and Tools to be integrated with the centralized Enterprise Data Warehouse for data aggregation, reporting, and analytics. The Data Analytics Services and Tools module 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.

The Department released an RFP in August of 2017 to obtain Population Health Data Analytics Services and Tools for predictive modeling and to identify member risk for care management related activities. The Population Health Data Analytics Services and Tools procurement was awarded to the Cerner Corporation in December 21, 2017. The initiation of the Population Health Data Analytics Services and Tools project began March 5, 2018 and the solution will be fully implemented November 22, 2019.

The Population Health Data Analytics Services and Tools component is one of multiple COTS solutions planned to satisfy the multi-dimensional data analytics necessary to modernize data analysis and reporting of Montana Healthcare Programs data.

The state intends to release an additional RFP under the Data Analytics module for Fraud, Waste, and Abuse Software and Services. The Fraud, Waste and Abuse component will be

procured separately from the Population Health Data Analytics component but the data will be fully integrated into the Montana Healthcare Programs central data repository.

Financial Support Services (FSS)

The Financial Support Services module capabilities include a member premium processing component in addition to third party liability recoveries solution. The Department signed an agreement with Certifi Inc. in September 2017 to obtain services to support Premium Billing and Collection Services. The Premium Billing and Collections component facilitates the billing and collection of premiums for the Montana Health and Economic Livelihood Partnership (HELP) participants within the Medicaid program. This solution has been live since January 2018 and the Department will be requesting CMS certification in late 2019.

The Department plans to procure a Third-Party Liability (TPL) recoveries component under the Financial Support Services module. This solution will support all TPL recovery business processes for the Department including carrier billing, estate, tort, and lien recoveries. The solution will centralize recovery activities that today are accomplished in disparate systems and will include workflow capabilities to track the full recovery life cycle. The Department expects to release this RFP in March 2020. Additionally, the state will obtain other Financial Support Services components to support financial services functionality not procured as a part of the Claims Processing and Management Services solution.

Claims Processing and Management Services (Claims)

As outlined in detailed in Sections 3.9 and 3.10 of this RFP, the Claims Processing and Management Services module will adjudicate, edit, price, and determine reimbursement amounts for healthcare claims. During claims adjudication this module will also process service authorizations, third party insurance liability, and calculate member liabilities. Montana will procure a Claims Processing and Management Services module that is highly automated, configurable and modular. Claims will be adjudicated "real-time" and process payments and remittance advice daily (or at an interval determined by the state). The Claims Processing and Management Services procurement is a multi-state procurement, led by Montana, in conjunction with NASPO ValuePoint.

Care Management Services (CM)

The Department released an RFP in July of 2018 to procure 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 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. The Department awarded the Care Management module contract to AssureCare in December 2018, and the project kicked-off in April 2019.

The Department plans to procure an electronic visit verification services component under the Care Management module to support personal care services, home health care services as well as other home and community-based services determined to benefit from the mandates of Section 12006 of the 21st Century CURES Act.

Customer Care Services (CCS)

Operations management encompasses all aspects of the customer care experience for providers and members during and after enrollment in Montana Healthcare Programs. This module will meet Montana's need to provide customer and member interaction and support, and to provide self-service access to the data and information needed to successfully navigate Montana Healthcare Programs. The contractor is expected to provide a comprehensive suite of services, tools, and systems necessary to promote a positive customer care interaction experience. Provider and member self-service options supplemented by call center support are key components to a successful and positive customer experience. Provider and member data will be available through a variety of sources such as website, mobile aps, and social media. Data can be accessed using various devices such as computers, tablets, and smartphones. Provider and member self-service options will be available across all platforms in order to 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.

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.

Team Wipro understands the various modules within the MPATH enterprise and that the State requires an Integration platform from each vendor to realize the multiple capabilities necessary to support module integration on the scale called for in the MPATH Integration Layer Diagram in Figure 3.3.3.

The Wipro EMaaS Connect360 component provides a robust and flexible integration framework, which is extensible and highly available. Connect360 interfaces with the State Integration platform to provide end-to-end connectivity across the MPATH enterprise. This integration enables interactions between MPATH modules and Wipro EMaaS. Connect360 uses industry standard connections and data exchanges.



Figure 3-8: EMaaS Connect360

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 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 Independent Verification and Validation 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	PS	DA	FSS	Claims	CM	CCS	PSS	EDW
Systems Integrator (SI)	Open	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
Provider Services (PS)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Data Analytics, Tools and Services (DA)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Financial Support Services (FSS)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Claims Processing and Management (Claims)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Care Management Services (CM)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Customer Care Services (CCS)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Pharmacy Support Services (PSS)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Enterprise Data Warehouse (EDW)	Excluded	Open	Open	Open	Open	Open	Open	Open	Open
Legend									
Excluded: Awarded vendor(s) are excluded from bidding on subsequent modules within the overall program.									
Open: Awarded vendor(s) are not excluded from bidding on subsequent modules within the overall program.									

Team Wipro understands and agrees to the procurement exclusions laid out in Table 3.3.4. We support DPHHS in the key principles used to make the exclusionary decisions.



3.4 TECHNOLOGY STANDARDS

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 Contractors 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 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	Provide centralized, configurable workflow solution that allows for workflow creation, execution and automation.
Enhance Program Reporting and Data Analytics	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), Passport to Health, Patient Centered Medical Home (PCMH) and waiver services. Provide the 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	Automate a majority of manual processes to replace human interactions with automated configurable business rules.
Administrative Simplification	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	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.
Standards and Implementation Specifications for Health Information Technology Final Rule	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).
HIPAA and HITECH	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.

Team Wipro understands the importance of meeting the overall goal of MPATH and partners with the agency to implement EMaaS components and services that improve access to healthcare and treatment outcomes for Montanans. Along with effectiveness in solution delivery, we have the responsibility in meeting the related technology standards as established in state and federal laws and regulations, industry best practices and state policy. Our modular solution is built on scalable, reliable, and cutting edge enterprise technology. The components and services meet the business objectives of the State of Montana. Our architecture is built entirely upon true Commercial off-the-Shelf (COTS) and Software-as-a-Service (SaaS) components, which not only ensures adherence to Medicaid Information Technology Architecture (MITA) and CMS guidelines, but also provides a roadmap for the State of Montana, where the reliance on custom developed solutions is truly removed.

In addition to a focus on delivering sustainable results, our staff has extensive knowledge of the Medicaid enterprise and healthcare industry with current and proposed requirements as defined by:

- The Centers of Medicare and Medicaid Services (CMS)
- The Health Information Technology for Economic and Clinical Health Act (HITECH)
- HIPAA/Affordable Care Act (ACA) with Administrative Simplification, Privacy, and Security requirements
- National Institute of Standards and Technology (NIST)

Team Wipro offers a mature, developed, and complete approach to all aspects of federal compliance. As a healthcare administrator with our Medicaid programs, we have a responsibility to maintain awareness of current and proposed changes that affect DPHHS requirements and

operations. When impactful changes arise, we have experience in implementing process and system changes to ensure compliance. Team Wipro provides leadership and active presence in a wide array of industry forums. We maintain our position in the forefront of industry trends and changes through participation and leadership in Medicaid forums, such as those managed by CMS, industry conferences, standards setting organizations, and the MITA Committee. Team Wipro also participated in the CMS process for development of the MITA 2.1 and 3.0 standards via forums such as the Private Sector Technology Group (PSTG), MITA Technical Advisory Group (TAG) and the HL7 MITA Workgroup. We have provided comments to CMS for each release of MITA, including the most recent MITA 3.0 Eligibility and Enrollment business area. As part of our internal processes, we continually ensure our solutions align with the MITA 3.0 business, data, and technical standards. As MITA has matured from its infancy over a decade ago to the current vision of MITA 3.0, Team Wipro has evolved our business capabilities to ensure MITA alignment.

Alignment with the Standards and Conditions	Comply with the Standards and Conditions, set forth by CMS, in order to receive enhanced FFP.

Wipro EMaaS complies with the Standards and Conditions, set forth by CMS, in order to receive enhanced FFP.

Team Wipro provides expertise in the CMS Certification process, including the Seven Standards and Conditions for enhanced Medicaid funding. Our requirements traceability methodology provides a structured approach and mapping to the Medicaid Enterprise Certification Toolkit (MECT). We have compiled all necessary certification documentation, such as checklist criteria, state responses, and evidence supporting each checklist item. During the Requirements Analysis and Design phase, Team Wipro's Certification Coordinator assigns specific resources to attend meetings and map requirements to each of the checklists. These artifacts reduce risk in preparing for CMS certification and enables Team Wipro to complete the required checklists applicable for MECT. Team Wipro offers a mature, robust, and complete approach to all aspects of federal compliance, including all HIPAA requirements and CMS' Seven Conditions and Standards.

Flexible Enterprise Technology Platform	Utilize enterprise architecture governance process that incorporates MITA standards to accommodate future programs and initiatives.

Wipro EMaaS utilizes an enterprise architecture governance process that incorporates MITA standards to accommodate future programs and initiatives.

Wipro EMaaS solution is built using modern SaaS, Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS) platforms and COTS products. Wipro EMaaS is modular and scalable to meet the current and future needs of the MPATH strategy. The solution is built on flexible, rule-based, configurable components and services to provide unparalleled flexibility and agility to respond to evolving regulations, program needs, and initiatives.

Wipro EMaaS is built using Service Oriented Architecture (SOA) and features common interoperability and access services. Our modular solution utilizes information exchange based on industry standards. Wipro EMaaS provides built-in security and privacy to protect the Medicaid enterprise against threats and facilitates the evolution of MITA maturity. Our solution is built on industry leading technologies and MITA 3.0 compliant architecture. Wipro EMaaS is extendible to support future programs and initiatives.

For instance, the Claims360 component of the Wipro EMaaS solution is powered by HealthRules Language, which offers a natural language rules engine to allow quick and easy configuration of new or changed benefit plans and payment initiatives. Similarly, Reports360 automates the compilation and analysis of data providing the agency insight to make informed and confident decisions about

new policies and programs.

Automated Workflow Management	Provide centralized, configurable workflow solution that allows for workflow creation, execution and automation.

The Content360 component within EMaaS provides a centralized, configurable workflow solution that allows for workflow creation, execution and automation

Content360 provides centralized event-driven workflow capabilities based on a variety of configurable settings. The workflow functionality facilitates all processes through the work type life cycle by looking at all possible events that occur for a specific process. Workflows can automatically be routed for reviews and/or approvals based on the type of documentation (claims, attachments, or correspondence) or values within the record (type of claim, value of billed amount, attachment value missing). Configuration settings allow documentation and tasks to be routed to a defined user, group, or work queue for action. Additionally, the flexibility for a user to manually trigger a workflow is provided in order to support the business process needs of the Department.

Depending on the task type and process being orchestrated, workflow may be contained within a single module or span across multiple systems. The Content360 workflow engine orchestrates work distribution across the components within Wipro EMaaS ensuring the Department has an accurate and transparent status of the work at all times.

Team Wipro understands the importance of providing simple, yet flexible and straightforward workflow functions that focus on efficiency and accuracy. Wipro EMaaS provides a complete enterprise content and document management solution and workflow engine to meet the needs of the Department.

Enhance Program Reporting and Data Analytics	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.

Wipro EMaaS provides data analytics tools and services to enable accurate, real-time data reporting that meets changing business and management needs. EMaaS is enterprise centric, which enables other healthcare and program data typically not found in an MMIS to support enterprise decision making.

Wipro EMaaS solution establishes a seamless integration with the State's Enterprise Data Warehouse (EDW) module using the State's Systems Integrator (SI) defined interfaces and data views to support the centralized data repository goal. Wipro EMaaS is the system of record for all claims related transactions. Additionally, the Claims360 component compliments the State's EDW by providing a real-time data warehouse and associated data analytics tools. Reports360 enables real-time and near-time access to data including clinical, financial, provider, and member data to enhance reporting. The Reports360 component provides out-of-the-box standard reports for Medicaid and allows configuration of custom reports.

Through the use of interactive, business user-friendly tools, our solution offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities. Reports360 provides accurate and real-time data access to produce reports that meet changing business and management needs. Reports360 brings together data from multiple sources, giving users the ability to make effective, data-driven decisions.

Our business intelligence toolkit in Reports360, including HealthRules Answers, Microsoft Power BI, and Tableau (Option A) provides innovative technology to satisfy the state and Federal claims

data and reporting needs.

- HealthRules Answers - HealthRules Answers supports the information requirements necessary for the evaluation, comparison, and management of claims, payments, provider, and member data by allowing user to run reports against both current and historical data.
- Microsoft Power BI - Microsoft Power BI accesses multiple databases enabling state staff or the system to extract data from within the Wipro EMaaS and from external tables. Power BI includes reports on dashboards with drill-down capability enabling users to view details of the data.
- Tableau - To assist with the development and extraction of data for Federal Reporting (Option A), Reports360 utilizes the power of the Tableau platform. This provides the ability to join disparate data sources, including the State's EDW, into the required formats for reporting Medicaid data at the Federal level.

With over 30 years providing enterprise data to support state and Federal reporting needs, Team Wipro has extensive Medicaid enterprise reporting experience.

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), Passport to Health, Patient Centered Medical Home (PCMH) and waiver services. Provide the ability to enhance decision-making and increase management efficiencies.

Wipro EMaaS components 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), Passport to Health, Patient Centered Medical Home (PCMH) and waiver services. EMaaS also enables enhanced decision-making and increased management efficiencies.

Wipro EMaaS leverages various components to provide a one-stop avenue for the agency to access real-time and centralized business data and perform various business functions such as:

- Viewing detail information on claims and status, including a comprehensive claim audit log
- Viewing member eligibility information under covered benefit plans and services
- Defining and configuring managed care benefit plans to support member enrollment
- Accessing information related to Health Insurance Premium Payments (HIPP), Third Party Liability (TPL), premium/pay-in transactions, Medicare Part B buy-in, and other payment processes for the Medicare program
- Accessing information regarding the claim pricing and payment
- Accessing case management information
- Viewing Explanation of Benefits (EOB) for a specific or list of services for a member
- Viewing Payment and Remittance Advice Information for providers

The Claims360 data model keeps a full history of all versions of claims and associated data. For data types involving Protected Health Information (PHI), all views and access of data are also logged. In addition to being available to view the information in the user interface, all audit information reporting is available in Reports360.

The Wipro EMaaS solution establishes a seamless integration with the State's EDW module using the State's SI defined interfaces and data views to support the Centralized Data Repository goal.

Wipro EMaaS is the system of record for all claims related transactions. Additionally, the Claims360 component compliments the State's EDW by providing a real-time data warehouse and associated data analytics tools. Reports360 enables real-time and near-time access to data including clinical, financial, provider, and member data to enhance reporting. The Reports360 component provides out-of-the-box, standard reports for Medicaid and allows configuration of custom reporting and analytics.

Wipro EMaaS provides versatile components and functions to enable real-time and centralized access to members, providers, benefit plan(s), claims, and case management data for the Department's programs.

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.

The Wipro EMaaS solution provides interfaces and components that are reusable and follow industry and national standards for data exchange. Wipro EMaaS exposes APIs for easy integration with other enterprise solutions.

The Wipro EMaaS solution promotes reusable components by using open architecture and adopting industry and national standards for interoperability, integration, and data exchange. Connect360 component within Wipro EMaaS provides a robust and flexible integration framework, which is extensible and highly available.

Our solution ensures seamless coordination and integration with components, other systems and allow interoperability with Health Information Exchanges (HIE), public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services and federal data sources.

Wipro EMaaS architecture is based on SOA design principles. This architectural approach provides for loose coupling between components, yet has a high degree of integration. Wipro EMaaS uses an open standards interoperability framework which supports multiple interfaces, such as file-based (SFTP), APIs, and EDI. Wipro EMaaS enables services interoperability using open protocols (REST, SOAP, XML, JSON, etc.) and ensures data interoperability using open standards.

The core functional components of Wipro EMaaS are encapsulated and interface with the rest of the enterprise through Connect360 to and from the State's Integration platform. Our cohesive solution allows state agencies and module vendors to share services across the enterprise and to efficiently update specific modules over time to meet new business requirements or improve efficiency. Wipro EMaaS also provides a mechanism to support all three levels of the healthcare data interoperability standards (foundational, structural, and semantic).

WSO2 ESB uses the Transport and Message mediators to route and transform the message to the end point. Connect360 functions as a SOA integration layer to interface with the System Integrator ESB, allowing further integrations with modules within the Medicaid enterprise. The WS02 Enterprise Integrator ESB ensures interoperability between disparate systems, and the architecture provides an integration backbone that connects core applications and services without directly accessing the underlying systems. Connect360 has the ability to support different data processes that include data handling, data transformation and data compatibility. The required transformation policies can be executed to facilitate interoperability and enable faster standardization. Connect360 also provides support to various connectors, including SOAP, REST, and JAVA API-based, that ensure high connectivity and provides the State with a future ready system.

This SOA design, which structures an application as a collection of loosely coupled fine-grained services, is connected through lightweight protocols. This connection allows for efficient module

implementation and utilizes the next generation of computing technology.

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.

Wipro EMaaS utilizes standardized protocols for electronic communication which allows 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 supports the ability to provide messaging in Multilanguage and multi-literate formats.

Team Wipro collaborates and coordinates with the respective partners to design, develop, and maintain data sharing processes and plans. We establish connections with existing and new trading partners as needed. Connect360 can connect various systems and has the ability to securely share and federate data from multiple data-sharing partners through multiple adapters, formats, and protocols. The different types of connectors, such as SOAP, REST, and JAVA API based, encapsulate third party API calls and ensure high connectivity.

Wipro EMaaS provides multilingual options for Web Portals, published notices, educational materials, and other documentation. By default, the system supports services for English and Spanish, and based on the agency's request. Wipro EMaaS provides additional language services to support other language speaking populations. Team Wipro utilizes certified language specialists for translation of written materials for non-English languages as required by the agency.

Team Wipro understands the necessity for written information to be presented in a readable, culturally applicable manner, and at an appropriate reading level. Materials are written at a sixth to eighth grade reading level as determined by the Flesch-Kincaid Readability Test.

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.

Wipro EMaaS utilizes progressive technology (e.g., mobile apps, text messaging, etc.), that increase communication venues and encourages member and provider interaction with Montana Healthcare Programs.

Wipro EMaaS is a cloud-based SaaS solution that features mobile responsive portals enabling members and providers to find relevant information, perform applicable business functions, and effortlessly engage with the agency. Team Wipro's user interfaces for members and providers are designed to be responsive and device-agnostic.

The EMaaS Engage360 component is built using Salesforce cloud, which allows users to find information, manage their account, and connect with the agency in a self-service model. Engage360 provides user-friendly functions that help the end users access information and answers on their own, rather than calling or mailing the agency. We configure mobile responsive portals through low-code development which provides a quick turnaround solution. We provide members and providers a seamless self-service experience as we extend Salesforce into the State of Montana's business processes so members and providers can connect and access what they need effortlessly and check case status and view requests for information.

By using rich user interfaces, effective navigation, and best practices in accessibility, Wipro EMaaS

provides easily configurable and user-friendly portals to provide all the external user engagements.

Automate Manual Processes	Automate a majority of manual processes to replace human interactions with automated configurable business rules.

Wipro EMaaS automates a majority of manual processes to replace human interaction with automated configurable business rules.

The Wipro EMaaS solution supports automating of manual processes to eliminate human intervention wherever possible. The business logic of Wipro EMaaS allows users to utilize workflow tools to standardize business processes that guide internal and external users through process steps, activities, and tasks.

Team Wipro supports and assists the Department in mapping all business processes and sub-processes to the workflow application within Content360 through the Business Process Model and Notation (BPMN) 2.0 to assist in transitioning from manual to automated process execution.

Team Wipro has a deep expertise in identifying, mapping and reengineering Medicaid business processes, sub-processes, and exception processes. When opportunities for automation are discovered, Team Wipro collaborates with the Department on the requirements for process improvements. Given that process development begins with a visual diagram in Content360, the Department has a business-friendly mapping of all processes that can be easily understood. Team Wipro also ensures the Training and Communication Plans consider any impacts process automation could have on relevant stakeholders.

Wipro EMaaS provides a feature-rich set of Business Process Management tools including WS02 and Red Hat Process Automation. Our solution provides enterprise wide automated business process orchestration and provides the Department an accurate and transparent status of work at all times through:

- A configurable runtime engine that facilitates events throughout the work type life cycle
- The ability to distribute/redistribute work based on multiple variables
- Business user-friendly interfaces that allow for drag-and-drop configurations utilizing the Business Process Model and Notation 2.0

In addition to process automation, Wipro EMaaS supports role-based security within its user interface to allow both Team Wipro and State users the ability to establish, configure, and manage rules to meet their business needs. The business rules provided by Wipro EMaaS eliminate the need for changes to core application code and minimizes delays associated with maintaining static business logic associated with legacy applications.

Administrative Simplification	Adhere to the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II).

Team Wipro complies with Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 and the Affordable Care Act Section 1104 Administrative Simplification.

Team Wipro has a HIPAA privacy and security policies in place that describes secure and compliant ways of handling PHI/Personally Identifiable Information (PII), including individual or entity information. The policy details collection, usage, dissemination, duplication, de-identification, and storage compliance requirements for all individual or entity information collected. We consider all individual and entity information as confidential and policies governing confidential information classification applies. Team Wipro has Business Associate Agreements (BAA) and Trading Partner Agreements (TPA) with all vendors and partners, respectively, to ensure PHI/PII information is

handled in a secure and compliant manner.

To reduce administrative costs and assist providers in receiving more complete responses to inquiries for eligibility and claim status information, the U.S. Department of Health and Human Services has adopted standard operating rules for these types of transactions. Claims360 EDI gateway processes incoming X12 transactions for HIPAA compliancy including data format, data content, appropriate use of unique identifiers and code set compliance, as well as Committee on Operating Rules for Information Exchange (CORE) content rules.

With common standards for data, content, and format, Wipro EMaaS allows information to be shared electronically in consistent, predictable ways and complies with Administrative Simplification by:

- Providing real-time, end-to-end processing with the required response time
- Utilizing national standards for healthcare transactions, code sets, and identifiers for providers and health plans
- Providing a means (Connect360) to electronically match data against existing external systems and data
- Simplifying the submission of electronic documentation via Engage360
- Delivering a member and provider portal which allows users to access and manage information online through Engage360
- Maintaining the ability to scale up and consider new programs, rules, and an increase in operating volume

Wipro EMaaS promotes interoperability of systems, reduces paperwork, streamlines business processes and provides all information available for outgoing transactions in support of administrative simplification goals.

Mechanized Claims Processing and Information Retrieval Systems Final Rule	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.

Wipro EMaaS inherently meets the requirements specified in the Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule (42 CFR 433) through our modular, SOA design. Various EMaaS components can be implemented with a loosely coupled integration allowing individual states the flexibility to meet the unique needs of the MMIS. A key factor in our approach is our well-documented set of open interfaces which allows for a vendor-independent integration of modules into the overall Medicaid enterprise. Wipro EMaaS reduces the need for custom development, promotes reuse, utilizes open source solutions and promotes the use of shared services. Our solution provides an optimal balance of SaaS, PaaS, IaaS, and COTS products and allows for progressive technologies to be introduced over time with minimal impact to the program.

Team Wipro understands and supports the role of the SI as they are tasked with ensuring the integrity and interoperability of the Medicaid IT architecture. In collaboration, we ensure cohesiveness of the Wipro EMaaS components as they are incorporated into the Medicaid enterprise.

In addition to working closely with the SI, we work with the Independent Verification and Validation (IV&V) team to provide an unbiased perspective of the project progress, including project management and performance, project development, and testing processes. We also assist in the technical reviews of the modules and assist in gathering the required evidence for the MECT checklists and CMS module certification.

Standards and Implementation Specifications for Health Information Technology Final Rule	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).

Wipro EMaaS solution is built on a modular approach 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).

Wipro EMaaS is a modular and configurable SaaS platform which is augmented using industry proven COTS products that meet the agency's need. The solution is built around our robust data model which is easily configurable. The solution also provides easily configurable rules engines that allow for efficient implementation and adaptation of changing state and federal policies without needing specialized programming resources.

Wipro EMaaS utilizes inbound and outbound interfaces to exchange compliant HIPAA X12 standards for EDI transactions and code sets, such as ICD10, and is compliant with Council for Affordable Quality Healthcare (CAQH)-CORE rules and HL7. The solution is compliant with security standards such as HITRUST and NIST standards within HITRUST and follows the National Information Exchange Model (NIEM) for the interface file exchanges.

By using the pertinent standards, Wipro EMaaS provides a solution 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).

HIPAA and HITECH	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.

Team Wipro has experienced staff that are aware of our obligations to protect the information of our plan members. Pursuant to the ACA, HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH) Act, Protected Health Information (PHI) is safeguarded and, in the event of a breach or disclosure of PHI, proper notifications are to be made to the individuals affected. Team Wipro ensures that all safeguards with regards to confidentiality, integrity, and security of electronic protected health information as specified in the HIPAA Security Rule, Code of Federal Regulations, 45 CFR, Part 160, and Subparts A and C of Part 164 are implemented.

As part of the compliance activities, and prior to operational go-live, we create procedures, guides, and training programs appropriate for compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security and Privacy requirements so that plan member Personal Information (PI) and Personally Identifiable Information (PII) is protected. Wipro Infocrossing staff and contractors pass a full background check and sign a BAA / HIPAA agreement as required.

Wipro EMaaS provides a complete HIPAA X12 compliant transaction experience. Claims360 provides the means for interrogating incoming X12 transactions for HIPAA compliancy including data format, data content, appropriate use of unique identifiers and code set compliance, as well as

CORE content rules. Claims360 processes incoming data for response transactions or provides unsolicited transaction data for outgoing HIPAA and CORE compliant transactions. Wipro EMaaS processes incoming batch transactions in near real time to provide responses to the senders as quickly as possible.

The Wipro EMaaS solution supports the following HIPAA and CORE mandated and recommended transactions:

- X12 837 Institutional, Professional and Dental claims and encounter information
- X12 835 Health Care Claim Payment Remittance Advice
- X12 276/277 Health Care Claim Status Request and Response
- X12 270/271 Eligibility Benefit Inquiry and Response
- X12 834 Benefit and Enrollment Maintenance
- X12 278 Health Care Services Review Request and Response
- X12 820 Premium Payment
- X12 997 Functional Acknowledgement
- X12 999 Implementation Acknowledgement
- X12 824 Application Reporting

The Wipro EMaaS solution provides all information available for outgoing transactions, rather than the minimum required, in support of administrative simplification goals.



3.5 MONTANA HEALTHCARE PROGRAMS OVERVIEW

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

Healthy Montana Kids (HMK) coverage may be provided to children who are in the following groups:	
HMK Plus	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)
HMK	The Children's Health Insurance Program (CHIP), referred to as Healthy Montana Kids (HMK) in Montana, is currently administered by a third-party administrator and provides healthcare coverage to children up to the age of 19 in families with countable income above 143% through 261% of the FPL.
Standard Medicaid benefits may be provided to individuals who are in the following groups:	
Pregnant Women	Standard Medicaid benefits may be provided to eligible pregnant women with countable income equal to or less than 157% FPL.
Families with Dependent Children	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).
Subsidized Adoption, Subsidized Guardianship and Foster Care	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.

Former Foster Care Children	Standard Medicaid benefits may be provided to young adults between the ages of 18-26 that were in Foster Care and receiving Medicaid at the age of 18, may be eligible for the Former Foster Care Medicaid program.
Aged, Blind or Disabled Individuals Who Receive Supplemental Security Income (SSI)	Standard Medicaid benefits are available for any individual determined eligible for SSI.
Aged	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.
Blind/Disabled	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.
Breast and Cervical Cancer Treatment	This program is for an individual diagnosed with certain breast or cervical cancer or pre-cancerous conditions of the breast or cervix. An eligible individual 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.

Additional healthcare services	
Medicaid Expansion	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 eligible for Standard Medicaid benefits. 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. Montana State Hospital Montana Mental Health Nursing Care Center Montana Chemical Dependency Center Montana Developmental Center The 2019 Montana legislature reauthorized Medicaid expansion through June 2025.
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)	MSP benefits may be provided to individuals who are low income Medicare beneficiaries. Qualified Medicare Beneficiary (QMB) –Medicare premiums, co-payments and deductibles are covered for individuals who have QMB eligibility. Specified Low-Income Medicare Beneficiary (SLMB) – Medicare premiums are covered for individuals who have SLMB eligibility. Qualified Individuals (QI) – Part B premium payments are covered for individuals who have QI eligibility.

Montana Waiver Programs	Montana has many waiver programs that provide services to supplement existing Standard Medicaid benefits that include the following waivers: Section 1115 waivers 1115 Plan First 1115 Health and Economic Livelihood Partnership (HELP) Demonstration 1115 Basic Waiver for Additional Services and Populations Section 1915 (b) waivers 1915(b) Passport to Health 1915(b)(4) Montana Big Sky Waiver Case Management 1915(b)(4) Montana Autism Evaluation Services Section 1915 (c) waivers 0208 HCBS Comprehensive Services Waiver for Individuals with Developmental Disabilities 1915(c) Montana Big Sky 1915(c) HCBS Severe Disabling Mental Illness (SDMI) Section 1915 (k) waiver 1915(k) Community First Choice (CFC)

Team Wipro has knowledge of and in-depth experience with Medicaid program operations, populations served, eligibility qualifications, claims processing and payment, systems operation and maintenance, covered services, customer service, and state and federal reporting.

Team Wipro understands in recent years, the State of Montana has approved legislation to expand on Member Groups listed in Table 3.5 of this RFP. We monitor proposed legislation at both state and federal levels to strategically address any impacts to the Medicaid program. From expansion to work requirements, we are prepared to support the State on any impacts due to new Medicaid legislation.

Montana Healthcare Programs Member Groups and eligibility categories are configurable in Wipro EMaaS. Within each group, an eligibility category and coverage levels are established and associated to each member. These categories may be further associated to a subcategory to precisely define what benefits members are eligible to receive.

Business rules for member groups, eligibility categories, and subcategories are date-driven, which allows Wipro EMaaS to quickly conform to program changes. Programs can be added or removed with an effective date of change, ensuring compliance by the required due dates. Flexible configuration and business rule methodology allows a member to be associated to multiple member groups or eligibility categories. A member may change categories as eligibility-qualifying criteria are met.

The flexibility of Wipro EMaaS allows Team Wipro to configure existing groups, categories, and subcategories without changing the established naming conventions. Because of Wipro EMaaS ability to conform, Montana Medicaid stakeholders are able to retain the familiar of Montana

Healthcare Programs Member Groups.

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 person's age 65 and older
Home Health	Indian Health Service (IHS)

The services are paid by a number of payment methodologies: fee for service, percent-of-charges, Resource-Based Relative Value Scale (RBRVS), All Patient Related Diagnosis Related Groups (APR-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 Medicaid in Montana 2019 Report available in the procurement library.

Wipro EMaaS is configurable out-of-the-box for the standard Medicaid covered services in Table 3.5.1. Business rules follow the U.S. standard medical benefits definitions. During claims adjudication, configured business rules validate all data elements and conditions against reference files, member and provider eligibility. All edits and business rules triggered during adjudication are logged on the claim record.

Team Wipro understands that the Standard Medicaid Covered Services provided are not all-inclusive and each state may have optional services. For example, Waiver programs vary and provide an opportunity for states to waive certain Medicaid program requirements, allowing care to be provided to people who might not otherwise be eligible. Wipro EMaaS supports configuration of multiple state-defined benefit categories and mandatory and optional services without the need for custom code development. For example, optional self-directed care services can be configured in Wipro EMaaS as a benefit schedule and associated to the individuals with an approved self-directed care plan. The flexibility of Wipro EMaaS allows administration of the full range of benefits, including optional waiver programs.

In addition, Wipro EMaaS supports Montana's payment methodologies with out-of-the box configurations, including fee-for-service, capitation, and case rate. Using business rules, various payment methodologies can be applied to any provider type, categories of service, or individual providers. Value-based programs that reward health care providers for quality of care are also supported by Wipro EMaaS.

Considering the supported programs and flexible payment methodologies, Wipro EMaaS is the ideal solution for administration of state Medicaid programs.



3.6 MONTANA HEALTHCARE PROGRAMS ENTERPRISE

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.

Team Wipro has read and understands the components and services that are currently in place to support activities related to provider enrollment and maintenance, population health management, care management, benefit management, claims adjudication, payments, reporting and all other business processes necessary for Montana's Medicaid program.

As Montana moves towards Enterprise Medicaid modernization, it is absolutely essential to provide a seamless experience to members, providers and the agency. Team Wipro has vast experience in leading complex initiatives by integrating new solutions with current components. Implementation of the Wipro EMaaS solution works well with a modularity approach as the design is "as a Service" and each of the components can replace the existing systems when operational readiness is achieved.

3.6.1 CURRENT MMIS ENVIRONMENT

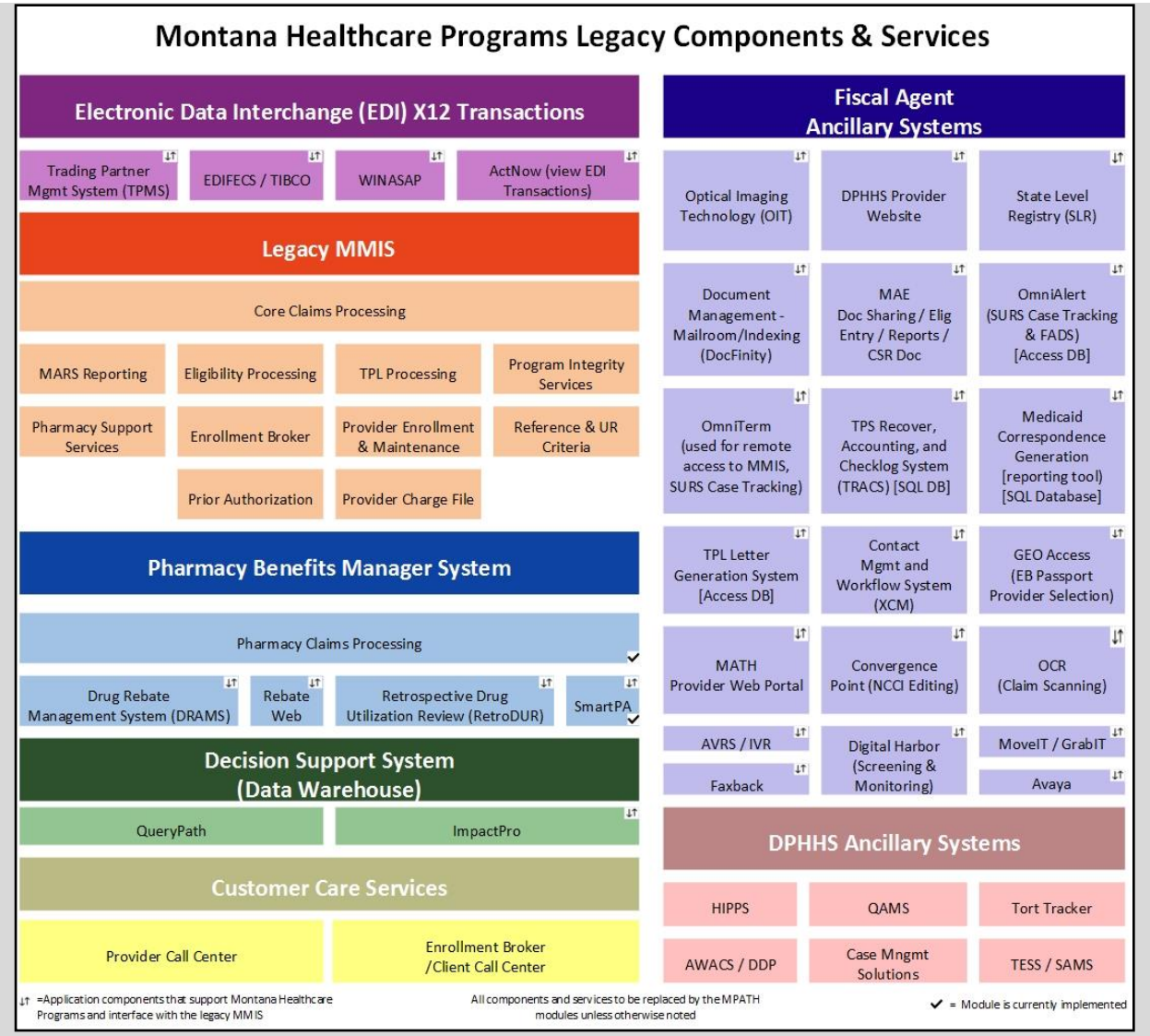
The current Montana Healthcare Programs enterprise is comprised of a newly implemented pharmacy claims processing system, FlexibleRx, and a compilation of 48 other legacy systems and services.

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



Team Wipro has read and understands Montana's Healthcare Programs Legacy Components and Services. We support the States initiative to replace the current MMIS with more modern solutions and services due to the old technology and data integrity of the legacy components.

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

Team Wipro has reviewed and understands the number of users that are accessing each legacy component.

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.

Team Wipro has read and understands the legacy components in use in Montana for Electronic Data Interchange (EDI) X12 Transaction Components and Services.

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, invoices, and maintains records of rebate amounts for pharmacy claims and physician-injectable drugs to provide the necessary data for CMS reporting on drug rebates

Rebate Web

Rebate Web is a web-based application where drug rebate invoices and associated standard file formats 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.

Team Wipro has read and understands the legacy components and services in use for the Pharmacy Benefits Management System.

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.

Team Wipro has read and understands the Decision Support System Components and Services used to analyze program data stored in the legacy data warehouse.

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.

Team Wipro has read and understands the Customer Care Services for members and providers that are in place today.

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, 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 schedules 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.

Team Wipro has read and understands the current Fiscal Agent Ancillary Systems in place today.

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 management, budgeting, creating and maintaining member plans of care, invoicing, and

early intervention services.

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 waitlists 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

Team Wipro has read and understands the DPHHS Ancillary Systems in place today.



3.7 FUTURE MPATH ENVIRONMENT

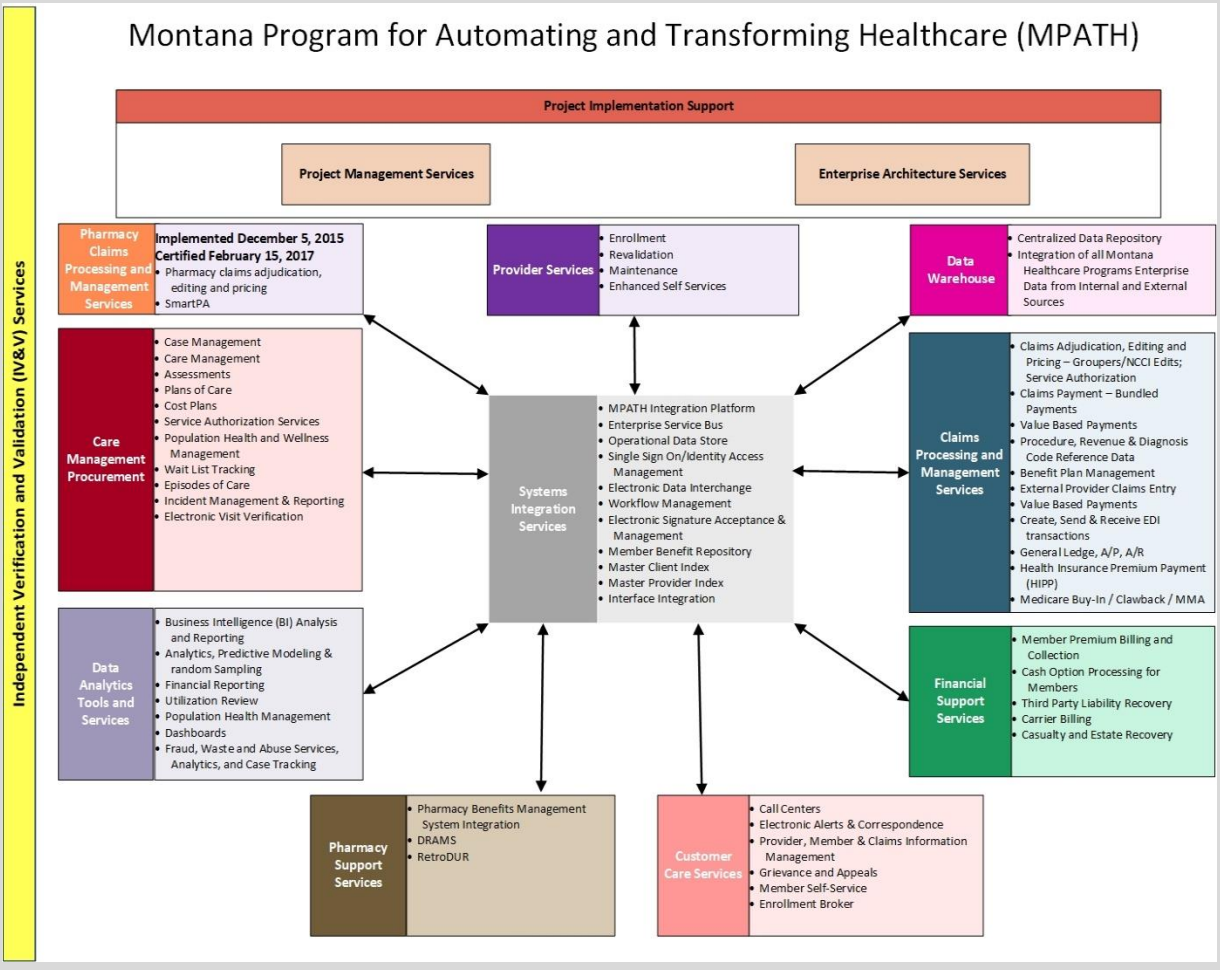
3.7 FUTURE MPATH ENVIRONMENT

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 Contractors 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



Team Wipro has read, understands, and fully supports Montana in the modular approach to the future MPATH environment.

Wipro EMaaS provides Montana's Medicaid program with a cloud-based, fully integrated technical solution that supports the MPATH initiative through a modular approach. With its SOA

architecture, API based integration, and Open standards based design, Wipro EMaaS fosters integrated business and information technology transformation across the Medicaid enterprise. We fully support the MITA initiative, which provides Montana a framework to support improved systems and services through a number of goals. These include development of seamless and integrated systems that communicate effectively through interoperability and common standards.

Wipro EMaaS emphasizes the following:

- A stakeholder-centric view that is not constrained by system or organizational barriers
- Interoperability between state Medicaid organizations within Montana and across state lines and other agencies involved in healthcare
- Device and browser agnostic web-based access for external users
- Easy integration using SOA architecture, API based integration and Open standards based design, for example:
  - HealthRules Connector
  - Content Management Interoperability Services Compatible
  - Open APIs "out of the box"
- Integration of public health data
- An environment that supports flexibility, adaptability, and rapid response to changes in programs and technology
- Availability of data that is timely, accurate, and easily accessible to support analysis and decision making for healthcare management program administration

Team Wipro understands that through a modular approach our solution must integrate with legacy technology until removed or replaced from the MPATH environment. Our expertise in legacy environments ensures a seamless transition to these modernized systems.



3.8 STAKEHOLDERS AND GOVERNANCE

3.8 STAKEHOLDERS AND GOVERNANCE

Team Wipro has over 30 years of success in implementing Enterprise Medicaid solutions. We understand the importance of a successful implementation and the role project governance protocols provides. A positive working relationship with the governing and impacted stakeholders is vital to achieving the visions, goals, and objectives of the MPATH program. Team Wipro communicates effectively with the stakeholders identified within the state programs as identified in the DPHHS organization chart and all other stakeholders.

3.8.1 GOVERNING STAKEHOLDERS

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

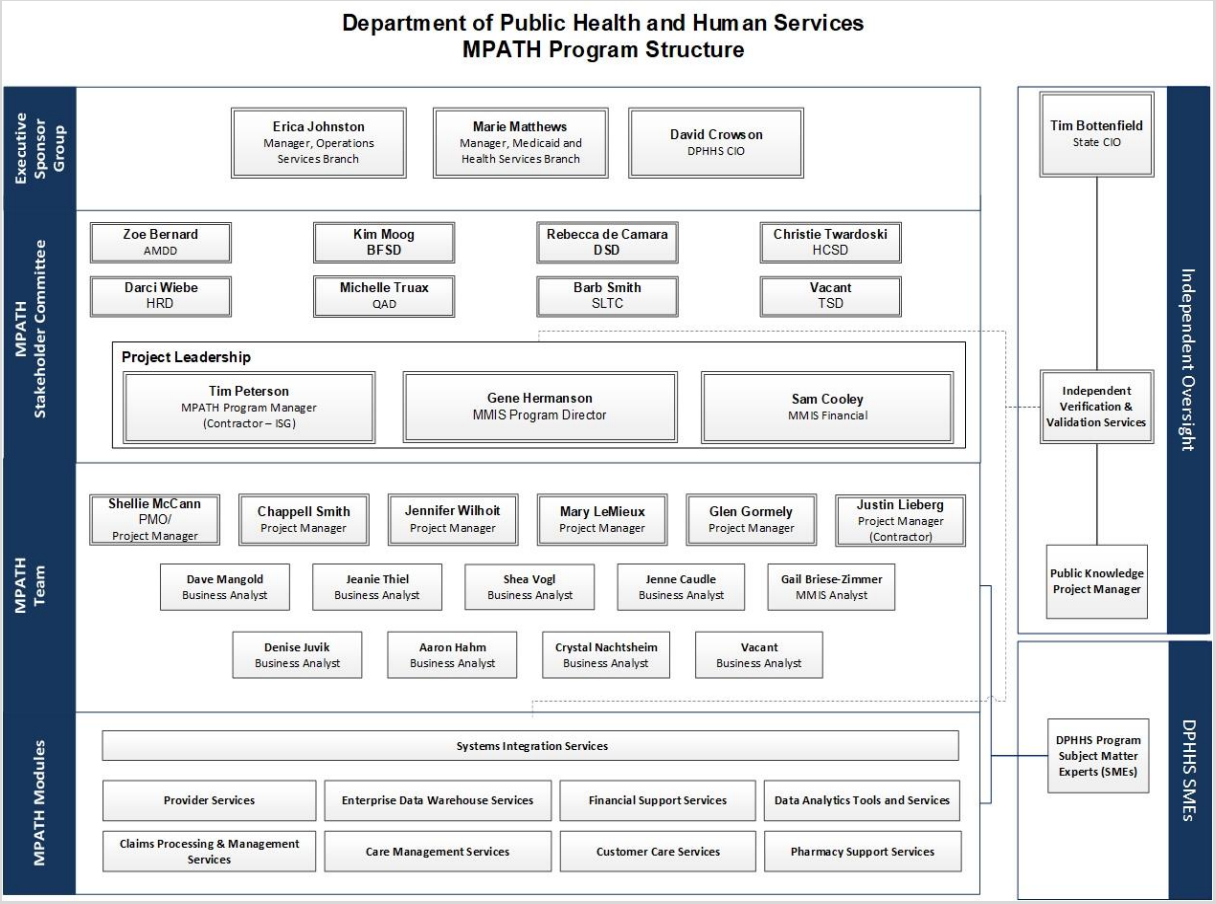
Center for Medicare and Medicaid Services (CMS): CMS is the government entity responsible for authorizing enhanced federal funding for the design, development and installation or enhancement of a state's MMIS. The Mechanized Claims Processing and Information Retrieval Systems (90/10) Final Rule, effective 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) 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/dphhsorganizationalchart.pdf

Table 3.8.1 MPATH Program Structure



Independent Oversight Stakeholder Group: The Independent Oversight group consists of the State CIO and their designee(s). This group administers the MPATH IV&V Contract to ensure that the IV&V service provider can deliver findings and recommendations to state and federal executive leadership and management without restriction, fear of retaliation, or coercion (e.g., reports being subject to prior review or approval from the development group before release to outside entities, such as the federal government).

Executive Sponsor Committee: The Executive Sponsor committee members include Marie Matthews, Manager of the Medicaid and Health Services Branch, David Crowson, DPHHS Chief Information Officer, and Erica Johnston, Operations Services Branch Manager. The committee's role is to make enterprise wide decisions regarding the modularity project, set priorities, provide recommendations and guidance, and monitor modularity project status and issues. The committee has been involved from project inception and planning phases and will continue to be involved through the final module implementation and the certification phase.

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 the

MPATH DDI Team as necessary to provide detailed insight into specific processes or procedures.

MMIS Program Director: The MMIS Program Director, Gene Hermanson, administers the Medicaid modularity modernization effort, and will be a primary point of contact for contractual matters, in conjunction with the MPATH Program Manager. The MMIS Program Director provides program updates to the MPATH Stakeholder Committee members and supervises the program personnel in addition to the oversight and administration of the MMIS legacy contracts.

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

MPATH Program Management Office: The MPATH Program Management Office is comprised of the MMIS Program Director, MPATH Program Manager, the MPATH PMO Manager and the 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 MPATH Stakeholder Committee and the Executive Sponsor Committee.

Project Governance Team: For each MPATH module there will be a project governance team comprised of the MMIS Program Director, the MPATH Program Manager, the MPATH PMO 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 MPATH Stakeholder Committee and the Executive Sponsor Committee. The project governance team will also be responsible for approving project deliverables and change requests.

MPATH Project Manager: For each MPATH module, a MPATH Project Manager will be designated by the MMIS Program Director to work with the module Contractor's project manager to coordinate DPHHS activities related to the project. The MPATH 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 MMIS Program Director and MPATH 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.

Team Wipro has read and understands the project governance in place for the MPATH program. We will work closely with the governing stakeholders during the Wipro EMaaS solution implementation for the MPATH program.

Our team members have extensive experience working with and managing multiple vendors,

external stakeholders, and departments on concurrent projects with multiple dependencies. A key component to the success of managing complex multi-vendor and multi-stakeholder projects is communication. Our project governance goal is to provide open communication, collaboration, and a positive work environment. Team Wipro understands that project governance is critical to providing oversight and management to the implementation of the project. Project governance mandates clarity and consistency of decision-making throughout the life of the project.

Proposed Governance Model

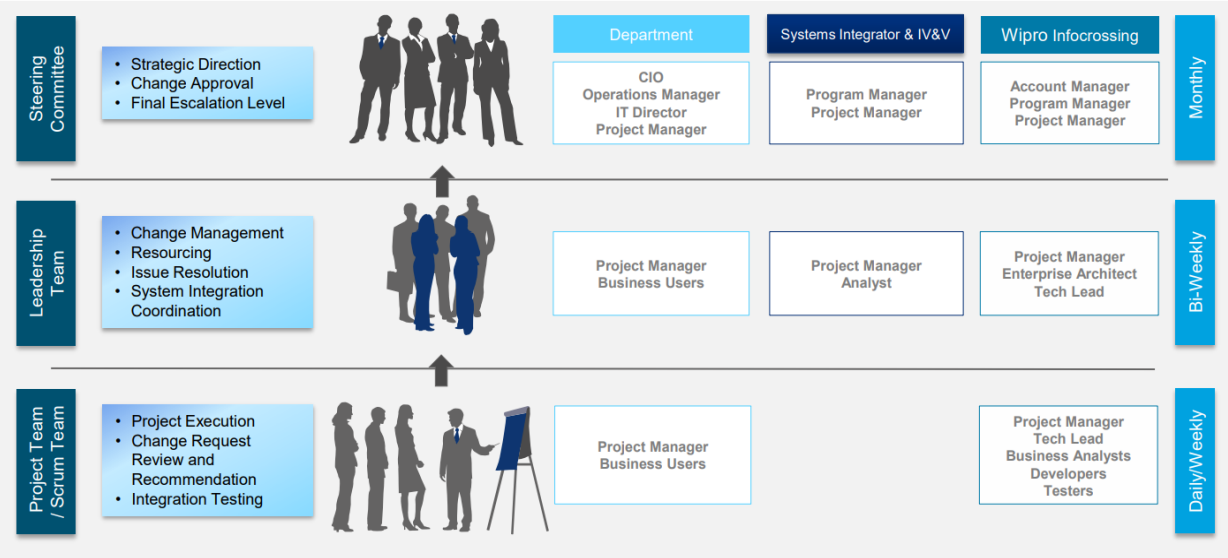


Figure 3-9: Proposed Governance Model

Team Wipro's governance approach includes multiple levels and ensures effective collaboration with the MPATH program stakeholders. Our governance model encompasses the following components:

- Accountability and Responsibility
- Stakeholder Engagement
- Stakeholder Communication
- Meeting and Reporting
- Risk and Issue Management
- Assurance
- Project Management Control Process

Team Wipro takes pride in our ability to work and coordinate with multiple vendors, stakeholders, and departments to successfully implement projects. The governance model, along with the working relationships we have with our project partners, assist with our successes. We will work with the State of Montana to ensure our governance model aligns to your governance structure and the MPATH program.

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.

Team Wipro has read and understands the stakeholders impacted by the MPATH program and will work with the impacted stakeholders when implementing the Wipro EMaaS solution.

Our team members have experience working with members and providers before, during, and after the implementation of new functionality. A key component to successfully implementing new functionality to members and providers is clear and frequent communication. Our goal on all projects with impacted stakeholders to provide open communication and work collaboratively with them and the State to ensure all changes and impacts are understood.

Besides a comprehensive, proactive communication agenda, we bring a stakeholder-centric design to our systems and processes using the 'Customer Journey Mapping' approach and 'Design Think' principles to deliver unparalleled user experience.



3.9 HIGH LEVEL SCOPE OF WORK

3.9 HIGH LEVEL SCOPE OF WORK

The Claims Processing and Management Services solution will replace and modernize Montana Healthcare Programs' claims processing functionality provided by the legacy MMIS. The solution will meet Montana's "to be" vision for flexible and configurable claims processing as well as other applicable MITA business areas, detailed in the MITA 3.0 State Self-Assessment found in the Procurement Library.

The solution will manage the receipt, adjudication, editing, pricing, payment, and reporting of claims, including but not limited to: physician, hospital, outpatient, nursing home, Federally Qualified Health Centers (FQHC), Rural Health Centers (RHC), Critical Access Hospitals, dental, vision, transportation, disability services, behavioral health (adult and children), and waiver services. Claims will be adjudicated in real-time and produce remittance advices. The solution must support a diverse set of reimbursement methodologies for fee-for-service and managed care organizations and apply those reimbursements appropriately based on simple and complex criteria. In addition, the solution will have the capability to track, display and report on all claims processing activity throughout the adjudication process, including reimbursement. The solution will be configurable and flexible to support claims processing to ensure accurate and timely processing and adjudication determinations based on benefit criteria and associated reference data defined within each plan.

The solution must be flexible, adaptable, and configurable to support enhancements, updates, and changes of increasing complexity required by Federal and State regulations and policy including, continuous improvement in business operations with transparency and accountability to ensure the system meets the system requirements and performance standards. In addition, the solution must support all current and future HIPAA transactions and communication to providers.

The Claims Processing and Management Services solution 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 Georgia, Missouri, and Connecticut. There is functionality within the Claims Processing and Management Services solution scope that is 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 Claims Processing and Management Services solution schedule.

Below is a list of the Optional Services detailed further in Section 3.10. Requirements for the Core Claims Processing and Management Services solution and Optional Services are also included in Attachment F – Requirements Response Matrix.

Option A: Financial:

- Fiscal Management
- Financial Reporting

Option B: Call Center

- Member and provider call center

Option C: Federal Reporting

- Federal Reporting

Option D: State-Specific Requirements

- State-specific requirements will be identified and confirmed during the Participating Addendum process

Wipro EMaaS solution replaces and modernizes Montana's Healthcare Programs' claims processing functionality provided by the current MMIS and legacy components. Our solution meets Montana's "to be" vision for flexible and configurable claims processing as well as other applicable MITA business areas, detailed in the MITA 3.0 State Self-Assessment found in the Procurement Library.

The Wipro EMaaS solution provides comprehensive and configurable pricing models and payment methodologies for healthcare fee-for-service and encounter services. Wipro EMaaS accurately calculates and prices using applicable payment models and methodologies for services, including but not limited to, 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), laboratory and x-ray services, and negotiated rates including encounter and capitation fees.

Medicaid programs have become highly complex and have gained enormous visibility in recent years. In the past, a MMIS was designed to serve primarily as an accounting system to pay provider claims; however, due to rapid changes in technology and policies, states have been forced to piece together additional systems or hard-code changes within their MMIS to ensure compliancy with regulations. This results in systems that do not communicate and do not have real-time access to the performance of the program. This is where Wipro EMaaS is different. Team Wipro offers a best of breed COTS SaaS solution that provides a state-of-the-art, fully integrated system that supports Montana's current needs and position them for the future.

Some of the key considerations in our EMaaS technical solution design, in conjunction with meeting the stated requirements in the RFP, include the following:

- **Flexible and Agile Design:** In a constantly changing regulatory and business environment, it is imperative for EMaaS components to be easily configurable to respond to these changes. Whether changing the rules/rates for processing claims, adding/modifying benefits, or updating the user interfaces, modifications should not require programming effort and prolonged time.
- **SaaS Based Solution:** The cost and complexity of maintaining, upgrading and enhancing traditional COTS based solutions are high. SaaS-based solutions offer a truly multi-tenanted environment where updates are regularly and seamlessly applied to all the systems. Moreover, there is elasticity to scale up or down at short notice, and high-availability is already factored into the design.
- **User Experience (UX) Led Design:** In the digital era of today and the future where users expect Google, Facebook, Uber and Twitter-like ease of access and usability, UX design is a critical success factor for any new system adoption.
- **Cost Effective:** Unlike large states, Montana has the obligation to deliver quality healthcare services to its citizens at costs/budgets which are much smaller. This calls for solutions that are robust, yet easy to implement and maintain.

The NASPO ValuePoint multi-state procurement is a bold and innovative step by Montana and the consortium of states for procuring a claims processing solution. There is functionality within the Claims Processing and Management Services solution scope that is not required by every participating state. Therefore Team Wipro prices those Optional Services separately, which allows each state to determine if the optional functionality and/or services should be included in their

specific scope of work. Team Wipro plans to implement the Optional Services within the same timeline as the Core Services. If the Core Services timeline is impacted, the State may consider adding an additional implementation phase to the Claims Processing and Management Services solution schedule.



DETAILED SCOPE OF WORK

3.10 DETAILED SCOPE OF WORK

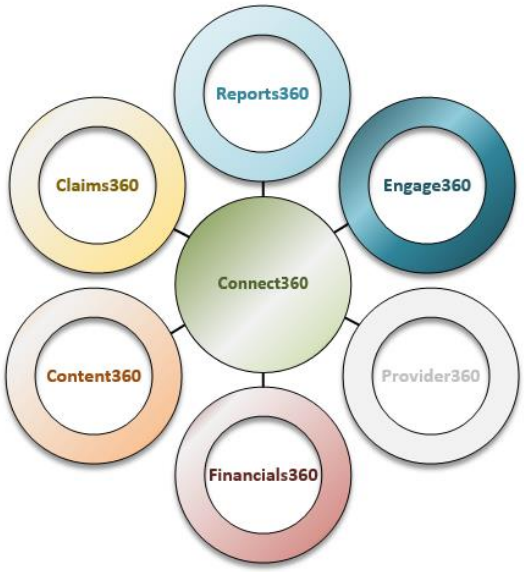
The Department of Public Health and Human Services (DPHHS) defined the scope of work stated in the Requirements Response Matrix which is included as Attachment F of this RFP. Attachment F requirements are Mandatory requirements and may only be changed through written approval of DPHHS and the Contractor.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

Team Wipro accepts the defined scope of work stated in the Requirements Response Matrix which is included as Attachment F of this RFP. These are mandatory requirements and may only be changed through written approval of DPHHS and Wipro. Team Wipro understands the requirements apply throughout the life of the Contract and must be performed within Wipro's proposed cost for each project phase as defined in Attachment G – Pricing Schedules, Schedule B – DDI Payment Milestones.

Wipro EMaaS is a best of breed industry solution that meets the regulatory and functional requirements as described in our responses to the Attachment F requirements.

Core solution features include the following:

- Claims processing and all related transactions with pricing methodologies having highly flexible pricing provisions and configuration options
- A business rules solution that is flexible, scalable, and configurable
- A modern Correspondence Management solution that is an end-to-end print and fulfillment service offering
- A centralized repository for storage of documents in the Enterprise Content Management solution



Optional features include the following:

- Generation of appropriate financial transactions
- Resolution and balancing financial data based on configurable business rules
- Interactive forms for users to create reports of financial data with charts, tables and drill-down capabilities
- Friendly and accurate self-service and live Customer Service Representative (CSR) assistance to providers, billing agents, members, and potential enrollees through our Contact Center services
- Report creation and data analytics for all applicable federal reporting needs

3.10.1 TECHNICAL AND INFORMATION ARCHITECTURE REQUIREMENTS

The MPATH Integration Platform, implemented by the Systems Integration Services Contractor, will provide an inventory of Application Programming Interfaces (APIs) in addition to performing other systems integration services to support the Technical and Informational Architecture requirements. 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 Response Matrix.

Team Wipro understands that the MPATH Integration Platform, implemented by the Systems Integration Services Contractor, will provide an inventory of Application Programming Interfaces (APIs) in addition to performing other system integration services to support the Technical and Informational Architecture requirements. Team Wipro will work with Systems Integrator Services Contractor to integrate with the MPATH Integration platform. Team Wipro understands that the "to-be" technical architecture and supporting technology requirements for the MPATH modules and components are defined in Attachment F – Requirements Response Matrix.

Team Wipro will work with the Systems Integrator (SI) and the Department to establish the required interfaces as defined in the detailed scope of work. Our Wipro EMaaS solution includes Connect360, which is a robust, enterprise-class integration layer that provides real-time and batch access to all Claims360 data and functionality. Connect360 features integration components, such as the Enterprise Services Bus (ESB) and Electronic Data Interchange (EDI) services, which will help in seamless integration with MPATH integration platform. These services will help consume and provide web services using SOAP and REST format to create a loosely coupled but extensible integration platform. Connect360 also features ETL and other translation services which will help extract, transform and exchange data in different formats including XML, JSON, CSV or flat files.

Connect360 easily integrates through real-time web services, asynchronous messaging, EDI, batch files, and other protocols with a wide variety of other systems, including the following:

- Credentialing systems
- Health Information Exchanges (HIEs)
- Electronic Medical Records (EMRs)
- Networks
- Mobile devices and exchanges
- Fulfillment vendors (state healthcare program member ID cards, provider directories, mail merge requirements, etc.)
- Trading partners

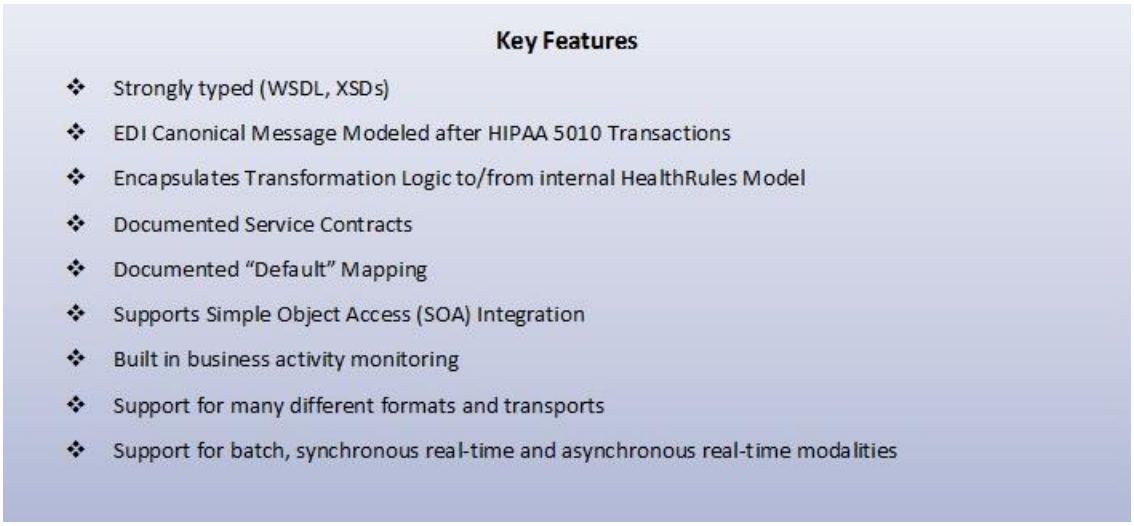


Figure 3-10: Connect360 Key Features

Connect360 seamlessly integrates to third-party platforms, systems, and interfaces for a complete enterprise solution. External web services provide integrations to legacy systems and portals, which mirror those used within the Wipro EMaaS solution. These web services accommodate all the standard X12 transaction sets which accelerate integrations where utilized. Custom web services can be developed for those areas using proprietary formats.

Our EDI solution uses a Software as a Service (SaaS) architecture, which enables our solution to be system and vendor agnostic and easily integrate with other existing systems. Our EDI operations team manages all integrations. Integrations are through Secure File Transfer Protocol (SFTP), Simple Object Access Protocol (SOAP) web service, or Representational State Transfer (REST) Application Program Interfaces (APIs).

Additionally, our web portal component features an interoperability layer that will support interactions among components through a variety of protocols (HTTP/HTTPS, XML, SOAP, Internet Inter-ORB Protocol [IIOP],.NET remoting, message-oriented middleware [MOM] protocols, file transfer protocols [FTP/SFTP], JMS/MQ, RDBMS, REST, WSDL, and UDDI). This layer supports interaction styles, including request/reply, conversational, publish and subscribe, and asynchronous messaging.

Our solution architecture is governed with Medicaid Information Technology Architecture (MITA) 3.0 principles and SOA business, information, technology and architecture patterns. As a result, the solution aligns with the Centers for Medicare and Medicaid Services (CMS) Seven Standards and Conditions to address the essential needs of the Medicaid industry. As the Fiscal Agent for Missouri Medicaid, we have assisted with MITA 3.0 State Self-Assessment (SS-A), assisting with strategic planning, organizational change, and ongoing innovation. As part of our internal processes, we continually ensure our solution aligns with the MITA 3.0 business, data, and technical architectures. As MITA has matured from its infancy over a decade ago to the current vision of MITA 3.0, Team Wipro has evolved our business capabilities to ensure MITA alignment and will continue to do so.

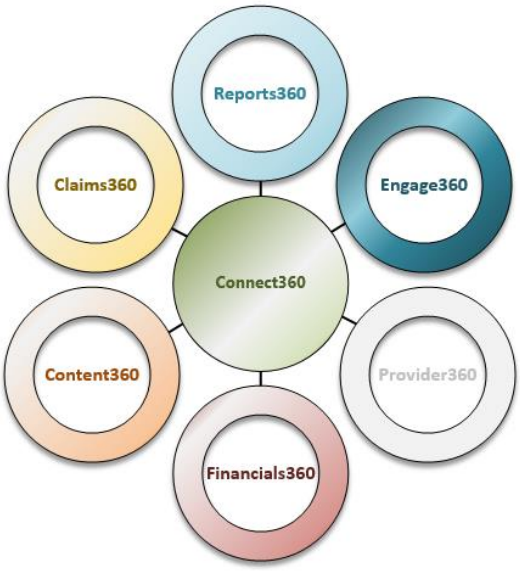
Team Wipro will work with the SI contractor closely to identify and implement the different interfaces and mutually agreed upon protocols.

3.10.1.1 COMPLIANCE

This section addresses requirements to ensure compliance with state and federal statutes, policy, mandates as well as industry standards required for the Contractor's Scope of work. Offerors must describe in detail how their solution, services and operational approach meet each of the Compliance requirements in Attachment F – Requirements Response Matrix. In addition, the Contractor is required to demonstrate that their hosting solution is Statement on Standards for Attestation Engagements (SSAE-18) SOC 2 Type II compliant. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro understands the business of Healthcare, specifically Medicaid, and we place the highest importance on staying in compliance with the multiple entities governing this industry. Whether a Department policy, State statute, CMS requirement or Federal regulation, we have a wealth of experience and knowledge on navigating these rules and ensuring Wipro Enterprise Medicaid as a Service (EMaaS) maintains compliancy throughout the life of the solution. The following responses outline how we meet and maintain compliance with the following:

- The CMS Standards and Conditions
- Montana's information management, document retention, and procurement and licensing requirements
- Policies and procedures for reporting suspected fraud
- The Health Insurance Portability and Accountability Act (HIPAA) and the storage and access of Protected Health Information (PHI) and Personally Identifiable Information (PII)
- Access requirements, including Section 508 of the Rehabilitation Act, by ensuring equal access for all individuals
- The requirements set forth in the Health Information Technology and Clinical Health Act (HITECH)



- Site and system security policies and procedures required to protect the Department's healthcare data and systems
- Financial accounting practices and auditing procedures
- Demonstrating EMaaS is SSAE-18 SOC 2 Type II compliant

Our solution is offered "as a Service," hence we maintain relevancy in the market and comply with any additions or changes to industry requirements, including Department, State, and Federal policies and regulations. Please reference the following for our detailed response to the compliance requirements outlined in Attachment F – Requirements Response Matrix.



CMP32

The Contractor shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements.

Team Wipro provides a compliant solution to perform purging of source documents in accordance with HIPAA Security provisions and State requirements.

Privacy and security is our highest priority. After all paper documents are scanned into the system, the mailroom will store them in a secure location for 15 days. After 15 days, the specialists purge the documents by placing them in secure bins for shredding and disposal. Team Wipro has a contract with a secure document destruction company who destroys all documents in the secure bins, on a regular basis on our premises under our supervision.

In the case of data files, data is purged from the system as per the HIPAA security provisions and State requirements. In the event that data resides on physical tapes or disks that are not to be re-used, they are destroyed using industry standard techniques, ensuring the complete destruction of the media, rendering it non-recoverable. The waste from all of these destruction methods are disposed of in an environmentally friendly manner.



CMP30

The Contractor's solution shall ensure that all data necessary for legal requirements is retained.

Wipro EMaaS ensures that all data necessary for legal requirements is retained.

Team Wipro has a data retention program defined in our data backup and restoration policy. Team Wipro collaborates with the Department to define the retention period based on contract, legal, and regulatory requirements, including HIPAA and HITECH requirements. The information owner works with the IT Management Group to identify the critical resources, which need to be backed up based on retention requirements. Team Wipro understands critical information such as claims history and case details are requested for legal purposes, and thus retention of this data is pertinent.



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.

Team Wipro will, upon request by the State or at the end of the contract, transfer or destroy all documentation in our custody. Team Wipro will provide the transferred records and data in a format agreed upon by the State.

We have standard sanitization procedures that align with Information Classification, Labeling and Handling Procedures.

Information in the form of magnetic media (e.g. computer hard disks or CDs), which are not in use and not to be used post retention period or after use, is erased or destroyed through shredding or de-magnetizing. Magnetic media are demagnetized under the following conditions:

- Before reissuing laptops or desktops
- As per contractual requirements
- After usage for storing confidential data
- After usage per Corporate Retention period

Confidential documents are not discarded in trash bins, recycle bins, or other publicly accessible locations. Instead, this information is destroyed using a secure shredding service.

The destruction is completed by the information owner after approval from the Department. Disposal records are maintained.



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.

Team Wipro will notify State in writing within five (5) business days following initial detection of suspected fraud or abuse and will provide supporting documentation.

We have established fraud and abuse detection controls built into the system, which provide alerts on suspicious activities, deviation of patterns, etc. Within Claims360, duplicate edit checks are configured across all claim types using combinations of 24 data elements. New claims are validated against prior history of adjudications and in-process claims using agency defined configurable business rules.

Team Wipro recognizes the benefit of identifying billing errors and capturing potential fraud and abuse at the time of billing. This regulates policy and saves the agency resources by eliminating the pay and chase model utilized by many legacy applications.

Team Wipro supports fraud investigations by complying with requests for free copies or access to any record or information kept by the agency or its contractors.



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 Wipro EMaaS solution has full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs.

Team Wipro has a strong understanding of the MITA initiative, and we have followed the progression of MITA from version 1.0 through the current version 3.0. We have participated in CMS presentations of the new Medicaid Enterprise Certification Toolkit (MECT) guidelines and actively participated in the CMS process for development of the Medicaid Information Technology Architecture (MITA) 2.1 and 3.0 standards via forums such as the Private Sector Technology Group (PSTG), Technical Architecture Committee (TAC), and the HL7 MITA Workgroup.

The architecture and various components of Wipro EMaaS are aligned to the MITA initiative, industry standards, and other nationally recognized interface standards. Wipro EMaaS is a highly modular solution, which can integrate with disparate systems to meet the overall goals of the State's healthcare programs through the following:

- Standardization of our data models and processes to align with the MITA initiative

- Integration with internal and external State and Federal systems
- Modularity and interoperability
- Promotion of data reusability for providers and members with a focus on automation and reduction of waste and rework

Taken altogether, Wipro EMaaS is an integrated business and information technology solution developed to improve the administration and operation of Montana's Medicaid program.



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).

Team Wipro adheres to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. We understand and agree that the Department may require a longer retention period on an exception basis to support ongoing business needs.

Team Wipro has an excellent understanding and has implemented administrative HIPAA measures on our healthcare services. We have a robust HIPAA framework and defined policies and procedures that cover physical, technical, administrative, and operational safeguards. We also comply with extended storage retention requirements to satisfy CMS requirements. We comply with requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. We also support longer retention periods on an exception basis to support ongoing business needs as required. We also provide records retention for periods required by the Secretary of HHS.



CMP06

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

Team Wipro has written policies governing access to, and duplication and dissemination of, all individual or entity information.

We have a HIPAA privacy policy in place that describes secure and compliant ways of handling PHI/PII, including individual or entity information. The policy details collection, usage, dissemination, duplication, de-identification, and storage compliance requirements for all individual or entity information collected. We consider all individual and entity information as confidential and policies governing confidential information classification will apply.

Team Wipro has Business Associate Agreements (BAA) and Trading Partner Agreements (TPA) with all vendors and partners, respectively, to ensure PHI/PII information is handled in a secure and compliant manner.



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.

Team Wipro complies with all sections of the ADA, Section 508 of the Rehabilitation Act and

ensures user interface standards account for the various forms of colorblindness.

Wipro EMaaS provides access to all individuals, including assistive technology and screen design. We are committed to providing on-demand enterprise applications accessible to all individuals. This includes users working with assistive technology, such as speech recognition software and screen readers. The software is designed for accessibility; ensuring features are available to all users, including those who have disabilities and impairments. Users with visual impairments can select from a list of pre-defined color schemes for high-contrast designs. Standard icons are readily distinguishable within the application based on design not color. We follow the internationally recognized best practices and standards in Section 508 of the Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.



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.

Team Wipro and its services, work products, and final deliverables applicable to the services described in the scope of work, is 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 submitted to the Department. Team Wipro maintains awareness of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work.

A designated security and compliance resource, guided by the Chief Information Security Officer (CISO) and Legal Team, is appointed and is responsible for ensuring compliance requirements are met and staying abreast with upcoming changes to existing rules and regulations. The security and compliance role translates contractual security and compliance requirements to technical, procedural, and personnel security requirements. This role collaborates with the IT teams to develop and design compliant policies, hardware, software development tools, and processes.



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.

Team Wipro adheres to recognized best practices during the execution of the scope of work, including the latest version of the NIST SP 800 series related to cyber security.

Team Wipro has well defined Information security policies and procedures based on the ISO 27001:2013 standard framework. We have defined policies, procedures, and hardening guidelines based on the NIST 800 series publications. Information Security Management system framework and controls contributes to upholding information security requirements and compliance expectations resulting in the following:

- Proactive identification and management of information security risks for business operations
- Assurance that information security practices are in compliance

Team Wipro enforces workforce security awareness through such methods as security reminders, training reminders, online training and training tracking. Onboarding security awareness training is conducted for new hires and recurring trainings to ensure our workforce is aware of our security policies and procedures.



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.

Team Wipro is knowledgeable and will 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 state to align to and advance in MITA maturity for business, architecture and data.

We understand CMS expects states to complete MITA Self Assessments which lead to producing a MITA Roadmap. Team Wipro collaborates with the State and its vendors to conduct MITA Self Assessments and produce and maintain a MITA Roadmap.

We actively collaborate with CMS in the development of the Medicaid Information Technology Architecture (MITA) through forums such as the Private Sector Technology Group (PSTG), Technical Architecture Committee (TAC), and the HL7 MITA Workgroup.

Team Wipro will provide the support needed to ensure the State's MITA Roadmap by providing the following:

- Covers a five-year outlook, which includes goals, objectives, key activities, and milestones
- Is updated on an annual basis
- Contains a plan that looks at cost, benefit, schedule, and risk
- Conforms to the Concept of Operations and Business Process Models, as shared by CMS

Team Wipro's IT solution architecture is aligned to MITA Framework, industry standards, and other nationally recognized interface standards. Using the State's MITA Roadmap, we will walk alongside the State and other vendors to ensure the State's Medicaid program advances increasingly in MITA maturity for business, architecture, and data.

Our team members have worked with the State of Missouri and other contractors to complete a MITA Roadmap and have followed the progression of MITA from version 1.0 through the current version 3.0. Because of this experience, Team Wipro recognizes the importance of completing a MITA Roadmap in order to keep up with industry standards, receive Federal Financial Participation, and ensure individuals are able to easily access their medical coverage and health information.



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.

Team Wipro is knowledgeable of and will 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. We will 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.

We will ensure alignment with, and incorporation of the following:

- Industry standards
  - Team Wipro's solution will identify and incorporate industry standards throughout the SDLC, specifically in the requirements, development, and testing phases.
  - Wipro EMaaS is a 100% SaaS solution, based on the Service Architecture (SOA), which is industry standard architecture framework.
- HIPAA standards
  - Team Wipro will ensure the confidentiality, integrity, and availability of Electronic Protected Health Information (ePHI) in transit and at rest.
- Privacy and transaction standards
  - Our system will conform to HIPAA Transaction Standards, as defined in Type 3 Technical Reports (TR3s).
  - Meeting these HIPAA and Privacy Standards will ensure Team Wipro adheres to the 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.
- Standards that provide greater accessibility for individuals with disabilities
  - As required under section 508 of the Rehabilitation Act, Team Wipro ensures all of our information and communication technology is accessible to individuals with disabilities.
  - Team Wipro's solution is integrated with the Job Access With Speech (JAWS) and Non-Visual Desktop Access (NVDA) screen readers for users whose vision loss prevents them from seeing screen content or navigating with a mouse. The software is designed for accessibility; ensuring features are available to a wide range of users, including those who have disabilities and impairments. Users with visual impairments can select from a list of pre-defined color schemes for high-contrast designs. Standard icons are readily distinguishable within the application based on their design, not color.
  - For call centers, Team Wipro's toll-free telephone services includes a Telecommunications Device for the Deaf/Text Telephone Yoke (TDD/TTY) line for hearing impaired customers.

- Standards under the Affordable Care Act, specifically including the following:
  - Section 1104: Team Wipro collaborates with the Department in creating and filing an accurate statement, certifying our data and information systems are in compliance with the HIPAA-mandated transaction standards.
  - Section 1561: Team Wipro ensures we follow all HHS-developed interoperable and secure standards surrounding participant electronic enrollment.

Team Wipro's Certification Lead coordinates with the State to stay up-to-date on the latest MITA version and assist, as needed, with determining the Department's as-is and to-be industry standards for the State's MITA Roadmap and Self-Assessment.

Our experience with State health and human services agencies solidifies our understanding of the importance of Medicaid participants' privacy and accessibility needs. All Wipro team members, including subcontractors, are required to complete annual security trainings, encouraging vigilance in PHI privacy and security standards. Our call center staff and web portal developers stay informed on the latest accessibility guidelines and technology, allowing all individuals to access all information necessary to help them make health and medical choices.



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.

Team Wipro is knowledgeable of and will 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. We will promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states.

Our solution provides configurable, modular technology, which promotes sharing and leveraging within and among states. Our cloud-based and multi-tenanted SaaS solution ensures the ability to collaborate with various states and departments to shift towards reusability, as required by CMS' MITA Standards. Our use of modular multi-tenanted SaaS solution and COTS products means business rules, reporting, workflows, etc., are configurable for individual states and align with the Leverage Condition of MITA 3.0 Standards and Conditions.

Team Wipro understands that the Leveraging Condition is important in the ever-changing healthcare industry to save the Department time, effort, and financial resources in the future.



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.

Team Wipro is knowledgeable of and shares the Department's goals 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. We will support effective communications with providers and the public.

Wipro EMaaS supports accurate and timely processing of claims and adjudications through the following:

- Automation
- High Availability
- Quick Response
- Performance standards and testing

Team Wipro will support the Department’s efforts to effectively communicate with providers, members, and the public. Team Wipro has knowledge in multiple Customer Service related communication areas, including the following:

- Multiple Call Center Units: Our Customer Service Representatives are trained in effective communication. They communicate with providers and Medicaid participants by phone and email on a regular basis.
- Technical Helpdesk: Team Wipro’s Helpdesk representatives assist providers, vendors, and State staff members with navigating technical issues and general questions.
- Business Analysts: Our Business Analysts work with internal Wipro teams and the State to ensure quality, professional messages/notices are sent to vendors, providers, members, and the public. These messages are sent by email, notices on web portals, Interactive Voice Response System (IVRS), or traditional mail.



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.

Team Wipro is knowledgeable of and will 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. Our solution will 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.

Our solution provides seamless integration with other components and systems, supporting the State’s vision of modularity. Team Wipro will work with the Department to ensure our system is interoperable with appropriate health information exchanges, public health agencies, human services programs, and community organizations. For the exchanges and agencies that utilize service-enabled legacy systems, Team Wipro will use the MITA framework and nationally recognized industry standards for integration. When considering other interoperability standards:

- Wipro's project team will collaborate with the Department to ensure the State's standards are utilized for automated electronic interchanges such as NIEM, NIST, HL7, FHIR and X12 EDI transactions.
- Team Wipro's system interoperability will follow all industry standards and protocols, including those in sections 1104 and 1561 of the Affordable Care Act.



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.

Team Wipro is knowledgeable of and will collaborate with 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. Our solution will 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.

Team Wipro shares the vision of CMS and the State of a modular and flexible approach to system development. In order to integrate with other modules of the Medicaid enterprise, Wipro EMaaS uses the following:

- Open and technology-neutral interfaces
- Separate business rule definitions from core programming
- Standardized business rule definitions in both human and machine-readable formats
- Open standards led interoperability framework
  - Support for multiple interfaces such as APIs, EDI, File based, among others
  - Services interoperability using open protocols (REST, SOAP, XML, JSON, etc.)
  - Data interoperability using open standards (NIEM)
- Flexible and scalable business services driven architecture
  - Service Oriented Architecture (SOA) to ensure clear segregation and orchestration of services
  - Configurable Rules Engine using natural language to empower business users, as opposed to core programming



CMP17

The Contractor must provide the Department with compliance assurances for the Contractor scope of work.

Team Wipro will provide the Department with compliance assurances for the scope of work.

We are highly experienced in providing compliance reports, including reports for performance standards, SLAs, and certification. Team Wipro collaborates with the State to provide compliance assurance reports with the Department's requested regularity and on an ad hoc basis. We also provide the reports in formats that best fit the needs of the Department, which may include a printable document and/or a web-based, interactive report.

Team Wipro is devoted to integrity in compliance and ensures all compliance requirements are met. Our commitment to excellence shows in or experience with supporting state agencies in their quest to become and remain in compliance with federal regulations and guidelines.



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.

Wipro EMaaS is 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.

Team Wipro has established policies and procedures that follow the ISO 27001 framework. Team Wipro follows policies and procedures required for regulatory compliance, such as HIPAA, HITECH, and CMS requirements. These policies are reviewed annually or when a major change is assessed. Security features of the EMaaS solution comply with applicable federal regulations for data integrity, confidentiality, auditing, and availability. Team Wipro staff including subcontractors, receive HIPAA training annually. Compliance with HIPAA is achieved by implementing multi-layered Security. Safeguards are applied on various levels as identified below:

Administrative Safeguards

- Dedicated Security and compliance officer to monitor and drive HIPAA compliance
- Strict BAA agreements with vendors and subcontractors
- Detailed risk assessment based on PHI handling, PHI data flow mapping within the application and workflow process (all processes involving EPHI is considered, including creating, receiving, maintaining, and transmitting it)
- Strict employee background check that includes OIG exclusion list and specific checks as mandated by CMS
- Role base access provisioning and access reviews
- Mandatory Information Security Training
- Mandatory customized awareness training
- Mandatory CMS Fraud, Waste, and Abuse training
- Strict Sanction policy implementation through Security Incident management

Technical Safeguards

- SSAE 16 Type II, SOC 1 attested data center
- Encryption of data in transmission and secure application hosting (link encryption, SFTP, HTTPS, etc.)
- Full back up and end-to end-encryption of back up data
- Encryption of Team Wipro staff machines
- All systems that store, process or transmit PHI require individual, unique authentication

- Strict password and user account management policies
- Audit logging for minimum 6 years, and 10 years for CMS mandated requirements
- Penetration testing of all external facing applications that store, process, or transmit PHI
- Media sanitization through data wiping software and media destruction
- Disaster recovery and business continuity planning

Physical Safeguards

- Strict access controlled data center and work areas
- Full power back up with diesel generators, UPS, and Battery backup
- FM200 fire suppression systems at the data center
- Highly controlled HVAC with raised floor
- On premise paper shredding
- Vendor Security assessments performed for HIPAA compliance

Operational Safeguards

- HIPAA compliant transaction set processing, such as ASC X12N, X12N 834, ASC X12N 820, ASC X12N 837, ASC X12N 835, X12N 271, using Claims360 (TransSend) component
- Developing CORE and CAQH rule compliance
- HIPAA-compliant contact center operations (strict caller authentication, call recording, and encryption)
- Change control review process that includes risk assessment, specifically for changes that impact PHI modules of the application



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.

Team Wipro enters into a Business Associate Agreement (BAA) prior to the initiation of work. Team Wipro acknowledges and agrees that the Business Associate Agreement is subject to HIPAA, the HIPAA implementation regulations thereunder, the Health Information Technology for Economic and Clinical Health Act (HITECH), and the HITECH implementation regulations thereunder. We understand that 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.

Team Wipro executes a BAA with the Department and with any other subcontractor involved as part of the Wipro EMaaS solution. We implement security and process controls that ensure compliance with HIPAA and HITECH requirements. As part of the vendor due-diligence and contracting, we execute a BAA and perform a Vendor Security and Compliance assessment. A detailed security checklist-based assessment is performed on Team Wipro's vendors and

subcontractors to measure compliance with HIPAA, HITECH, Information Security, and Privacy standards. The BAA documents the interface characteristics, security requirements, and the nature of the information communicated over the connection.



CMP20

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.

Team Wipro ensures 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 will ensure it meets the terms and conditions specified in the RFP, BAA, and Contract.

We maintain Security and process controls that ensure compliance with HIPAA and HITECH requirements. All information, including PHI and PII information, will be treated as confidential and appropriate controls are applied to protect such information.

Wipro EMaaS supports role-based access to ensure authentication and prevention of unauthorized access. It maintains audit logs to protect ePHI from alteration or destruction, and to corroborate that ePHI has not been altered or destroyed in an unauthorized manner.



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.

Team Wipro ensures that except as provided by law, no information in our possession about any individual will be disclosed without prior written consent.

At Wipro, our team assigns paramount importance to all aspects of information security and ensures safe and secure usage of information in our possession. Our team is required to complete annual Information Security Awareness trainings to reinforce the importance of safeguarding the information in our possession.



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.

Team Wipro follows all applicable technical standards for site and system security policies and procedures to protect the Department's healthcare data and information systems.

We are committed to security and compliance in all our deliverables and ensure all applicable technical standards, security policies, and procedures throughout the contract term as detailed below:

Administrative Safeguards

- Dedicated Security and compliance officer to monitor and drive HIPAA compliance
- Strict BAA agreements with vendors and subcontractors
- Detailed risk assessment based on PHI handling, PHI data flow mapping within the application and workflow process (all processes involving EPHI is considered, including creating, receiving, maintaining, and transmitting it)
- Strict employee background check that includes OIG exclusion list and specific checks as mandated by CMS
- Role base access provisioning and access reviews
- Mandatory Information Security Training
- Mandatory customized awareness training
- Mandatory CMS Fraud, Waste, and Abuse training
- Strict Sanction policy implementation through Security Incident management

Technical Safeguards

- SSAE 16 Type II, SOC 1 attested data center
- Encryption of data in transmission and secure application hosting (link encryption, SFTP, HTTPS, etc.)
- Full back up and end-to end-encryption of back up data
- Encryption of Team Wipro staff machines
- All systems that store, process or transmit PHI require individual, unique authentication
- Strict password and user account management policies
- Audit logging for minimum 6 years, and 10 years for CMS mandated requirements
- Penetration testing of all external facing applications that store, process, or transmit PHI
- Media sanitization through data wiping software and media destruction
- Disaster recovery and business continuity planning

Physical Safeguards

- Strict access controlled data center and work areas
- Full power back up with diesel generators, UPS, and Battery backup
- FM200 fire suppression systems at the data center
- Highly controlled HVAC with raised floor
- On premise paper shredding
- Vendor Security assessments performed for HIPAA compliance

Operational Safeguards

- HIPAA compliant transaction set processing, such as ASC X12N, X12N 834, ASC X12N 820, ASC X12N 837, ASC X12N 835, X12N 271, using Claims360 (TransSend) component
- Developing CORE and CAQH rule compliance
- HIPAA-compliant contact center operations (strict caller authentication, call recording, and encryption)
- Change control review process that includes risk assessment, specifically for changes that impact PHI modules of the application



CMP23

The Contractor's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements.

The Wipro EMaaS solution's data management approach and operational policies meet HIPAA, HITECH, ARRA and other Federal and State privacy and security requirements. Our data management framework and approach is based on industry best practices and meets security and compliance controls required by HIPAA, HITECH, ARRA, as well as other applicable Federal and State privacy and security requirements.

The Wipro EMaaS solution contains information determined by the Department and meets Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards. Team Wipro understands the definition of Business Associate as defined under HIPAA/ HITECH and the responsibilities as defined in HIPAA/ BAA. We perform risk assessment per the HIPAA/OCR guidelines and implement necessary, technical, physical and administrative safeguards. We participate in internal and external audit reviews to ensure we are meeting high quality/security standards.

The Wipro EMaaS enforces all HIPAA security guidelines, including the following.

- All unmasked or unscrambled Department data will reside in data centers located in the continental United States. PHI data at rest will always be encrypted.
- Data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Users will only be given appropriate Role Based security access to PHI data once confirmation is received that required HIPAA and PHI training been completed.
- Any Data that is accessed by resources that are not physically located in the United States is masked or scrambled. This will 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. Team Wipro will apply any required user security access constraints and will apply data masking when appropriate.
- Team Wipro will provide written annual certification of compliance with this security requirement.



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.

Team Wipro retains, 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.

Team Wipro collaborates with the State to develop a Document Retention Policy, which provide for the systematic review, retention, and destruction of documents received or created in the course of

business. During the retention period, Team Wipro organizes physical, original paper documents by date received, document type, and participant. This allows for efficient retrieval in the event that a digitized document is not legible or experienced a scanner misfeed.



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.

Team Wipro maintains an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract are readily ascertainable from such records.

As a publicly listed company (NYSE: WIT), our accounting procedures conform to GAAP and our financial records contain all relevant and timely financial information. Our accounting information is considered reliable, factual, and accurate and because of this, is considered neutral. Our accounting methods allow for our financial information to be comparable to other entities in our industry that also maintain an accounting system that conforms to GAAP.

Team Wipro helps ensure outside auditors follow the GAAS upon completion of a financial cycle. These standards can be categorized in the following:

- **General Standards**
  - Ensures auditors have adequate training and are proficient
  - Ensures auditors are independent in fact and appearance
  - Professional care is exercised when auditing tasks are performed
- **Fieldwork Standards**
  - Work is adequately planned with proper supervision
  - A common understanding of Wipro and our environment, internal controls, and audit plans
  - Ensure that evidence provided is appropriate and sufficient to evaluate the assertions made on financial statements
- **Reporting Standards**
  - Declaration and consistent use of the GAAP
  - Additional disclosures needed to explain financial statements are provided by Wipro

Given the accounting and auditing procedures in place, all charges to this contract will be readily ascertainable from our financial records.



CMP27

The Contractor will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.

Team Wipro ensures that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements.

For the SaaS, PaaS, IaaS or COTS licenses that are part of Wipro EMaaS solution, Team Wipro

will maintain all necessary licensing agreements and comply with the same.



CMP29

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

Team Wipro complies with Affordable Care Act Section 1104 Administrative Simplification, and Section 1561 Health IT Enrollment Standards and Protocols.

To reduce administrative costs and assist providers in receiving more complete responses to inquiries for eligibility and claim status information, the U.S. Department of Health and Human Services has adopted standard operating rules for these types of transactions. With common standards for data, content, and format, Wipro EMaaS allows information to be shared electronically in consistent, predictable ways and complies with the Affordable Care Act Section 1104 Administrative Simplification by performing the following:

- Normalizing the submitted and stored data before matching for eligibility inquiries
- Storing past and future eligibility dates at the benefit level
- Providing real-time, end-to-end processing with the required response time

To promote interoperability of systems for enrollment of individuals and providers in Federal and State health and human services programs, the Department of Health and Human Services has developed a set of standards and protocols to allow for electronic data matching and electronic documentation. The Wipro EMaaS solution complies with the Affordable Care Act Section 1561 Health IT Enrollment Standards and Protocols by performing the following:

- Providing a means (Connect360) to electronically match data against existing external systems and data
- Simplifying the submission of electronic documentation via Engage360
- Providing the ability to reuse stored member and provider information and documentation
- Delivering a member and provider portal which allows users to access and manage information online through Engage360
- Maintaining the ability to scale up and consider new programs, rules, and an increase in operating volume



CMP37

The Contractor's Information Technology Equipment and Software purchased and licensed with monies under this Contract for use by departmental employees, program participants, or members of the public must provide, as required by 18-5-604, MCA, blind or visually impaired persons with access, including interactive use of the equipment and services, that is equivalent to that provided to persons who are not blind or visually impaired.

Wipro EMaaS complies with the Montana Code Annotated 2019, Title 18, Chapter 5, Part 6, sections 601 – 605 by providing a solution that offers the same or equivalent access and functionality for visually impaired users. We support Montana's efforts in ensuring individuals with visual impairment are not left behind in the digital age. Each component within Wipro EMaaS is compatible with the industry leading screen reader, JAWS or NVDA, and necessary peripherals available to users with visual disabilities. Given this compatibility, the EMaaS solution is designed to present information, including prompts used for interactive communications, in formats intended

for visual and nonvisual use.

The JAWS/NVDA screen reader integration contains the following functionality for users with visual impairment.

- User selected high-contrast designs
- Automated speech output
- Configurable keyboard shortcuts
- Icons that are distinguishable based on design and not color



CMP39

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.

The solution shall be compatible with standard browsers without requiring specialized or proprietary plug-ins.

Wipro EMaaS is compatible with multiple standard browsers in accordance to the State's IT Standards which can be found in the Procurement Library. The solution is compatible with standard browsers without requiring specialized or proprietary plug-ins.

Each web-based component within the Wipro EMaaS solution is browser agnostic. This means functionality is compatible with recent versions of multiple standard browsers without requiring specialized or proprietary plug-ins.

When implementing browser-based solutions, we consider the various browsers that may be utilized when accessing our solutions and include a browser compatibility check as part of our testing checklist. When testing for compatibility, we ensure the following:

- Accessibility through various roles
- Data and information is presented consistently across different browsers
- Forms load and users can enter and submit data
- Action buttons initiate the appropriate scripts



CMP40

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 in support of the business results condition to accurately and timely adjudicate claims.

Team Wipro shares the Department’s goals 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 in support of the business results condition to accurately and timely adjudicate claims.

Wipro EMaaS solution supports accurate and timely processing of claims and adjudications through the following:

- Claims360 configurable natural language rules engine to define claims adjudication rules
- Claims360 real-time claim processing capability

- Electronic Content Management (ECM) leveraging Content360 component to automate processing of paper claims and attachments
- Engage360 portal to enable providers to submit claims and attachments online
- Exception routing, prioritization and work baskets to support efficient manual intervention when necessary
- Enhanced reporting and dashboards in Reports360 component provides key insights to the claims adjudication process, including timeliness and quality measures
- Performance standards and testing

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 in detail and describe how proposed solution(s) meet each of the Security requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro takes pride in securing information managed by the State and understands that any event resulting in a potential loss of confidentiality, integrity and/or availability of government data is unacceptable.

Our approach to security is comprehensive and spans all project phases. During the DDI phase, the Protected Health Information (PHI) and other sensitive data that will be stored and processed pre-go-live is protected. Building upon already established baseline security policies and procedures our security professionals, guided by our Government Healthcare Systems Information Security Officer, will produce customized security policies, processes, and practices for the Wipro EMaaS solution. The customized policies and procedures will be validated with the State and incorporated into the Wipro EMaaS solution implementation.

Security and privacy related features and functionality impact all architectural components of the solution. As such, a holistic approach is used to ensure security and privacy are well integrated in all project phases across all solution components. The security and privacy controls will be independently tested to validate the presence and effectiveness of all required controls.

Throughout each phase of the project life cycle, security and privacy considerations will be addressed as an integral part of the overall project activities. This "design in" approach used by Wipro is superior to the "retro-fit" and "bolt-on" approaches because security and privacy controls affect the design and operation of many solution components.

Wipro is certified under the ISO 27001:2013 standard for information security practices inclusive of physical security and employee safety. Core areas pertaining to information security including physical security, intellectual property protection, data protection, access control, regulatory compliance and employee awareness are managed well within Wipro. Information security practices span across all locations, employee base, and IT computing assets and are synchronized with other security standards. An established Information Security Management System (ISMS) governs Wipro's security practices which is comprised of more than 40 policies and is accessible to all employees.

Annually we will provide Statement on Standards for Attestation Engagements (SSAE) No. 16/18 [Type 2] Reporting on Controls at a Service Organization SOC 1 and SOC 2 reports for the hosting

data center. Components within Wipro EMaaS infrastructure comply with FedRAMP certification. Wipro manages PHI information for over one million participants for the State of Missouri. We have executed Business Associate Agreements (BAA) with our customers, vendors, trading partners and subcontractors. We perform risk assessments per the HIPAA and OCR guidelines and implement necessary technical, physical and administrative safeguards. Wipro participation in internal and external audit reviews ensure we meet industry security standards.

As indicated in the Security Organization policy, Information Security Roles and Responsibilities are incorporated into the job definition as applicable to the user's role. Responsibilities include adherence to physical and information security policies, reporting potential security incidents, and acting in a manner that creates a secure work environment in the organization. A Confidentiality Agreement dictates the security terms and conditions of employment.

We have developed a risk assessment framework based on HIPAA and NIST standards for healthcare customers. The risk assessment covers perimeter of defense and implements technical, physical, and administrative safeguards. Security practices of Wipro are governed by an established ISMS. Our Information security policy is articulated in the ISMS to provide management direction and support for information security in accordance with business requirements and relevant laws and regulations to ensure confidentiality, integrity and availability of our customer assets, information, data and IT services. The technical and organizational measures implemented at Wipro include the following:

- Policies and procedures accessible to all employees
- Mandatory training and awareness on HIPAA, Code of Business Conduct (COBC), Information Security and Privacy
- Comprehensive employee background screening
- Unauthorized individuals are prevented from gaining access to the Wipro EMaaS infrastructure and solution through physical and logical security controls, such as:
    - Access to devices and server rooms (privileged access) needs two factor authentication and is approved by an authorized approval authority per our access control matrix
    - Entry and exit are access-restricted using compliant HID proximity and smart card based physical access control
    - Surveillance (CCTV)
    - Dual layer firewalls and network based intrusion prevention system at the Internet perimeter
    - Dedicated VLANs with strict ACLs
    - Hardware based Internet proxy with content filters
    - Internet browsing through Active Directory authentication and proxy filtering

Team Wipro's dedicated security teams maintain knowledge of state and federal mandates, regulations, standards and requirements. Our 30 years of success in managing MMIS and Fiscal Agent services gives us expertise in preventing security breaches that compromise sensitive data and PHI.

The remainder of the section contains Team Wipro's responses to the RFP requirements pertaining to Security in Attachment F.



SEC01

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:

a. Require unique sign-on (ID and password)
b. Require authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.

Wipro EMaaS provides a physical and electronic environment that uses a public key infrastructure to verify all transactions and the identity of all users and denies access to unauthorized users, such as requiring unique sign-on (ID and password) and requiring authentication of the receiving entity prior to a system-initiated session, such as transmitting responses to eligibility inquiries.

Wipro Information Security Management System (ISMS) has User Access Management policies and procedures, which detail the overall governance, eligibility and implementation guidelines to allocate and de-allocate privileged access rights for a user account.

An Individual user is provided with a unique login ID and password, which is used to authenticate to EMaaS through Identity and Access Management Services (IDAMS). Privileged access is provided on 'need to access' and 'need to know' basis. Authorization is obtained as defined in the access control matrix. Privileged rights are assigned to the unique user for tracking, accountability and ease of usability. In case of employee movement or termination, access is revoked on the last day of employment for agency or Wipro staff. Remote access to Wipro's EMaaS components from public networks is allowed only after successful identification and with 2-factor authentication (RSA token).

For system-initiated transmittals of transactions, Wipro EMaaS utilizes IDAMS and trading partner repositories to authenticate the receiving party.



SEC02

The Contractor shall ensure that any data being transmitted or transported either physically or electronically will be encrypted.

Wipro EMaaS ensures any data being transmitted or transported either physically or electronically is encrypted.

Data encryption is implemented at multiple layers within EMaaS. Data transmitted from the Wipro EMaaS network to external environments is transmitted securely per the industry standards and practices. Any data transmissions through email, point-to-point, and file transfer are encrypted. Connectivity to our network, including remote connectivity, is encrypted and all File Transfer Protocol (FTP) transactions are through Secure File Transfer Protocol (SFTP). Physical data transmissions utilize encryption of a minimum key length of 128 bits for dynamic algorithms and 256 bits for fixed algorithms with respect to usage of any portable digital media, backup media and in logs. Our encryption techniques utilize AES or 3DES algorithms of symmetric cryptography.



SEC03

The Contractor shall ensure that any unneeded hardware, software, and licenses have been decommissioned.

Team Wipro decommissions any unneeded hardware, software, and licenses.

Team Wipro's well-defined Asset Management Policy and Procedures handle solution assets documented in the Information Security Management System (ISMS). Wipro IT infrastructure and Security teams perform semi-annual reviews to identify unused assets and initiate the process for decommissioning the assets. In alignment with ISO 27001 standards, when a storage device has reached the end of its useful life it is decommissioned as documented in our Information Classification Policy and procedure.



SEC04

The Contractor shall protect all government data from loss or unauthorized disclosure.

Team Wipro protects all government data from loss or unauthorized disclosure.

Wipro EMaaS utilizes industry standard practices to protect data within our solution. Our security framework is comprised of various controls in multiple layers to provide data security. Our solution ensures all government data within Wipro EMaaS is secure and not susceptible to electronic theft. The Information Security team employs regular monitoring and detection of any attempts to compromise data security. Team Wipro ensures protection of client data by implementing necessary data security controls in line with the Information Classification Policy. Protection against unauthorized disclosure is ensured through robust physical controls. Access to data is granted only on a "need to know" and "need to access" basis. Procedures for handling and storage of information are established in order to protect data from unauthorized disclosure or misuse. Any critical information contained in media and physical documents are stored in fireproof and locked cabinets. Inventory of all critical documents and media are maintained and reviewed at least annually by the owner. Sensitive documents stored in soft copy format are adequately safeguarded by the owner through methods, such as password protection and/or encryption as deemed appropriate (i.e. hard disk encryption using BitLocker). Data is protected against accidental destruction or loss through data backup measures including the following:

- Backup and Restoration Procedures
- Virus Protection/Firewall
- Business Continuity and Disaster Recovery Processes



SEC05

The Contractor's solution shall streamline electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes.

Team Wipro streamlines electronic transactions by incorporating electronic and digital signatures compliant with HIPAA and other State and federal statutes.

Team Wipro ensures all electronic and digital signature solutions are HIPAA compliant and meet other State and federal statutes as applicable. Our solution ensures message integrity. User Authentication, Non-Repudiation, Ownership and Control are maintained in our electronic and digital signature solutions. Currently no standards exist under HIPAA for electronic signatures; however, our electronic and digital signatures will comply with applicable State and federal statutes. Team Wipro utilizes secure third-party tools, such as DocuSign, or in-house developed methods to achieve compliance.



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.

The Wipro EMaaS solution has tools to identify usage anomalies or users who may have misused the system. Wipro EMaaS will alert the appropriate staff if potential violations of privacy safeguards, such as inappropriate access to confidential information, occur.

The Wipro EMaaS access control policies define authorization to information or the system based on business and security requirements. Security monitoring tools (e.g. NESSUS) provide notifications for anomalies found in the system, such as brute force login attempts, system abuse, unauthorized access, buffer overflow warning, and customized warnings. Additionally, Team Wipro performs vulnerability assessments, system audits, application audits and penetration reports to evaluate the security state of EMaaS.



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.

Wipro EMaaS automatically maintains an audit trail of users, including database administrators, who pass through or view a record, regardless of whether data is changed.

Audit trails are enabled on all systems and logs are captured for all users, including database administrators. Audit trail records are created when:

- Users access records containing PHI
- Records are updated
- Records are deleted
- Batch updates occur

Audit trails can be configured to include user or administrator activity for viewing non-PHI records. Our solution’s audit trails capture user (system or person) IDs, time, reason code and comments.



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).

Wipro EMaaS has security audit trail reporting capabilities (e.g. security, level, locale, IP address, user ID, before and after changes).

Wipro EMaaS has enhanced audit trail reporting capabilities to trace all system activity to a specific user or entity. The audit logs include, but are not limited to the following:

- Date and Time
- Type of event (Information, warning, error, security, level, logon, log-off, daemon etc.)
- System computer information (computer name, IP Address)
- Protocol used
- Source IP Address
- Source Port
- Destination IP Address
- Destination IP Port
- Action performed
- Access information
- User ID (system or person)
- Use of privileges, applications, resources
- Change to system configuration
- Files accessed
- Unauthorized attempts (access, creation, modification and deletion of system resources)
- Unsuccessful access or authentication failure

To ensure the accuracy of the audit logs, IT infrastructure and applications have clock synchronization built in.



SEC09

The Contractor's solution shall ensure the audit trail that cannot be modified.

Wipro EMaaS ensures the audit trails cannot be modified.

The Wipro EMaaS solution prevents alterations or changes of the audit log entries. Modification of audit trails is not permitted by any system or user, including privileged users. Audit trail access is limited to administrators. Upon request by authorized staff audit trail details can be extracted or provided in report format.



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.

The Wipro EMaaS solution contains information determined by the Department and will meet Health Information Technology for Economic and Clinical Health Act (HITECH) auditing standards.

In our healthcare business, Team Wipro manages PHI information for over a million participants for the State of Missouri. We have executed Business Associate Agreements (BAA) with our customers, vendors, trading partners and subcontractors to ensure our solution meets the HITECH auditing standards. Team Wipro understands the definition and responsibilities of Business Associates as defined under the HIPAA, HITECH and BAA. Wipro EMaaS follows the HIPAA and HITECH auditing standards and security framework requirements.



SEC11

Risk assessments and security audit reports 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.

Team Wipro completes risk assessments and security audit reports on an annual basis and when additions or changes to functionality affect the security framework, architecture or when a new vulnerability exists.

The Wipro EMaaS solution contains a well-defined framework and process to identify and manage risks for the critical IT systems, business applications, IT infrastructure services and supporting facility services. Information security risks are assessed, prioritized and remediated using the information security risk management process as a coordinated activity among cross-functional teams on an annual basis.

Team Wipro evaluates potential security risks related to additions or changes to functionality, network or infrastructure. We have an extensive security risk management process which includes the following:

- Analyzing the change
- Assessing the risk
- Mitigating the risk
- Monitoring and controlling the risk
- Reporting risk closure



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.

The Wipro EMaaS solution manages role-based permissions and provides a National Institute of Standards and Technology (NIST) compliant identification, authentication and accounting solution.

Our authentication and authorization mechanisms identify the user uniquely and provide appropriate authorization based on the authentication credentials provided. Our solution complies with NIST Special Publication 800-53 (Rev. 4) IA-2 IDENTIFICATION AND AUTHENTICATION family of controls. These authentication and authorization mechanisms integrate with role-based security to enable the user to access a required function and resource.

Because our solution employs a role-based security model to restrict user access and grant permission to specific system actions, a user can be a specific individual or a role, as long as it is a unique user name and password combination.

- A security group is composed of one or more users who are associated because of their role, department, or function. Groups are used to control user access to the system through the assignment of permissions.
- A group can belong to one or more other groups, and a single user can be assigned to multiple security groups.

The EMaaS solution limits access to an authorized group of stakeholders by authenticating the user before any access to the function or resource is allowed, including when not connected to a network device. In addition, the system can produce security audit logs of all functions of the system. This

audit logging extends to views of sensitive health information associate with members, claims, authorizations, etc.



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.

Wipro EMaaS has 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.

Securing the data and compliance with HIPAA is achieved by implementing multi-layered security. Some of the safeguards utilized by the Wipro EMaaS solution include the following:

Administrative Safeguards:

- Dedicated security and compliance officer to monitor and drive HIPAA compliance
- Strict BAA agreement with vendors and subcontractors
- Detailed risk assessment based on PHI handling, PHI data flow mapping within the application and workflow process
- Strict employee background check that includes OIG exclusion list and specific checks as mandated by CMS
- Role based access provisioning and access reviews
- Mandatory information security training
- Mandatory awareness training customized to include systems and operations staff
- Mandatory CMS Fraud, Waste and Abuse training for resources
- Strict sanction policy implementation through security incident management

Technical Safeguards:

- SSAE 16 Type II, SOC 1 attested data center
- Encryption of data in transmission and secure application hosting
- Full back up and end-to-end encryption of backed up data
- Encryption of end user machines
- All systems that store, process or transmit PHI require individual unique authentication
- Strict password and user account management policies
- Maintain historical audit logs for the CMS mandated time period
- Penetration testing of all external facing applications that store, process or transmit PHI
- Media sanitization through data wiping software and media destruction

Physical Safeguards:

- Strict access controlled data center and work areas
- Full power back up with generators, UPS and battery backup
- FM200 fire suppression systems at our data center
- Highly controlled HVAC with raised floor
- On-premises paper shredding
- Vendor security assessments performed for HIPAA compliance

Operational Safeguards:

- HIPAA compliant transaction set processing
- Compliance with CORE phases I, II and III of the ACA Operating Rules
- Compliance with HIPAA 5010 to regulate the electronic transmission of specific healthcare transactions
- HIPAA-compliant contact operations such as strict caller authentication, call recording and encryption
- Change control review process that includes risk assessment for changes that affect PHI modules of the application
- Security audit logs and reports of all functions of the system, including a user ID, timestamp, as-of-date, reason code and comments
- Role-based security model to restrict user access and grant permission to specific system actions



SEC14

The Contractor's solution shall not include any code of unknown origin.

The Wipro EMaaS solution does not include any code of unknown origin.

We understand the risk associated with using code of unknown origin. Team Wipro will not risk exposing data or data loss, introducing malware to the agency network or introducing any other activity with malicious intent. Team Wipro performs code reviews and quality checks to ensure code of unknown origin is not introduced into the Wipro EMaaS solution. All of our software products and components are procured under authorized software licenses.



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.

Team Wipro will provide an independent third party to perform penetration testing within six (6) months prior to implementation. Penetration testing will 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 will be supplied to the Department and any major or critical vulnerabilities mitigated.

Team Wipro performs application penetration tests that meet acceptable industry standards and identify the Open Web Application Security Project (OWASP) top ten vulnerabilities in our solution. We will ensure a qualified third-party vendor performs the application penetration test and provides the reports. The penetration testing report along with any necessary remediation will be provided to the agency. All critical and high vulnerabilities identified in our solution will be remediated prior to implementation.

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.

Team Wipro provides primary and disaster recovery facility(s) to meet the security, performance, and disaster recovery requirements outlined in the module scope of work. Please reference the below diagram for a depiction of our Disaster Recovery infrastructure:

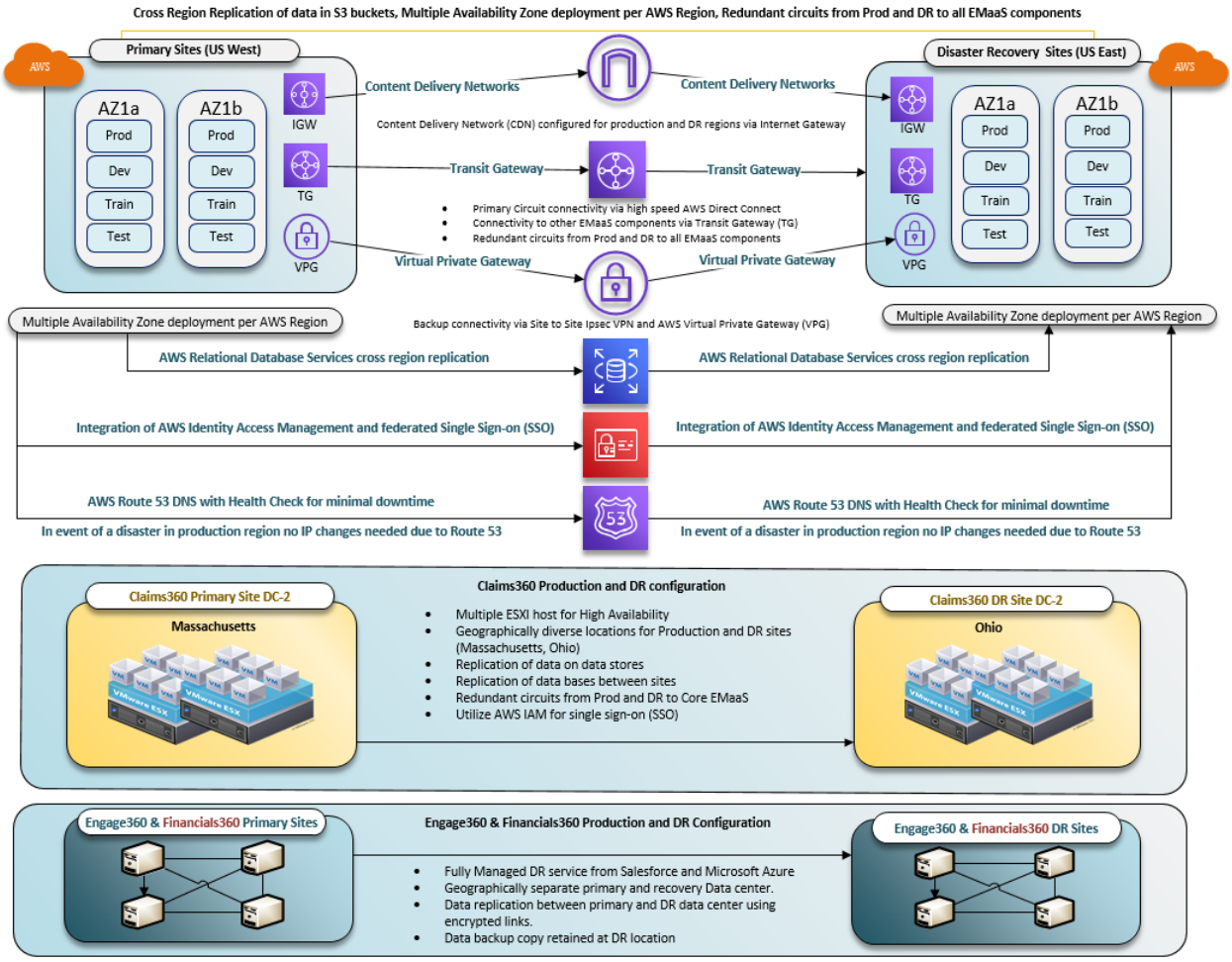


Figure 3-11: Wipro EMaaS Disaster Recovery Infrastructure

Wipro has a well-documented business continuity framework developed in line with BS25999 standard. The Wipro EMaaS infrastructure is hosted in various geographic locations which provides effective resilience and ensures business will continue during disaster situations. Disaster Recovery planning includes physical infrastructure, computing infrastructure, and communication infrastructure.

Our SaaS agreements contain Service Level Agreements (SLAs) relative to system availability. Our services are scalable and load balanced in an effort to prevent an unplanned outage, and Team Wipro is proactive in resolving any delay or interruption in the operation of our system. We will notify the agency and any system users when the system is operating outside of acceptable

performance boundaries, including:

- Delays or interruptions due to inadequate equipment or processing capacity
- Components not available outside scheduled maintenance windows
- Excessive response times
- The inability to create, process, or store reports

In addition to ensuring system availability, our Business Continuity and Disaster Recovery Plan will be initiated in the event of an unforeseen disaster and the relevant components will be switched to the Disaster Recovery Data Center.

Key points of our Disaster Recovery and Business Continuity Plan include:

- Geographically remote data centers (AWS regions) and availability zones that are optimal for Disaster Recovery. Each AWS Region has multiple Availability Zones and we deploy our applications across multiple Availability Zones in the same Region for fault tolerance and low latency.
- Multiple Availability Zones provide an additional Disaster Recovery layer and redundancy. Availability Zones are connected to each other with fast, private fiber-optic networking, enabling automatic fail over between Availability Zones without interruption. AWS Availability Zones provide the flexibility to launch resources and production applications that are highly available, resilient, fault-tolerant, and scalable in comparison to single data centers.
- AWS Backup allows for configuration of backups for EBS volumes, automated backup scheduling, setting of information management and retention policies, monitoring, and restoration activity.
- Automated backups enable point-in-time recovery of our database instance. Amazon RDS performs a full daily backup of data during a predefined window.
- Oracle DataGuard provides efficient replication between primary and secondary data centers.
- RP4VM product technology recovers and reinstates applications between primary and secondary data centers.
- A provision of IAM roles for each Availability Zone provides resiliency in the event of unexpected authentication and authorization configuration changes.
- Adjustable Recovery Time Objective (RTO) and Recovery Point Objective (RPO) configurations that meet the recovery objectives as required in this RFP.
- Asynchronous replication which commits data to the replicated environment after the primary.
- Flexible disaster recovery testing schedules.
- All Wipro EMaaS datacenters provide redundant hardware, software, and network technology capable of seamless failover with minimal manual effort needed to restore applications.

Upon award of the contract, we will provide the agency with our comprehensive Business Continuity and Disaster Recovery Plan. The plan will include the processes and procedures for all aspects of disaster recovery, including:

- Activation Procedure
- Emergency Response Plan
- Damage Assessment Procedures
- Business Continuity and Contingency
- Business Processes

- Recovery Priorities
- Business Process Recover Strategies
- Business Process Recovery Requirements
- Call Lists
- Recovery Team Responsibility Matrix
- Team Structures with Alternates and Skill Sets
- Action Plan for Recovery

- Business Continuity and Disaster Recovery Plan
  - Applications and Technology Components
  - Recovery Priority and Strategy
  - Recovery Requirements
  - Call Lists
  - Recovery Team Responsibility Matrix
  - Team Structures with Alternates and Skill Sets
  - Action Plan for Recovery

- Resumption Planning
  - Preventative Measures
  - Business Function Validation

We understand the Business Continuity and Disaster Recovery Plan is subject to agency approval. Team Wipro will provide a primary SaaS and a comparable disaster recovery infrastructure. Our disaster recovery facility mirrors the same security levels and performance standards as our primary facility. Team Wipro will provide a detailed Business Continuity and Disaster Recovery plan after contract initiation which includes detailed information about the disaster recovery requirements.



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.

Team Wipro maintains policies and procedures for security clearance and staffing controls for allowing access to confidential information and/or to restricted areas within our solution.

Team Wipro is certified under the ISO 27001:2013 standard for information security practices inclusive of physical security and employee safety. An established Information Security Management System (ISMS) governs security practices of Wipro. Our Information Security policies and procedures are articulated in the ISMS to provide management direction and support in accordance with business requirements and relevant laws and regulations. This ensures confidentiality, integrity and availability of customer assets, information, data and IT services. Unauthorized activities outside of granted permissions are prevented. User access to IT infrastructure and applications is granted based on an individual's job responsibilities and on a "need to access" and "need-to-know" basis. Access restriction is role based and authorization is obtained as defined in the access control matrix.



SEC18

The Contractor shall maintain adequate technical support/staffing to provide 24x7x365 coverage.

Team Wipro maintains and understands the importance of technical staffing and support for 24x7x365 coverage relating to security matters.

Team Wipro has a dedicated Security Officer and a team of professionals who perform security duties, monitoring, audits, penetration testing, and other security related activities. In addition, we have an Incident Management hot line, answered 24x7x365, which is responsible for directing all incidents to the correct parties and tracking the incidents to completion. Our Incident and Security Management Frameworks ensure that staffing and support is available to meet the needs of the State.



SEC19

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

Team Wipro will ensure all of Wipro EMaaS components comply with FIPS 140-2 for encryption. Currently, a majority of the Wipro EMaaS solution data encryption meets the Federal Information Processing Standard (FIPS) 140-2 and at a minimum uses AES 128 encryption.

We maintain encrypted data for our customers that is FIPS 140-2 compliant and use AES 256 encryption key strength. Team Wipro implements FIPS -140 2 compliant encryption mechanisms wherever possible. We will encrypt databases using an agreed upon and appropriate strength cipher to guard against unauthorized access to ePHI being transmitted.

We ensure secure information over the internet using PKCS standard protocols using Public Key Infrastructure (PKI).



SEC20

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

Team Wipro ensures all data, regardless of its location, is encrypted at rest.

Wipro EMaaS encrypts all data at rest. Examples of encryption include the following:

- Encryption of data at rest, such as stored files
- User data hosted on secure applications (Link encryption, SFTP, HTTPS)
- Full back up and end-to-end encryption of back up data
- Database encryption
- Encryption of end user machines (employees)

Wipro EMaaS also encrypts PHI data in transit when traversing entity boundaries.



SEC22

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 - 18 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.

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

Team Wipro will provide a completed Security Audit Report with results to the Department by the 30th (thirtieth) of September each year. The Security Audit Report will include either an electronic data processing (EDP) systems audit using SSAE - 18 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. In addition, we will also provide a mitigation plan for all reported deficiencies. We understand the requirement is to correct critical deficiencies within forty (40) calendar days of the report submission to the Department. Team Wipro previously requested the modification of requirement SEC73 to ninety (90) days. The timeframe was updated by replacing the requirement with SEC83 in the RFP amendment three. During the negotiation period, we would like to discuss a modification to the period of time to correct a major or critical deficiency should more than forty (40) days be required to address the deficiency fully.

Team Wipro performs SSAE 18 SOC 2 type II audits for our data center. Team Wipro agrees to perform an SSAE - 18 at a minimum level service organization control (SOC) 2 Type II on electronic data processing (EDP) system and submit the report to the Department by the 30th (thirtieth) of September each year. Team Wipro performs extensive audit reporting within healthcare and other business functions. Having gone through multiple audits, we understand the audit requirements very well and successfully navigate through them. We will mitigate all major critical deficiencies within the negotiated timeframe of the report submission to the Department.



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.

Team Wipro provides security features that support increasing the complexity of the authentication and authorization as the sensitivity of the data or functionality increases.

Team Wipro's EMaaS solution has role-based access and supports multiple roles for same user. Based on the roles assigned to the users, they will be able to perform the appropriate functions. Users are only able to perform in the role assigned, for example users with restricted access can only view data and perform functions specific to their role. Our solution's robust security design enables multi-layers of data security to be applied, including the following levels.

- Field
- Data specific (e.g. HIV diagnosis)
- Group/sub-group
- VIP
- PHI authorization/restriction



SEC24

All Contractor's module components shall adhere to any applicable Department system security practices, configurations & procedures.

The Wipro EMaaS solution adheres to any applicable Department system security practices, configurations and procedures.

Team Wipro implements all applicable security controls, configuration and procedures to comply with all security requirements detailed as part of this RFP. We understand the security requirements and have immense experience in implementing, maintaining, and monitoring such controls in our currents environments. We also participate in State audits, provide audit support, and submit evidences as requested.

All Engage360 data exchanges between the user and EMaaS are secured using TLS 1.1 or higher and encrypted using 256 or 128-bit. The services use International/Global Step-up SSL certificates with 2048-bit public keys. The Engage360 provider and member portals use Salesforce Community Cloud while the call center services utilize Salesforce Service Cloud.

'Salesforce Platform Shield Encryption' secures the data at rest using multiple layers of encryption. It enables encryption of sensitive data at rest, as well as when transmitted over a network. Wipro EMaaS complies with privacy policies, regulatory requirements, and contractual obligations for handling private data. The Content360 platform provides the capability to define the content permission and only authorized users have access to the documents stored in the platform. Access to sensitive data or to perform sensitive functions requires users to have an associated privileged role.



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.

The Wipro EMaaS 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.

Wipro EMaaS employs a role-based security model to restrict user access and grant permission to specific system actions. The configured security roles grant access to view, modify, create or delete data or records in the system and define access to user interfaces, reports, data elements, field level and menu items. Users only have the ability to access the authorized information. If a user is not authorized to access a set of information, the information is automatically restricted from their view. Users' access to information is easily controlled by the assignment or removal of specific roles to the person. This reduces the cost of identity security management and lowers the risk of accidental release of sensitive data including ePHI.



SEC26

The Contractor's solution shall allow access and role changes to be made in real-time with appropriate authorizations.

Wipro EMaaS allows access and role changes to be made in real time with appropriate

authorizations.

Our solution employs a role-based security model to restrict user access and grant permission to specific system actions. The access and role changes can be made by authorized administrators in real time and are immediately effective.



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.

The Wipro EMaaS solution protects the database from SQL injection attacks by accessing the database from the application through a standard database abstraction layer.

Wipro EMaaS has multi-layer security to protect the databases. Team Wipro performs frequent security reviews to identify gaps that are vulnerable to SQL injection and addresses vulnerabilities based on priority. We implement database abstraction layers by providing a consistent Application Programming Interface (API) to the developer and hiding the database specifics behind the interface. We ensure any access to the database from the application is configured through a standard database abstraction layer. Within the Wipro EMaaS solution the user interface and outside integrations only access data through a set of secure web services or APIs. A data abstraction layer provides access to the database behind the web services and APIs. The data abstraction layer is designed to prevent SQL injection attacks.



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.

The Wipro EMaaS solution is easy-to-use and 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.

Wipro EMaaS provides role-based security to allow provisioning of role-based permissions. Our solution restricts user access and grants permission to specific system actions based on the role assigned. The configured security roles define the ability of users in that role to view, amend or create each data record type within Wipro EMaaS. Authorized users have access to an intuitive application enabling them to easily create, delete, modify and assign role and group based 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.

Team Wipro limits access to its off-site facilities including storage facilities and understands the Department’s right to perform physical security audits of our off-site and on-site facilities at the discretion of the Department.

Team Wipro has a strict physical security policy in place. Multiple approvals are required to provide

access to the off-site facilities if required for any business functions, including information system distribution and transmission lines. A limited number of resources have access to the off-site facilities to provide support or complete every day activities. Our monthly access reviews evaluate the access requirements and de-activate access when it is no longer required. Team Wipro will work with the Department to support and comply with physical security audits by providing physical access logs to review for anomalies.

In addition to off-site facilities, records of visitor access are maintained for the facility where the MMIS resides and reviewed monthly for anomalies. Card key readers enforce physical access to entry and exit points to the facility.



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.

Team Wipro establishes 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. Our established business and technical protocols ensure that the transmission and storage of information remains secure.

Our information security and data privacy programs are based on HIPAA for healthcare industry customers and address the compliance requirements from various industry specific standards. Our Information Security Management System (ISMS) policies and audits incorporate the requirements defined in the standards (HIPAA, FISMA, FTI, etc.). Applicable statutory regulations are documented and applied on the basis of respective location and nature of services provided. The various needs for encryption of information involved in business transactions are derived from Information Security Risk assessments, customer requirements, and regulatory and industry standards compliance.

Aspects of transmitting personal data is regulated by the following:

- Transport, transmission and transfer or storage on data media (manual or electronic) are controlled, as well as subsequent verification including:
  - Encryption and tunneling connections (VPN-Virtual Private Network)
  - Electronic signature
  - Network Intrusion Prevention and Host based Intrusion detection system for Internal critical Applications
  - Uninterrupted Power Supply (UPS)
  - Protocols and Log-Files review
- Data is protected against accidental destruction or loss. Measures of data backup (physical/logical) include:
  - Backup and Restoration Procedures
  - Mirroring of hard disk drives, e.g. RAID
  - Virus Protection and Firewall
  - Business Continuity and Disaster Recovery Plan

- Data Security Controls including:
  - TLS encryption for email between the agency and Wipro mail domains
  - Desktop controls – By default No FDD, No CD-ROMs, USB ports write-disabled using group policy settings
  - No access to free email sites. No downloads of any .exe or .bat files. All Internet access for browsing purpose is through a web-proxy with stringent access content rules
  - Option to use Hard disk encryption using BitLocker
  - In-house paper shredding
- Separated processing (storage, alteration, deletion, transmission) of data for different purposes including:
  - Multi-Client capabilities and physical separation
  - Function separation within the production and test environments (Network isolation policy to segregate sensitive network areas handling and processing sensitive data)
- Network security controls including:
  - Dedicated secure communication links between EMaaS and the agency
  - Dual layer Firewalls, Intrusion Prevention System at the Internet perimeter
  - Dedicated VLANs with strict ACLs
  - Annual Penetration Test on Wipro EMaaS Solution Internet perimeter network and vulnerability test on DMZ servers
- OS and application security controls including:
  - Hardened Build (Image) and Patch management system
  - Symantec VirusScan and AntiSpyware built in and DLP Endpoint Console
  - No Desktop administrator rights by default
  - Data Leakage Protection tool for emails



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.

Wipro EMaaS solution 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.`

Team Wipro has deployed Intrusion Prevention System (IPS) and Intrusion Detection System (IDS) that operate in Monitoring and Blocking mode on the perimeter gateway between the internet router and the firewall. All the alerts from the IDS and IPS are monitored by a dedicated 24/7 monitoring team. Latest signatures are installed in IDS and IPS and the Network Intrusion Prevention system (NIPS) monitors internal and external segments of the firewall at Wipro's internet gateways. The NIPS is managed from the existing SiteProtector management console. The console assists with blocking attacks that are aimed at the internal network and protects the entire infrastructure against malicious attacks.

IDS and IPS are used as a part of Team Wipro's overall network security defense program. IDS works in monitoring mode to analyze the traffic and detect malicious traffic based on signatures. It will detect if any malicious activity occurs within LAN. IPS works in monitoring and blocking mode to analyze and control the traffic based on the signature to identify if any malicious activity occurs at

the internet gateway.

Our solution utilizes antivirus malicious code protection software at various levels within the system entry and exit points to detect and eradicate malicious code in the network and system infrastructure.



SEC39

The Contractor's solution shall use foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS).

Wipro EMaaS solution uses foundational technical standards such as X.509 Certificate format and Public Key Cryptography Standard (PKCS).

The Wipro EMaaS solution leverages Connect360, which provides a seamless layer of CAQH CORE functionality that includes the latest connectivity and operating rules within CORE phase IV. Our solution is capable of supporting CAQH Core Connectivity Rule based on the use of SOAP+WSDL or HTTP+MIME Multipart envelopes for transport and routing, and on the use of username and password or X.509 Client Certificate based authentication over SSL for submitter authentication. The SOAP+WSDL envelope and the X.509 Client Certificate based authentication options align with the direction of Office of the National Coordinator (ONC), Health Information Technology Standards Panel (HITSP), Health Level 7 (HL7) and Integrating the Healthcare Enterprise (IHE). We have time-tested processes for X.509 certificate provisioning and management and use secure information exchange through API keys, web service security 1.0 standards, and other security protocols for ensuring data during transit remains secure and encrypted. We ensure secure information over the internet using PKCS standard protocols using Public Key Infrastructure (PKI). Our web applications are accessible using secure protocols, such as HTTPS, SSL and TLS 1.2. Wipro EMaaS utilizes authentication controls, such as single sign on, identity proofing, and two-factor authentication to further ensure secure access and data exchange.

By using foundational technical standards, we ensure that our data exchange and presentation is secure during transit and accessed only by valid and authenticated users and systems.



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.

Team Wipro will collaborate with the Systems Integration Services Contractor to integrate the Wipro EMaaS into the State's integration platform for single sign-on and federated identity management.

The Wipro EMaaS solution is built with flexibility and integration in mind. Connect360 handles all the integration needs of the solution and utilizes Amazon Web Service (AWS) Identity and Access Management (IAM) service. Using IAM, Team Wipro manages access to EMaaS by creating users and groups, and use permissions to allow and deny access to EMaaS resources. IAMs built-in federation allows Team Wipro to configure Single Sign-On (SSO) for the users to access all EMaaS components over direct connect and secure connections. The various components within Wipro EMaaS integrate with IAM to provide single sign-on capabilities. Currently, Claims360 only supports reduced sign-on (RSO). However, a standards-based Federated SSO solution is in the Claims360 roadmap for Q4 2020. This will enable EMaaS to have complete SSO capability before

go-live of the program.

During the discovery and requirements elicitation, Team Wipro will review, explore, and define the integration with the State and the Systems Integration Services Contractor. We will collaborate with the State's Systems Integration Services Contractor to integrate Wipro EMaaS into the State's integration platform for SSO and federated identity management.



SEC42

The Contractor shall have an overall data security process that supports data security auditing.

Team Wipro implements an overall data security process that supports data security auditing.

Data security is part of our overall security framework. Team Wipro utilizes various controls in multiple layers to achieve data security. By default, all customer information is considered as confidential. All information is identified and classified based on the criticality, sensitivity and risk levels by the information owner as per the Information Classification, Labeling and Handling procedures. Authoritative sources, such as system administrators, provide information related to user account creation, maintenance and deletion periodically to system owners and are responsible for defining the access privileges for user roles. System owners review and reconcile individual user accounts and access rights on a frequency basis. For critical and sensitive applications or IT assets, this is carried out at a minimum on a monthly basis. Audits with respect to data security are also carried out to evaluate the controls in place for the data confidentiality, integrity and availability.



SEC43

The Contractor shall provide, configure, support, maintain and manage a federated identity and access management solution that will perform user authentication and authorization through single sign-on for all module components.

Team Wipro provides, configures, supports, maintains and manages a federated identity and access management solution that will perform user authentication and authorization through single sign-on.

The Wipro EMaaS solution is built with flexibility and integration in mind. Connect360 handles all the integration needs of the solution and utilizes Amazon Web Service (AWS) Identity and Access Management (IAM) service. Using IAM, Team Wipro manages access to EMaaS by creating users and groups, and use permissions to allow and deny access to EMaaS resources and protected health information. Wipro EMaaS ensures message authentication and non-repudiation mechanisms, such as PKI (Public Key Infrastructure), are implemented in critical applications. IAMs built in federation allows Team Wipro to configure Single Sign-On (SSO) for the users to access all EMaaS components over direct connect and secure connections. The various components within Wipro EMaaS, integrate with IAM to provide single sign-on capabilities. Currently, Claims360 only supports reduced sign-on (RSO). However, a standards-based Federated SSO solution is in the Claims360 roadmap for Q4 2020. This will allow EMaaS to have complete SSO capability before go-live of the program.

During the discovery and requirements elicitation, Team Wipro will review, explore, and define the integration with the State and the Systems Integration Services contractor.



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.

Team Wipro is compliant with the security processes outlined in the "Security and Privacy Controls Requirements" document included in the Procurement Library.

Team Wipro has a robust security and privacy control framework. We have compared Wipro's security and privacy practices with the "Security and Privacy Controls Requirements" document. Upon our review, Team Wipro has identified minor deviations from our standard practices which will be adjusted to implement and comply with the State's processes.



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.

Team Wipro monitors system activity, prevents and detect intrusion, hacking, unusual activity, or system compromise. Team Wipro immediately reports 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. Wipro EMaaS solution only enables authorized personnel to override system security alerts and edits.

Team Wipro utilizes a Security Incident and Event Monitoring (SIEM) tool, which monitors all major network, application servers, and select computing devices and detects any suspicious activity by analyzing the SIEM tools comprehensive database of suspicious traffic patterns. Alerts are triggered and our 24x7 SIEM teams investigates these alerts. They eliminate the false positives and focus only on the suspicious cases. A ticket is logged to further investigate based on standard operating procedures.

Team Wipro has deployed Intrusion Prevention System (IPS) and Intrusion Detection System (IDS) that operate in Monitoring and Blocking mode on the perimeter gateway between the internet router and the firewall. All the alerts from the IDS and IPS are monitored by a dedicated 24/7 monitoring team. Latest signatures are installed in IDS and IPS and the Network Intrusion Prevention system (NIPS) monitors internal and external segments of the firewall at Wipro's internet gateways. The NIPS is managed from the existing SiteProtector management console. The console assists with blocking attacks that are aimed at the internal network and protects the entire infrastructure against malicious attacks.

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.

Team Wipro provides and operates 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.

Access and authentication to the Wipro EMaaS systems and data, is controlled by Connect360 using Identity and Access Management (IAM). IAM allows Team Wipro to create users, groups and roles to provide secure access to the EMaaS components and stored data through a single point of entry. IAMs built in federation allows for single sign-on (SSO) to all components using LDAP and Security Assertion Markup Language (SAML) 2.0 tokens. Wipro EMaaS components integrate with IAM to provide SSO, generate alerts and terminate access for any attempted access violation. Currently, Claims360 only supports reduced sign-on (RSO). However, a standards-based Federated SSO solution is in the Claims360 roadmap for Q4 2020. This will enable EMaaS to have a single point of entry before go-live of the program.

With IAM being the single point of entry for the EMaaS systems, Team Wipro is able to generate alerts and terminate access for any attempted violations utilizing AWS CloudWatch events monitoring and customized Lambda functions.

SEC47

The Contractor's solution shall ensure that only authorized users have access to systems and data, by requiring the following:

- Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials;
- Authenticates the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries;
- 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;
- 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;
- 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).
- A method for authentication of all internal and external users and systems and the ability to deny access to all invalid users and systems;
- Encrypted passwords in storage and in transmission;
- The capability to automatically suspend users who have not accessed the

systems within a time period specified by the Department;
- 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;
- 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
- A method for designated security administrators to set and modify user security access profiles.

The Wipro EMaaS solution ensures that only authorized users have access to systems and data, by reinforcing the controls identified below:

- Unique authentication credentials identifiable to each user of the system, not allowing for the re-use of credentials
- Authenticating the receiving entity prior to a system initiated session, such as transmitting responses to case inquiries
- 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
- 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
- Column and row-level security access, data classification schemes, and/or the designation of data at multiple levels (as restricted or sensitive with the ability to define and implement exclusion controls on a per-user or user-group basis within a multi-level organizational structure
    - Users assigned to a lower privileged role will not have the ability or access to perform higher privileged or sensitive functions. Wipro EMaaS does not require a re-authentication or two-factor authentication to perform high sensitive functions. Our solution's robust security design applies multi-layers of data security, including:
        - Field
        - Data specific (e.g. HIV diagnosis)
        - Group/sub-group
        - VIP
        - PHI authorization/restriction
- A method for authentication of all internal and external users and systems and the ability to deny access to all invalid users and systems
- Encrypted passwords in storage and in transmission
- The capability to automatically suspend users who have not accessed the systems within a time period specified by the Department
- Access to the system is provided strictly on need to know basis
- Role base access provisioning and access reviews
- 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
- Enforce a sufficient level of authentication and identification against fraudulent

transmission, imitative communications, and deceptive communications by validating the transmission, message, station or individual

- A method for designated security administrators to set and modify user security access profiles
- Two factor authentication for users who need to connect remotely
- Technical (password protection) and organizational (user account management) measures with respect to user identification and authentication include:
  - Password procedure (special characters, minimum password length, frequent change of passwords, etc.)
  - Automatic lock (e.g. lock screen or log-off)
  - User account management

Access and authentication to the Wipro EMaaS systems and data, is controlled by Connect360 using Identity and Access Management (IAM). IAM allows Team Wipro to create users, groups and roles to provide secure access to the EMaaS components and stored data through a single point of entry. Claims360 only supports reduced sign-on (RSO). However, a standards-based Federated SSO solution is in the Claims360 roadmap for Q4 2020. This will enable EMaaS to have a single point of entry before go-live of the program.



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.

Team Wipro will provide to the Department, upon request, a listing of all users having access to the Wipro EMaaS components and data with details regarding the access granted to each user.

As part of our user access management, a list of employees who have access to the system and components is maintained. On a mutually agreed upon basis or as per the contractual agreement, a regulatory requirement access reconciliation is completed to ensure that all users who have access to the system components and data are active and valid. The report will be shared with the department yearly or upon request to verify system access levels are as required and expected.



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.

Team Wipro provides and operates solutions for security incident reporting and mitigation mechanisms and preserves and reports specified audit data when security violations are detected and mitigated.

Team Wipro has a well documented Security Incident Management policy and procedure published on our intranet portal accessible to all employees. In the event a security violation is detected, security incident management procedures are initiated. A communication and escalation matrix is documented to report security breaches and stakeholders are informed in the event of a security breach. In line with contractual commitments and local regulatory requirements, customers are promptly notified by Delivery Heads of any incident related to breach or loss of data. All data related to security incidents, including audit logs, system evidences or any other artifacts, are preserved as per the requirement and reported to the stakeholders.

The security incident management process is carried out focusing on the following critical stages:

- Identification - Incident Reporting and Detection
- Response – Classification and Containment
- Investigation - Preparation, Analysis, and Communication
- Recovery – Corrective Action, Stakeholder Notification, and Reporting
- Post Incident Review – Learnings and Preventive Action



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.

The Wipro EMaaS solution complies 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.

Team Wipro deploys hard disk encryption techniques to encrypt end-user devices and provide safeguards for sensitive data and documents stored in soft copy format through methods such as password protection or encryption as deemed appropriate. We use the common types of storage encryption technologies complying with NIST Special Publication 800-111, such as full disk encryption, virtual disk and volume encryption and file and folder encryption.

Wipro EMaaS solution authenticates successfully before accessing the encrypted information utilizing common authentication mechanisms, such as passwords, personal identification numbers (PIN), cryptographic tokens, biometrics and smart cards as applicable.



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.

The Wipro EMaaS solution complies with NIST Federal Information Processing Standards (FIPS) Publication 180-4: Secure Hash Standards as required by CMS for use of secure hash algorithms.

Wipro EMaaS uses system passwords that require a one-way hash algorithm to store the password for data at rest. Data in transit and at rest is protected using several methods, including:

- 3DES encryption over Internet Protocol Security (IPSec) tunnels for use with client to site and site-to-site VPNs
- SSL - application layer encryption
- TLS - mail gateway-to-gateway connections are enabled for TLS by default with AES 256 encryption and can be enforced so that mail is delivered encrypted to the destination customer mail gateway



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.

The Wipro EMaaS solution complies 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.

FIPS 186-4 provides specific techniques and algorithms for the generation and verification of digital signatures that can be used for the protection of data. Team Wipro ensures all digital signature solutions are FIPS compliant. Our solution ensures message integrity, User Authentication, Non-Repudiation, Ownership and Control are maintained in our digital signature solutions. Team Wipro implements secure algorithms in digital signatures utilizing secure third-party tools, such as Rivest, Shamir, and Adelman (RSA).



SEC53

The Contractor shall comply with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS.

Team Wipro complies with the Harmonized Security and Privacy Framework - Exchange Reference Architecture Supplement Version 1.0 and as required by CMS.

Wipro EMaaS utilizes industry standard security practices and complies with applicable federal and State laws and policies. Our solution and framework includes security and privacy standard requirements for the following:

- System and Data Classification
- Security Controls
- Identity, Credential, and Access Management
- Secure Infrastructure and Managed Services Computing
- Data Encryption
- Audit Trails
- Continuity of Operations and Disaster Recovery
- Compliance Oversight
- Privacy



SEC54

The Contractor shall comply with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Specifications to build secure web services to implement message content integrity and confidentiality.

Team Wipro complies with the OASIS Web Services Security - Simple Object Access Protocol (SOAP) Message Security Specifications to build secure web services to implement message content integrity and confidentiality.

Wipro EMaaS uses the Connect360 component to expose secure web services, which follows the strict Web Services Security (WSS) standards. These web services use the WSS - SOAP Message Security Specifications, such as the following:

- WS-Security Core Specification 1.1 - describes enhancements to SOAP messaging to provide message integrity and confidentiality. The specified mechanisms can be used to accommodate a wide variety of security models and encryption technologies.
- Username Token Profile 1.1 - describes how to use the UsernameToken with the WSS Specifications.

- X.509 Token Profile 1.1 - describes how to use X.509 Certificates with the WSS - SOAP Message Security Specifications.
- SAML Token profile 1.1 - describes how to use Security Assertion Markup Language (SAML) V1.1 and V2.0 assertions with the WSS - SOAP Message Security V1.1 specification.
- Kerberos Token Profile 1.1 - describes how to use Kerberos tickets (specifically the AP-REQ packet) with the WSS -SOAP Message Security Specifications.
- Rights Expression Language (REL) Token Profile 1.1 - defines how to use the OASIS WSS - SOAP Message Security standard with SOAP With Attachments (SWA) Profile 1.1 messages.

The SOAP messages that are sent within our solution or with external solutions are secured using WSS Security, which is a message-level standard XML digital signature. The confidentiality of the messages is maintained through XML encryption, and credential propagation is achieved through security tokens.

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.

Team Wipro responds 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 will work with the Department to successfully execute the POA&Ms.

Team Wipro's Security Committee works with all relevant groups covering the identified areas to carry out comprehensive risk assessments. We perform annual security risk assessments on our system based on the System Security Plan (SSP). All identified risks are categorized (High, Medium, Low) and a mitigation plan is developed. Respective stakeholder consensus is used in designing the mitigation plan. Once approved, the detailed plan of action including milestones and timeline are communicated to the respective owners. Each risk item in the plan and its remediation are implemented and tested to ensure risk mitigation. After all risk items are closed, Team Wipro performs a risk audit to ensure correctness and identify any changes to the procedures to prevent future recurrence.

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.

Team Wipro ensures all employees and subcontractor personnel providing services under this contract are familiar with and comply with the Business Associate Agreement (BAA) and the privacy and security policies included in the RFP.

All employees engaged in providing services, including relevant third party users such as subcontractors receive appropriate security awareness training on the security policies. Trainings include the following:

- Information Security training
- Customized HIPAA training and BAA compliance requirements
- Fraud Waste and Abuse training
- COBC (Code of Business Conduct) training and assessment
- Privacy training
- Customer specific training - which will cover details from customer security and privacy policies all that apply as per the contractual obligation.



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.

The Wipro EMaaS solution provides logical segregation of our overall solution, components, and network connections with other entities and prevents any unauthorized disclosure of the States' data.

Team Wipro ensures full segregation of solution, system and network components, network connections, data hosting with any other entities or business that Wipro services. Segregation is achieved through network routing, dedicated circuits or connections, firewall configurations, logical controls and through physical separation of systems and networks. On a monthly basis user account access to the system and physical access are validated. Additional controls such as network monitoring, access provisioning and access reviews are strictly followed in order to prevent any unauthorized access to the State’s data.



SEC58

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

The Wipro EMaaS solution code does not run from a system level account with unlimited privileges such as "root" or "administrator”.

Team Wipro follows the principle of least privileged and access on “need to know” basis. We ensure that this principle is followed not just for employee access, but also for application services or processes. We understand that an application malfunction can harm the entire system if the application runs as "root" or "administrator” and we ensure non-privileged user accounts are used for execution processing.



SEC59

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

Team Wipro ensures the confidentiality, privacy, and security of all state data passing through the Wipro EMaaS solution and subcontractor networks.

Wipro EMaaS deploys security on multiple layers to meet confidentiality, privacy, and security requirements. Our information security policy focuses on availability, confidentiality, integrity and privacy of the data that is applicable across the organization. Wipro ensures that the security policy

is followed by all Wipro employees, contractors, subcontractors and their infrastructures.

Wipro uses Basic and Enhanced Organizational and Technical controls to address the availability, confidentially and integrity.

Basic Organizational and Technical controls include the following:

- Standardized hardened Operating System (OS) image with security policies pushed as part of the image
- Host systems installed with Anti-virus including VirusScan+AntiSpyware built in
- DLP Endpoint Console in device control and based on the account and customer requirements, and DLP endpoint controls for content monitoring are put in place
- All employees including subcontractors sign a Non-Disclosure Agreement (NDA) to ensure an awareness of client requirements, engagement sensitivity, and Wipro policies with regard to the use of IT assets for business purposes

Enhanced Organizational and Technical controls include:

- Write-disabled USB ports at the registry level
- Disabling Bluetooth, memory card readers and wireless ports
- Restricting admin rights based on services needed
- Data encryption
- Removing CD-ROMs and CD-Read-writer software



SEC60

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

The Wipro EMaaS solution establishes and implements emergency access procedures for the Department to obtain secure access to module data during an emergency. Team Wipro will work with the Department to obtain approval on the emergency access procedures.

Wipro EMaaS implements access procedures that provide users with rights and privileges to access and perform functions using information systems, applications, programs, or files necessary for a business to operate under emergency conditions. This includes standard Access Control for the following:

- Assigning a unique name and/or number for identifying and tracking user identity
- Establishing and implementing as needed emergency access procedures for obtaining necessary ePHI during an emergency
- Implementing a mechanism to encrypt and decrypt ePHI

Team Wipro will work with the agency to ensure that necessary changes are made (e.g. providing emergency VPN access, rerouting of network, etc.) to enable access to the module data.



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.

The Wipro EMaaS solution contains measures to protect data from improper alteration or

destruction including authentication mechanisms and corroborates that the data has not been altered or destroyed in an unauthorized manner.

Wipro EMaaS ensures message authentication and non-repudiation mechanisms, such as PKI (Public Key Infrastructure), are implemented in critical applications. Validation checks ensure validity and sanity of data. In the case of sensitive data, additional controls are incorporated, such as encryption. Policies and procedures are also implemented to govern the receipt and removal of hardware and electronic media that contain ePHI.

The following are the key design principles adopted by Team Wipro designers and developers in ensuring adequate security controls:

- Minimize attack surface area
- Establish secure defaults
- Principle of Least privilege
- Principle of Defense in depth
- Fail securely
- Don't trust services
- Separation of duties
- Avoid security by obscurity
- Keep security simple
- Fix security issues correctly
- Role Based Access Control

Team Wipro's secure coding practices are aligned with industry leading practices such as OWASP, CERT and SANS.



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.

Wipro EMaaS displays a security-warning banner prior to allowing entry into the system. The solution has security warning banners and headers and footers that adhere to Federal, state, and other applicable standards that are prominently displayed introductory screens.

As part of Team Wipro's security requirements, every login screen of critical systems (not limited to servers, desktops, network devices, and internal web portals) include a login banner message. The login banner is displayed before prompting system login screens. We will ensure the warning banners and headers and footers adhere to Federal, state, and other applicable standards and are prominently displayed on the introductory screens of EMaaS.

Team Wipro will work with the agency to design and develop standard security warning banners, headers and footers.



SEC63

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

Team Wipro utilizes cloud-based technology wherever advantageous to maximize the efficient and effective utilization of technology. Team Wipro uses a Cloud first motto to leverage Cloud services to gain maximum value and also to future proof the solutions.

Wipro EMaaS is a SaaS solution, which utilizes best of breed Cloud SaaS, PaaS and IaaS offering to deliver a cutting edge solution to its customers. Engage360 uses Salesforce Community and Service Cloud SaaS offering hosted on government cloud, while Financials360 uses Microsoft Dynamics 365 which is a SaaS offering on Azure platform. Content360, Connect360, Reports360 and a portion of Claims360 are all hosted on Amazon Web Services (AWS). Wipro EMaaS also uses some of the PaaS offerings available on AWS to serve the overall needs of the solution. Each of the solutions are carefully selected and architected into a fully integrated cohesive solution by Team Wipro to achieve maximum benefit.



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.

Team Wipro ensures user account access is reviewed on a quarterly basis at a minimum. As roles and responsibilities change user accounts are appropriately disabled or modified.

User account creation and deletion occur per the agreed upon and required user access control procedures. The applicable authoritative sources provide information related to user account creation, maintenance and deletion periodically to the system owners and are responsible for defining the access privileges for user roles. Access privileges for user roles are based on input from the authoritative source. User access rights are reallocated or appropriate access rights are allocated on need to know basis.

When the user moves from one project, function, or organizational division to another the user access rights are:

- Reviewed and revoked in the applications or systems in use within the current project, function, or division
- Reallocated or appropriate access rights are allocated on need to know basis

Team Wipro performs reviews quarterly or as needed to ensure compliance.



SEC66

The Contractor's solution shall meet the minimum password requirements below:

1. Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
2. Minimum password length: 8 characters
3. Contain characters from 3 of the following 4 categories
    a. English uppercase characters (A through Z)
    b. English lowercase characters (a through z)
    c. Base 10 digits (0 through 9)
    d. Non-alphabetic characters (for example, !, $, #, %) (these will not work when logging into ReRite from Toshiba printers ... not on the key pad)
4. History: Cannot reuse a password for 24 password changes, user cannot reset password again for 24 hours
5. Expiration time frame: 60 day
6. 6. Lockouts for failed attempts – account locks after 3 failed attempts, will unlock after 15 minutes

The Wipro EMaaS solution meets the minimum password requirements including the following:

- Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Minimum password length: 8 characters
- 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-alphabetic characters (for example, !, $, #, %) (these will not work when logging into ReRite from Toshiba printers ... not on the key pad)
- History: Will not reuse a password for 24 password changes, user cannot reset password again for 24 hours
- Expiration time frame: 60 day
- Lockouts for failed attempts – account locks after 3 failed attempts, will unlock after 15 minutes

Users are authenticated before accessing servers, network devices, applications, desktops, laptops, mobile devices and managed technical devices. Team Wipro's password policy is defined for creation of strong passwords, establishes procedures for secure handling and maintenance of passwords and provides guidance on password usage.



SEC67

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

The Wipro EMaaS solution tracks disclosures of electronic Protected Health Information (ePHI); provides authorized users access to and reports on the disclosures. Team Wipro will work with the Department to define the appropriate users that should have access to and reports on.

Team Wipro's Information Security Incident Management Policy establishes the procedures for managing and escalating logical and physical security incidents or violations. Internal teams carry out investigations, including forensic analysis and incident closure. A communication and escalation matrix is documented to report security breaches and all relevant stakeholders are informed and notified at the event of a security breach. In line with contractual commitments and local regulatory requirements, customers are notified of any incident related to a breach or loss of data.

Team Wipro complies with the following:

- Provisions for Administrative Simplification under the HIPAA of 1996 and ensures the confidentiality, integrity, and availability of ePHI
- Provides safeguards as described in the October 22, 1998 State Medicaid Director Letter, Collaboration of Data Sharing between State Medicaid and Health Agencies
- Perform regular audits
- Support Incident reporting



SEC68

"The Contractor shall support the State in developing a Privacy Impact Analysis for each module or module component that includes the following information:

- 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

Team Wipro will work with the State in developing a Privacy Impact Analysis for each module or module component including 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

Team Wipro's current security management utilized for our other engagements includes detailed procedures for using PII or PHI and the types of data that will be collected.

Team Wipro provides full transparency when a security impact occurs. We report to the state agency's Security Officer any security incident or unauthorized use of PHI immediately upon becoming aware of such incident and take immediate action to stop the continuation of the incident.

Team Wipro will provide the agency's Security Officer with a description of any remedial action taken to mitigate any harmful effect of the incident and a proposed written plan of action for approval that describes plans for preventing any such future security incidents.

Team Wipro's Security Team will conduct a post incident review with relevant stakeholders to ascertain the efficiency of our security controls to avoid the recurrence of the incident.

Team Wipro has developed a Privacy Framework in line with HIPAA and NIST guidelines (NIST_HIPAA_SP-800-66-Revision1). This involves conducting a Data BluePrint or Data Visibility exercise to understand the exposure to PHI data, Team Wipro resources may have while working on service delivery. Respective controls as mandated by HIPAA are implemented and assessed through internal audit processes. Typically, applicable controls include those specified in 45 CFR Part 164 - Sections § 164.308, § 164.310, § 164.312, § 164.314, § 164.316of HIPAA.

We will work with the State and any other State designated entities to develop policies and procedures that ensure a secure environment.



SEC70

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.

Team Wipro provides 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.

Team Wipro has developed robust in-house data de-identification and redaction algorithms that are tested and have been utilized for several years. We have also developed algorithms that can be used to re-identify the data and maintain the referential integrity of the data per the guidance provided by the Office for Civil Rights (OCR) to meet HIPAA requirements.



SEC71

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.

Team Wipro has a robust process to perform data masking, sanitizing, scrambling, or de-sensitizing sensitive data when extracting data from the production environment for use in non-production environments.

Team Wipro has developed algorithms with the ability to de-identify all PHI identifiers as defined in the HIPAA privacy rule. The algorithms replace current values (original data) with scrambled or invalid values. The algorithms are tested in a staging database before the data is made available for further customer testing. Additional checks are performed to ensure the algorithm is executed successfully and before being used for customer testing. Access to algorithms is strictly limited to the developers who require access.



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.

Team Wipro reviews and identifies any unneeded hardware, software and licenses. We will provide recommendations to the State for review monthly. Upon approval, assets that are no longer needed will be decommissioned.

Team Wipro maintains a full inventory of all hardware, software and licensed assets. Wipro conducts monthly reviews and documents all assets that are no longer needed in the inventory. Team Wipro will provide recommendations to the State for assets that should be decommissioned and upon approval from the State; we will decommission any unneeded assets.



SEC82

The Contractor's transmission security shall use, at a minimum, TLS 1.2, SHA 2 with a minimum of a 2048 bit key, or a more advanced industry standard transmission security protocol.

The Wipro EMaaS solution uses, at a minimum TLS 1.2, SHA 2 with a minimum of 2048 bit key or other approved, more advanced methods to encrypt and secure all communications.

Team Wipro will implement stringent cryptography that meets this requirement or a more advanced industry standard transmission security protocol. For data traversing through public networks, we utilize VPN for access. These VPNs are typically SSL VPNs, IPSec VPNs with high level of encryption and security built-in. All of our mail gateway-to-gateway connections are enabled for TLS by default with AES 256 encryption.



SEC83

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 ninety (90) calendar days of the report submission to the Department.

Team Wipro provides the completed reports with the results of the service organization control (SOC) 1 Type II audit annually on date identified by the State. Team Wipro will provide a mitigation plan for all areas of non-compliance. Issues found to be non-compliant will be corrected within ninety (90) calendar days of the report submission to the Department.

The Wipro EMaaS solution is hosted from a SOC 1 Type II attested datacenters. Team Wipro performs SOC 1 Type II audits annually and shares the reports with our customers as they request or annually on a date identified by the State. Team Wipro performs extensive audit reporting within healthcare and other business functions. Having gone through multiple audits, we understand the audit requirements very well and successfully navigate through them. Using our mitigation plan, we will rectify all non-compliances within the ninety (90) calendar days of the report submission to the Department.

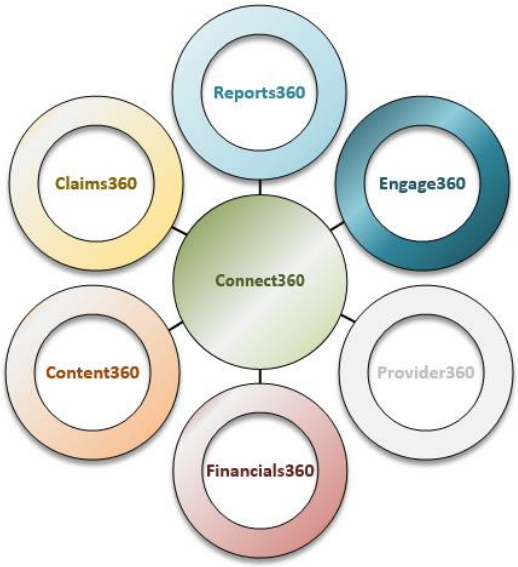
3.10.1.3 HOSTING AND ENVIRONMENTS

This section addresses hosting and environment requirements. The Department expects the delivery of the solution/services to be seamless with the hosting environment providing the flexibility to integrate other solutions for security and regulatory purposes in the future, and be cost-effective and scalable. 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-18) SOC 2 Type II compliant.

In their response, the Offeror must describe in detail their approach to solutions and services that meet State and federal regulations and each of the Hosting requirements detailed in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

The **Wipro EMaaS** system's SaaS design allows for seamless integration into the State of Montana's existing and future environments.

Team Wipro's cloud-based environments allow EMaaS to be scalable. By taking advantage of auto-scaling capabilities, Wipro EMaaS is able to scale vertically (adding more power to a host) or horizontally (adding more hosts) to accommodate increases and decreases in system demand. Cloud-based services in the EMaaS systems are cost effective by taking advantage of the "pay-as-you-go" approach. All cloud-based components of EMaaS are FedRAMP certified. Data center services and application have been security tested for HITRUST, SOC 1 and SOC 2 security requirements and complies with NIST requirements contained within these security protocols. The application will complete testing and compliance with NIST 800-53 Rev 4 Security protocols during the implementation phase of the project.



Wipro EMaaS is a 100% SaaS solution scalable to meet requirements of States across all tiers. Implementing security through Amazon Web Service (AWS) Identity and Access Management (IAM) allows Team Wipro to create users, groups, and roles. This secures access to Wipro EMaaS components and stored data through a single point of entry. IAM's built in federation allow for Single Sign-On (SSO) to all modules. The SSO uses Lightweight Directory Access Protocol (LDAP) and Security Assertion Markup Language (SAML) 2.0.

The following diagram depicts the hybrid multi-cloud deployment view of Wipro EMaaS.

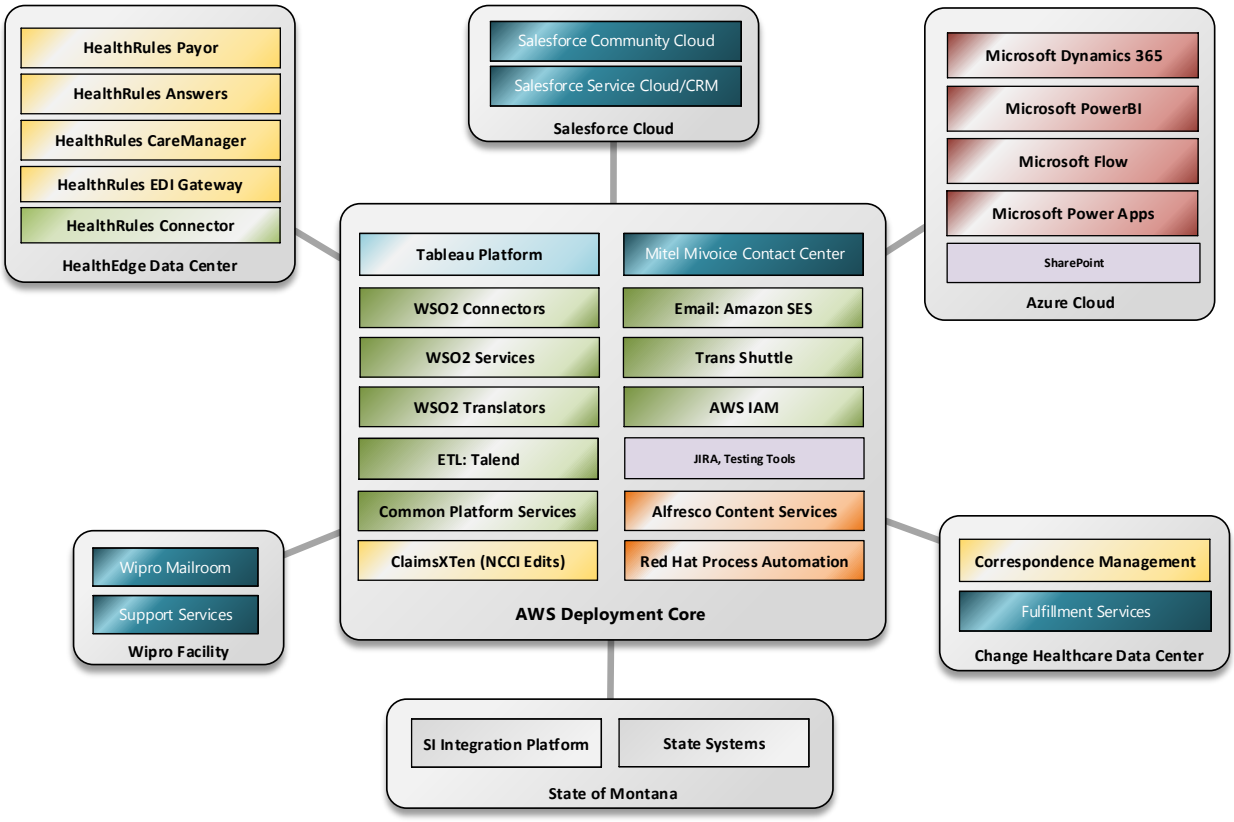


Figure 3-12: Deployment View of Wipro EMaaS

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.

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 Wipro EMaaS solution provides the State of Montana with the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity.

The Wipro EMaaS access is built around AWS IAM. With AWS IAM's built in federation, EMaaS has SSO to all components using LDAP and SAML 2.0. The model of least privilege is applied, which allows users to have only the access they require. All authentication and authorization to the EMaaS components are designed to comply with FedRAMP, NIST, SOC 2 and HIPAA.

Utilizing a SaaS architecture allows for scalability in the infrastructure. As demand for the services change, the Wipro EMaaS system capacity can increase or decrease. Wipro EMaaS allows for vertical (adding more processing power to a host) and horizontal (adding more hosts) scaling based on actual and projected demand. This scalability uses the "pay-as-you-go" approach which saves the State money over traditional on premise hardware.

Burst capabilities is not just addressed at the systems level. Individual hosts also have the ability to increase access to stored data on-demand, allowing the host to access data quickly when additional demand occurs. Implementing secure access using AWS IAM, Team Wipro will be able create

users, groups and roles to provide secure access to the EMaaS components and stored data through a single point of entry.

Implementing a 100% SaaS solution allows the Wipro EMaaS to be flexible and cost effective. AWS IAM allows for integration into other solutions and the interoperability to securely share and exchange data with other agencies. Wipro EMaaS is cost-effective as it is built to allow for scalability and burst capacity to be able to scale in and out on demand reducing the need to purchase on premise hardware just for peak times.



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).

The Wipro EMaaS provides 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, and hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, and disaster recovery).

As a SaaS solution, Wipro EMaaS allows for multiple sessions and environments. As with other SaaS architectures, new EMaaS infrastructures can be deployed on request, building out new and temporary versions of the systems to utilize for production, training, testing, development, and modeling. This is important because with higher demand on production systems, infrastructure will be deployed automatically with no manual intervention, addressing any high peak demands on the EMaaS system. The EMaaS production system can be scaled vertically or horizontally to accommodate additional demands on the system (i.e. open enrollment or the launch of a new services) without procuring new hardware. Once the high demand phase on the production environment has passed, systems can be scaled down, making the EMaaS cost affective compared to legacy on premise hardware.

Training, testing and development for new projects also benefit from this design because these systems can be deployed and launched without any investment in new hardware. In addition, once these systems are no longer needed, they can be terminated thus saving the State money. This multiple environment design allows new processes to move through different stages of development. New process can be designed in a development environment, moved to testing, and finally to integration and to production. This process helps to keep the production environment available and eliminates the risk of deploying code to production that fails.

EMaaS disaster recovery sites are designed to be replicated from the production environment to a different data center, allowing for systems continuity and minimal downtime in the event of a disaster. The same scalability native to the EMaaS production environment also applies to the disaster recover site.

Wipro EMaaS is a scalable and flexible system, which will provide the State of Montana the confidence and stability needed to manage the Medicaid system now and into the future.



ENV09

The Contractor's environments (e.g., development, testing, training and production) 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.

The Wipro EMaaS environments (e.g., development, testing, training and production) are 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 are coordinated and approved by the Department at least five (5) business days in advance.

Access to the Wipro EMaaS SaaS system such as development, testing, training and production is available 24/7. High SLAs of 99.9% plus uptimes are achievable because of the redundant and high availability design. EMaaS Connect360 is built on AWS cloud-based technologies which will utilize multiple availability zones to achieve high availability and up time. By using availability zones in AWS, systems can be clustered together and deployed in separate locations within a region. In the event of a failure in a single availability zone, the EMaaS service will continue to be accessible. Claims360 and Engage360 take advantage of VMware, ESXi hosts and SaaS technologies to provide high availability and 99.9% plus uptimes. With a combination of direct connections, secure VPN, and/or VDI access, States will be able to access EMaaS at any time of the day, other than planned downtime. All EMaaS planned downtime and maintenance outages will be submitted to the Department a minimum of 5 days prior to the requested date for approval. A formal email requesting the outage for EMaaS will be sent by Team Wipro to the Department for approval.

Wipro EMaaS is a robust SaaS solution which will provide the State of Montana with the high availability needed to manage the Medicaid system now and into the future.



ENV10

The Contractor shall provide hosting services that shall meet all functional and non-functional requirements defined in the RFP.

The Wipro EMaaS provides hosting services that meet all functional and non-functional requirements defined in the RFP.

Wipro EMaaS is based on cloud technology and has the capability to provide multiple sessions and environments by utilizing technologies, such as, auto-scaling and expandability. New environments can be deployed in less time and at lower costs than conventional methods of sizing and procuring on premise hardware. Environments, such as, testing and training can be deployed as needed by using infrastructure-as-code tools, such as Puppet and Chef. These environments can be just as easily terminated after they are no longer needed.

Scalability in production environments allow the Wipro EMaaS to be scaled vertically or horizontally to handle additional demands on the system. After the peaks in system demands have slowed, Wipro EMaaS can be scaled back to reduce infrastructure costs. All cloud-based components of EMaaS are FedRAMP certified. Data center services and application have been security tested for HITRUST, SOC 1 and SOC 2 security requirements and complies with NIST requirements contained within these security protocols. The application will complete testing and compliance with NIST 800-53 Rev 4 Security protocols during the implementation phase of the

project. Wipro EMaaS data centers are built with redundancy in mind, from redundant power, Heating Ventilation and Air Conditioning (HVAC), to having Wipro EMaaS housed in geographically diverse locations to reduce single points of failure.

Wipro EMaaS is a robust and fault-tolerant system, which will provide the State of Montana the confidence and stability needed to manage the Medicaid system now and into the future.

ENV11

The Contractor shall identify the physical location(s) where the Contractor's solution is installed and operating. In the event the Contractor is utilizing a SaaS or PaaS-based service the Contractor 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).

Team Wipro will identify the physical location(s) where our solution is installed and operating. Team Wipro will 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). We understand that to the extent possible, the State must have transparent access to this location(s).

The Wipro EMaaS is diversely located in multiple, separate, and geographically diverse locations. All Wipro EMaaS components are hosted and all data stored within the United States. Wipro EMaaS data centers are located in the following areas and regions:

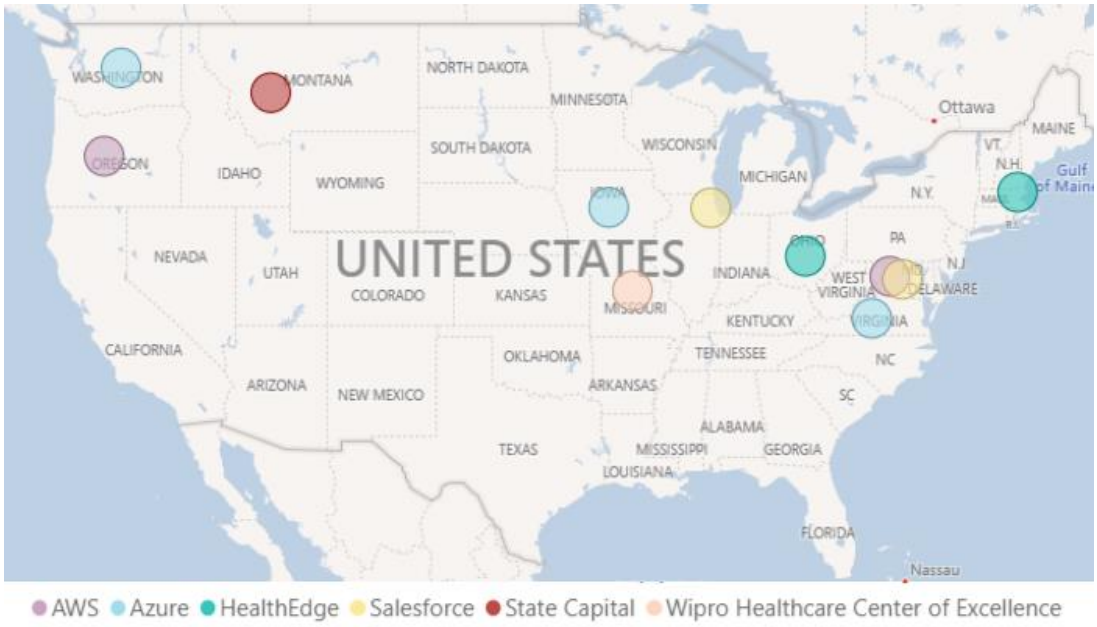


Figure 3-13: EMaaS Data Center Locations

Table 3-1: EMaaS Facility Name and Location

Facility Name	Location
AWS Data Center	Western Region, USA
AWS Data Center	Eastern Region, USA
Azure Data Center	Western Region, USA

Facility Name	Location
Azure Data Center	Eastern Region, USA
Azure Data Center	Central Region, USA
HealthEdge® Data Center	Andover, MA
HealthEdge® Data Center	Columbus, OH
Salesforce Data Center	Ashburn, VA
Salesforce Data Center	Elk Grove Village, IL
Wipro Healthcare Center of Excellence	Jefferson City, MO

Wipro EMaaS data centers are built with redundant facility services such as backup power, heating and cooling, and backup infrastructures. Similar capabilities reside in our disaster recovery sites.

Wipro EMaaS is a 100% SaaS solution. The EMaaS infrastructure, services and procedures are regularly reviewed and audited by third party auditors. We will work with the State to ensure that any gaps identified are addressed and our audit processes and reports are updated to the State's requirements. We will share the results as per the contract.

The Wipro EMaaS solution is deployed into multiple data centers in geographically diverse locations to provide the State with redundancy and high availability. Team Wipro will work with our SaaS solution partners such as Salesforce, Microsoft Dynamics 365, and HealthEdge® to provide the State with sufficient identifying characteristics of the physical location(s).

3.10.1.4 INTEGRATION

This section addresses integration requirements. The Claims Processing and Management Services solution will be required to integrate with the MPATH Integration Platform. The MPATH Integration Platform, administered by the Systems Integration Services Contractor, will enable interactions between MPATH modules via MPATH Integration Platform enterprise messaging services, bidirectional interfaces, data imports and data exports. The Claims Processing and Management Services Solution Contractor must ensure all service endpoints/APIs are clearly defined, exposed to the MPATH Integration Platform and be able to receive and submit messages through the MPATH Integration Platform to facilitate standardized data exchanges. The Offeror must describe their approach in detail to meet each of the integration requirements in Attachment F – Requirements Response Matrix. The Contractor's solution shall include all integrations/interfaces listed in Attachment F - Requirements Response Matrix in their overall fixed price. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Wipro EMaaS Connect360 component provides a robust and flexible integration framework, which is extensible and highly available. WSO2 Enterprise Integrator functions as the Integration Platform (ESB) for the EMaaS solution. It will interface with the State Integration platform to provide end-to-end connectivity across the MPATH enterprise. Connect360 is capable of seamlessly integrating with the MPATH Integration Platform. This integration will enable interactions between MPATH modules through MPATH Integration Platform enterprise messaging services, bidirectional interfaces, data imports and exports. Connect360 uses clearly defined endpoints/APIs, exposes them to the MPATH Integration Platform, and are configured to receive and submit messages through the MPATH Integration Platform to facilitate standardized data exchanges.



Wipro Connect360 component will have an Enterprise Service Bus (ESB) at its core. This ESB will be built using WSO2 integration products WSO2 Enterprise Integrator (EI) and WSO2 API Manager for its integration platform. This framework will serve as the integration module to integrate various EMaaS components (such as Claims360, Engage360, Content360 and Reports360). WSO2 provides various modules such as API management, service virtualization, orchestration, translation, transformation, registries, service traceability, and service mediation. These components are hosted on AWS platform and will be managed by Team Wipro.

Team Wipro understands that the State requires an API Platform to realize multiple capabilities related to API Publishing, API Versioning, API Discovery, API Developer On boarding, API Promotion and Collaboration to better APIs functions and response times. Such API Platforms, popularly called API Management Platforms, have separate modules — API Enablement, API Gateway, API Developer Portal, API Analytics and API Monetization. The API Developer Portal serves the function of API Publishing, API SLA Plans, Managing API versions, Automated and Approval Based API Developer and Partner On boarding Processes, Portal Branding, Setting up of forums for collaboration between API Providers and API Consumers, etc.

Connect360 leverages WSO2 Enterprise Integrator (WSO2 EI) 7.0, which is the open-source hybrid integration platform that enables API-centric integration using integration architecture styles, such as microservices, cloud-native, or centralized ESB. Connect360 will also leverage WSO2 API Manager Platform for the State's requirements. This platform is the best in class because of the following:

- Complies with the design principles laid out as per industry best practice.
- Directly supports the requirements that are laid out in the State of Montana's requirements as out of the box features with minimal customization.
- Simplifies the need for extreme training and experience, thus making platform adoption simpler and user friendly within State's personnel, users and administrators.
- Is a pure play API Management Platform and an acknowledged market leader.

Wipro holds a global strategic partnership with WSO2. We have completed multiple successful WSO2 implementations for our global customers. Reference the below figure titled Wipro WSO2

Alliance for additional details.

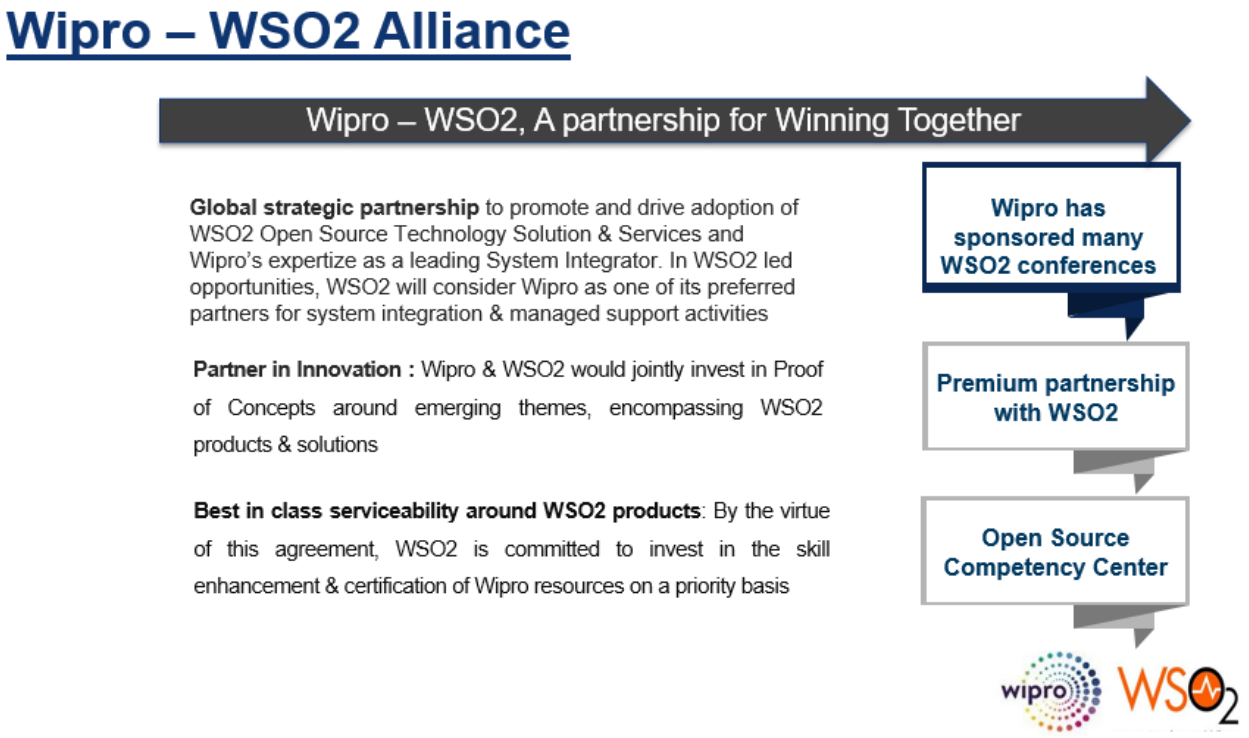


Figure 3-14: Wipro WSO2 Alliance

Wipro has a dedicated group of individuals for Integration Platform-as-a-Service (iPaaS) and API Management Platforms. The practice provides multiple SI services in the areas of Architecture Advisory and Consulting, Implementation and Managed Services.

Connect360 also uses HealthRules Connector, which is a robust, enterprise-class integration layer that provides real-time and batch access to all Claims360 data and functionality, allowing Claims360 to easily integrate with other systems and partners through real-time web services, asynchronous messaging, EDI, batch files, and other protocols. Additionally, Talend is an open source software integration platform that helps EMaaS transform data from disparate sources into business insights for the agency. This platform provides functions and services for data integration, data management, enterprise application integration, data quality, etc.

Connect360 also leverages AWS Identity and Access Management (IAM) services to provide any role-based authentication and authorization needs within the EMaaS Application. This is used by all of the EMaaS components to perform authentications within the solution or federate with the IAM services provided by the State's System Integrator to provide single sign-on functionality. Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix. This will also include the list of all integrations/interfaces that are available with the EMaaS solution during the implementation.



INT01

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

Wipro EMaaS solution has the ability to identify errors in member information and member eligibility transaction and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data.

The EMaaS solution has a data management capability based on a robust and flexible architecture to manage file and records based transactions that is also compliant with MITA Information Management framework. The solution will leverage the Claims360 component to identify any errors either during data loading and/or processing the member information and the member eligibility transactions. The business rules for data validation are configured in Claims360, and errors such as invalid, duplicate, or inconsistent data are captured.

The EMaaS solution leverages its Connect360 ESB to report the errors immediately to the source system. The delivery of the errors can be configured to be sent in real time or batched into an error file or report and sent at the end of the process. Connect360 can be configured with different interfaces and schedules. It supports the industry standard messages in various formats such as JSON, XML, CSV, or flat files. We will use various channels, such as email alerts and real time error responses, to communicate these errors promptly and precisely.

The Connect360 component's API Management layer APIs can be used to identify error and report error details wherever they arise. The solution will provide fault sequences for dealing with errors. When this sequence or proxy server encounters an error, the message will get triggered and the error will be delegated. Whenever any error occurs, the information, Error Code, Error Message, Error Detail and Error Exception, will be shared with the required exception handling system. The reported error can also be shared with any other application through the use of APIs.

These files and error reports are also stored in the Content360 System for further use, analysis and escalation.

Team Wipro realizes the importance of identifying and reporting errors during member data load and processing member eligibility transactions in a timely manner to avoid subsequent manual intervention and reconciliation.



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.

Wipro EMaaS supports retrieval and presentation of data associated with geographic indicators such as by state, by county, by peer group, or other geographical indicators specified by the agency.

Wipro EMaaS features Engage360 interactive portals that help users look up data associated with geographic indicators such as state, county, zip code or other geographical indicators specified by the agency. The data retrieved is presented using an intuitive user interface designed to provide a positive user experience.

Additionally, Melissa Data address standardization and geocoding software is embedded within our

solution for addresses in the United States and Canada. This standardization is leveraged to create flexible and accurate address verification web services. These web services help our portals and external users retrieve user information using the geographic indicators. The services can be invoked directly or via the System Integrator ESB. The Connect360 interface framework features an extensive list of interoperability protocols, including SOA, and standards-based integration approaches using protocols that include REST, SOAP, and Java Application Programming Interfaces (APIs).

Our user-friendly and interactive web portals and user interfaces, along with the web services, will help EMaaS provide user look up and retrieval functions that are reliable and accurate.



INT10

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

Team Wipro will collaborate with the other enterprise module vendors to develop and maintain operational procedures to restore system availability.

Team Wipro will work with the State and module owners to develop the operational procedures based on CMS-defined performance standards and metrics. These procedures include the roles and responsibilities of each stakeholder in detail. Other items documented include the following:

- The contact information and escalation list for all the module vendors
- The process and procedure of periodic maintenance and outage windows
- Detailed information on procedures to undertake in case of unplanned outage

In addition, Change Control Board and Release Coordination reviews, facilitated by the System Integrator, with all the module vendors and the State will be an effective way to mitigate system availability risks.

Upon award of the contract, Team Wipro will work with the agency to ensure our Disaster Recovery and Operations Plans are approved. These plans will be provided to the agency and the module vendors prior to implementation.

Team Wipro appreciates the need for robust system availability operational procedures. We will collaborate with the agency to ensure that we proactively plan for such procedures, so as to ensure system availability according to the requirements outlined by the agency.



INT35

The Contractor shall provide an architecture that has clearly defined service endpoints.

Wipro EMaaS provides an architecture that has clearly defined service endpoints.

Wipro EMaaS features the Connect360 interface which is built using WSO2 Enterprise Integration platform ESB. This ESB will be used to integrate with other module vendors including the System Integrator ESB. The Connect360 component exposes service endpoints and APIs that can be used by other vendors to exchange information with the EMaaS solution. The Connect360 ESB features service endpoints and APIs that are exposed to the Systems Integrator ESB specifically. The figure below titled Connect360 ESB Endpoints provides an example of one of the interactions.

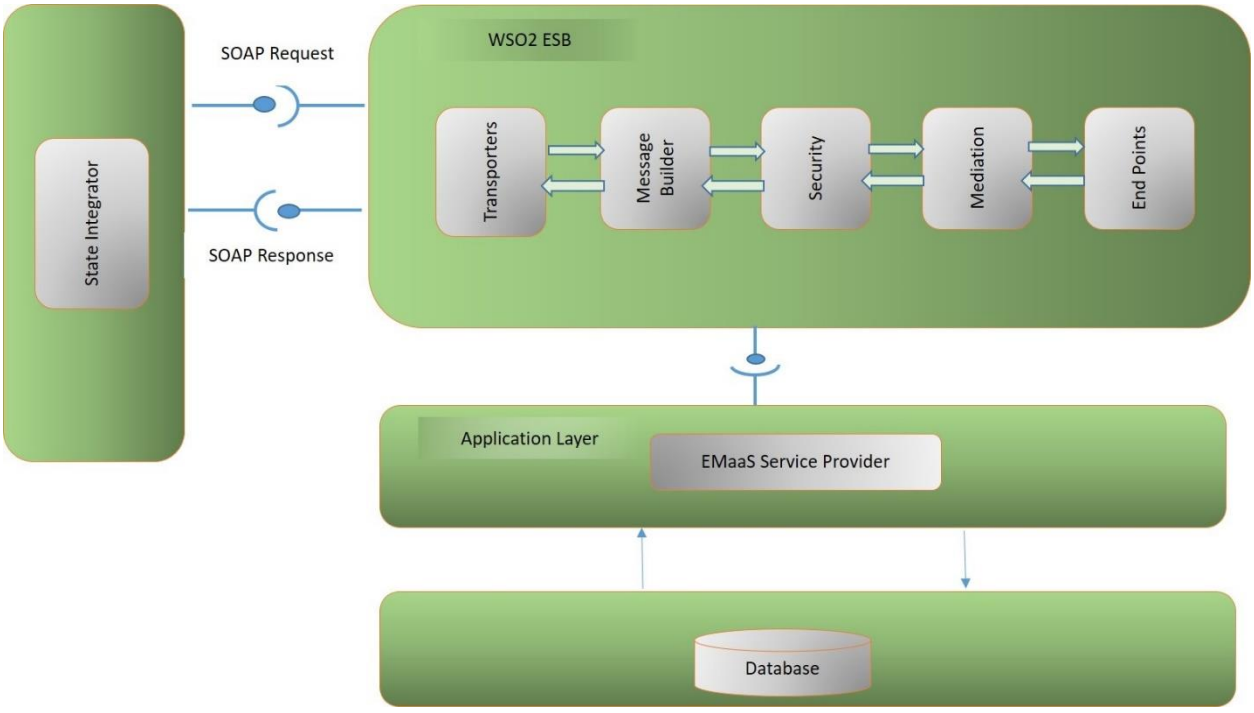


Figure 3-15: Connect360 ESB Endpoints

The Connect360 component, built on WSO2 Enterprise Integration ESB, is a light-weight, component-oriented, Java-based ESB and integration platform that allows the module vendors to connect applications quickly and easily, enabling them to exchange data. This enables easy integration with the disparate systems, regardless of application architecture and technologies. Messages between the various module vendors and EMaaS can be exchanged using various protocols, such as Web Services, Java Messaging Services (JMS), Java Database Connectivity (JDBC), and Hypertext Transfer Protocol (HTTP).

Connect360 enables standards-based interaction exchange between EMaaS and State's ESB.

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.

Team Wipro provides the agency and its IV&V Contractor any required technical, functional, and performance documentation for the solution in order to support IV&V reporting needs identified in the most current version of MECT.

Team Wipro uses standard SDLC processes to document the technical, functional, and performance reports. These documents will be developed during the design and development phase and reviewed and approved by all stakeholders and quality teams. This documentation will then be stored on the Content360 Content Management system for easy access and use by the agency and IV&V contractor.

Team Wipro will work proactively and collaboratively with the agency and IV&V Contractor by creating detailed documentation that meets the expectations and adds value to the overall understanding of the solution.



INT52

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

Team Wipro collaborates with all State enterprise contractors and solutions to accurately collect, process, and distribute applicable EDI transactions.

The State enterprise contractors and solutions can exchange ASC X12 5010 and NCPDP D.0 formats in either batch or real time. They can exchange this data either by uploading the files on the Provider Portal or via the Connect360 ESB. The EDI files that are sent via the Connect360 follow operating and connectivity rules and will use HTTPS protocol for secure communication via the public Internet (SOAP WSDL). At a minimum, we will exchange the following files and real time transactions:

- 270 – Health Care Eligibility/Benefit Request
- 271 – Health Care Eligibility/Benefit Response
- 276 – Electronic Claim Submission System Request
- 277 – Electronic Claim Submission System Response
- 820 – Premium Payments
- 835 – Healthcare Claim Payment Advice
- 837D – Healthcare Claim – Dental
- 837I – Healthcare Claim – Institutional
- 837P – Healthcare Claim – Professional
- 999 – Functional Acknowledgment

Highly automated systematic processing of the EDI transactions is achieved through the Connect360 integration layer and the Claims360 EDI Gateway. Connect360 is a robust, enterprise-class integration layer that provides real-time and batch access to all Claims360 data and functionality, allowing Claims360 to easily integrate with a wide variety of other systems, partners, and exchanges. Connect360 handles all integration of inbound and outbound EDI transactions with Claims360.

Core functions within Connect360's integration layer is a set of standard loaders. These loaders can be used to load data into Claims360. The standard loader framework performs the loading of core entities, such as members, subscriptions, providers, and claims/encounters. We have simplified formats that allow the use of flat files, which promotes easy integration with Extract, Transfer, and Load (ETL) tools. The XML entity loader framework uses XML files to load data with high-fidelity resolution. File formats include each and every attribute of the loaded entities thereby enabling a great deal of complexity.

The Claims360 EDI Gateway component supports all of an organization's HIPAA transactions while conforming to the mandates outlined in the CAQH CORE Operating Rules. Transactions are processed by a workflow component that manages all front-end processes including Trading Partner Validation, customizable HIPAA Compliance checking, archiving, error reporting, removal of non-compliant transactions from a file, and many other functions. Transactions (including all data elements) are immediately available for searching and viewing via standard customizable browser screens and standard soap based web services. Claim transactions (837), Enrollment transactions (834), and (835) transactions are supported by a distinct Payer Processing Module that allows staff to monitor the status of batches of transactions, work individual exceptions, and view original submitted EDI browser-based business reports. The State enterprise contractors and solutions are

required to successfully complete setup and test end-to-end in our test system before they are allowed to submit EDI transactions in the production EMaaS system.

Our EDI solution has been providing hosted healthcare technology solutions to more than 2,000 hospitals and health systems for more than 30 years. We have direct connections to over 1,900 payers and continue to add payers at the request of our customers. We can consume and transmit required transactions with a wide range of trading partners.



INT54

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

The Wipro EMaaS solution is capable of requiring, capturing, and maintaining the 10 digit NPI.

Wipro EMaaS has comprehensive data structures to save and maintain various data elements related to provider information. The unique 10-digit NPI and taxonomy, if applicable, is captured through various channels, namely the Web Portals, IVR, and EDI transactions. The captured NPI number is validated against the National Provider Enrollment System and is stored in the database for further use and processing. Each provider submitted on the claim is uniquely identified with the NPI. Claim information can be retrieved using call type, NPI number, inquirer's name, representative's ID or name, provider name, or a combination of these.

Our comprehensive data structures and business validations ensure that accurate and timely required information is available to adjudicate the claims correctly.



INT55

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

Wipro EMaaS is configurable to accept the NPI in all applicable standard electronic transactions mandated under HIPAA.

The Wipro EMaaS solution is configurable in accordance with federal and state requirements, and aligns with industry standards such as HIPAA X12, NCPDP D.0 and other CAQH Core 1, 2 and 3 Rules. The solution is extensible and capable of exchanging standard EDI transactions within the State's healthcare enterprise. The NPI is used to identify the healthcare provider in the standard inbound HIPAA transactions such as 270, 276, and 837. Our EDI Gateway translator will be configured to accept and save NPI numbers in our enterprise data model.

This extensible and easily configurable EMaaS solution will ensure that all business rules related to NPI and EDI transactions are implemented and valid EDI transactions are accepted per the HIPAA standards.



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.

Team Wipro ensures all hardware, software and communication components to be installed for use by State Staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite including Internet Explorer; and current technologies for data interchange.

Team Wipro will ensure that any system and product implemented and subsequent upgrades or releases remain compatible with the State supported software. We have a mature process to ensure the software stack is kept current to the latest versions. We ensure that the fix packs and security fixes are applied in a timely manner. We will ensure that email notifications are sent to the agency and module vendors, including detailed release notes for major and minor versions, patches, updates, and fixes deployed to the Test, UAT, and Production environments.

We understand the State will continue to upgrade the versions/releases of Microsoft Operating System, Office Suite and Internet Explorer and current technologies for data interchange. Team Wipro collaborates with the State to ensure our SaaS-based solution remains compatible with the version/releases used by the State staff.

Using the robust configuration and release management process will ensure that all hardware, software, and communication components are up to date and free of security and performance issues.



INT61

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

Wipro EMaaS accepts electronically submitted documents through various channels. Internal and external stakeholders are able to upload these documents through the web portal, email, fax, EDI gateway, etc. These documents are indexed and maintained in electronic format in our Content360's content management repository. Documents are accessible to stakeholders through the Engage360 portal.

Our solution ensures that stakeholders can easily access, upload, and view current and historical documents in one place, allowing a holistic view of their data on the EMaaS system.



INT62

The Contractor's solution shall ensure information and event notifications include aggregated and integrated information.

The Wipro EMaaS solution ensures information and event notifications that include aggregated and integrated information.

The EMaaS solution tracks all transactions exchanged through the Connect360 integration layer. Notification services ensure all information and event notifications are created when defined conditions are met. These services convey information and notifications which include aggregated and integrated information.

Compliance and custom edit rejections are controlled in the EDI gateway, which has monitoring and alerting in place on the system to ensure proper validation and processing of all transactions. Audits are performed on regular scheduled intervals to ensure all transactions are processed in a timely manner. The audit reports and event notifications include aggregated and integrated

information.

Additionally, Team Wipro leverages industry standard monitoring tools and frameworks, such as IBM QRadar Security and Splunk.

- QRadar is used to perform security log monitoring and to log network infrastructure.
- Splunk is used to perform application logging, application security monitoring, application performance/log reviews, and infrastructure availability monitoring.

We will create alerts to monitor for and respond to specific events in real time or on a schedule.

Various reports, information, and alerts generated are aggregated and integrated into event notifications that can be electronically disbursed to the appropriate users and groups. Reports are also published on the Content360 component and are made accessible via the Engage360 portals.

This well-rounded monitoring and notification process ensures that the agency is able to access the health and status of EMaaS and all of its components.



INT63

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

Wipro EMaaS has business process orchestration in an event-driven environment that maximizes process automation.

Our Content360 features Red Hat Process Automation Management (PAM) workflow engine, which provides a full workflow capability that can orchestrate short or long-term processes. These processes give the functionality needed to provide event driven and automated processing. Where it is required to orchestrate processes spanning multiple backend services, Red Hat PAM tasks can be exposed as Web Services and orchestrated by an external Business Process Manager. When specific data is created or modified, a relevant internal event is fired. When a configured workflow is enacted by one of these events, a notification is sent to a user, group of users, or work queue that an action of interest has occurred. The business process is completely automated based on the event that triggers the workflow.

Our Connect360 component and related integration services technology leverages the WSO2 for orchestration and provides a robust, service-oriented integration layer for mediating all integration between the Claims360 component and other external systems for enterprise integration. Real time claims and eligibility inquiry events trigger automated functions to process these transactions. The mediation modules utilize the following: A subset of the BPMN 2.0 standard, WS-BPEL 2.0 and BPEL4People standards, and WS-Human Tasks. Powered by the Activiti BPMN Engine 5.21.0 and Apache Orchestration Director Engine (ODE) BPEL engine, the Business Process runtime in EI comes with a complete web-based graphical management console, enabling users to easily deploy, manage, view, and execute processes as well as human tasks.

This event-driven architecture ensures reuse of rules and services and maximum process automation.



INT65

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

Wipro EMaaS provides the ability to share and federate data with other data-sharing partners.

Our team will collaborate and coordinate with the respective partners to design, develop, and maintain data sharing mechanisms and plans. We will establish connections with existing and new trading partners as they are established. Each trading partner is identified and documented in an Interface Matrix for tracking information, such as data type, format, protocol, and connection types. The Interface Matrix will be developed and finalized during the development phase of the project. We will collaborate with each trading partner and reach agreement to share and federate data. Connect360 has the ability to securely share and federate data from multiple data-sharing partners. Multiple adapters, formats, and protocols are supported on the platform which can connect various systems. The different types of connectors, such as SOAP based, REST based, and JAVA API-based connectors encapsulate third party API calls and ensure high connectivity and make the agency future ready.

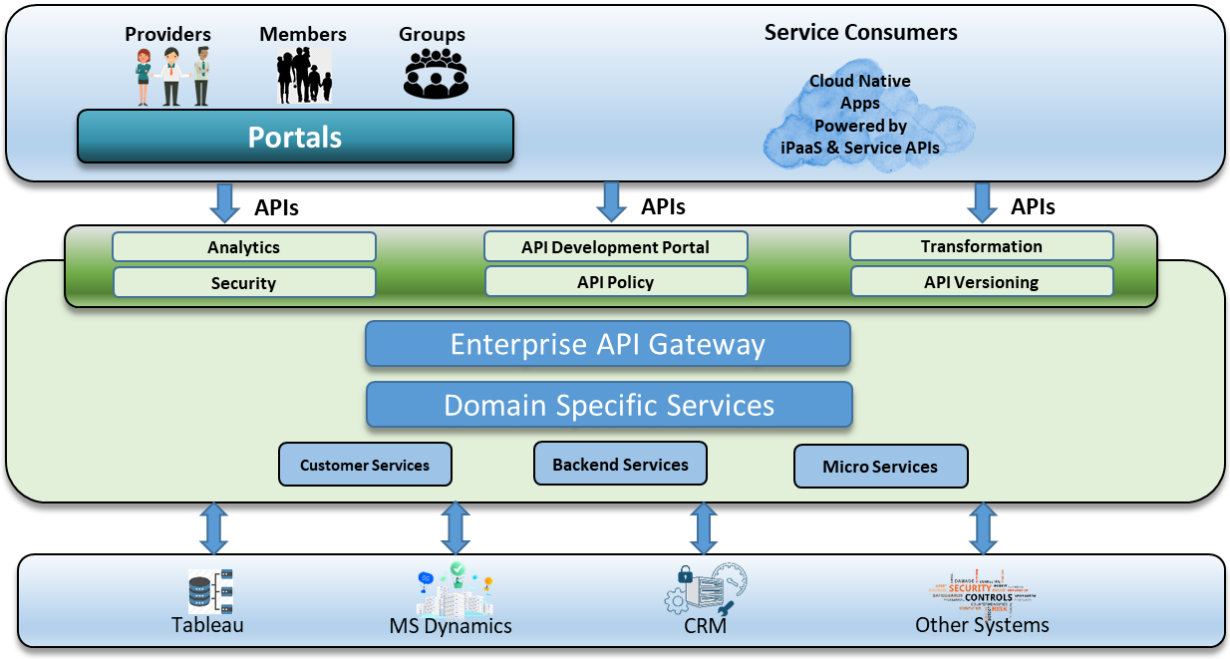


Figure 3-16: Connect360 Digital Reference Architecture.

The Data Sharing Plan and Interface Matrix ensures that all processes and procedures are outlined clearly with partners for efficient sharing and federating of the enterprise data.

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 Wipro EMaaS solution's Connect360 in conjunction with the EDI Translator provides the ability to create/edit, receive and process X12, NIEM standardized transactions and NCPDP D.0 transactions.

The end-to-end solution complies with National Information Exchange Model (NIEM) for interface file exchanges. The solution is also compliant with HIPAA X12 and NCPDP D.0 standards for EDI transactions. EMaaS Connect360 ESB will be federated with the Systems Integrator ESB to provide connectivity with other partners.

The Engage360 portals and Connect360 ESB accepts and processes all published healthcare industry standard X12 files in batch and real time (i.e. 270, 276, 837) and also allows providers to manually key healthcare claims, which will generate standard X12 claims for processing. These inbound X12 transactions are processed by the Claims360 component that has the ability to create outbound X12 transactions in both batch and real time (i.e. 271, 277, 835).

Wipro EMaaS interface services provide inbound and outbound interfaces that comply with National Information Exchange Model (NIEM) and HIPAA-compliant standards.

Our EDI capabilities are time proven, help efficiently exchange transactions with trading partners, and are in compliance with HIPAA and NIEM standards.



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.

Team Wipro will collaborate and coordinate with the State Integrator Platform to automatically report system availability to the SI availability solution. We understand that the frequency of each module component verification will be defined by the Department.

Wipro EMaaS implements industry standard monitoring and reporting practices using standard tools such as Splunk. Splunk is used to monitor application logs, security, system performance, and infrastructure availability. Splunk will share the notifications, reports, metrics, and information regarding system health to the SI platform at a pre-defined frequency.

This robust monitoring and automated data federation between EMaaS and the SI Availability solution will ensure timely intervention and provide a status of overall health of the system.



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.

Team Wipro identifies and describes 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.

Team Wipro has listed all the software and associated licenses in the Attachment L - Technology Matrix, which includes the version, license type, number of licenses and other requested information. The Technology Matrix is maintained throughout the contract to reflect the latest configuration in production as changes are made through the approved change management process. We will procure sufficient licenses for the optimum utilization and performance of the solution.

The solution is built using 100% multi-tenanted SaaS architecture. The cloud-based architecture provides a robust and redundant infrastructure that achieves maximum uptime, reliability, and fault tolerance for critical data, applications, and services. The cloud model also provides an elastic and scalable infrastructure to allow for changing demands and sufficient bandwidth to ensure maximum accessibility and performance.

Wipro EMaaS components are hosted in hybrid multi-cloud environments for both production and

disaster recovery. Significant features of our SaaS deployment architecture include the following:

- Logical separation of web server, application server, and database layers
- Fault tolerance with high availability
- Built-in load balancing for performance
- Replication to the disaster recovery environment for efficient recovery

This robust architecture, which is scalable and elastic, ensures maximum uptime and performance of the system. This architecture also ensures that the system is accessible, reliable, and is fault tolerant while ensuring acceptable performance.



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.

Team Wipro analyzes and understands the business processes to automate and orchestrate appropriate workflows, business rules, data flow and metadata within the EMaaS and other module solutions. Team Wipro will collaboratively work with the SI to ensure that the enterprise integration is accomplished per the agency's expectation

Wipro EMaaS automates business processes and reduces the manual interaction with the help of workflows, business rules, data flow and metadata, etc. Claims360 automates business processes and improves the claim throughput without manual intervention. The configurable business rules automate business process orchestration by configuring edits, validations, and eligibility determination.

Content360 features Red Hat Process Automation Management (PAM) workflow engine that provides a full workflow capability, orchestrates short or long-term processes, and provides the functionality needed to provide event-driven and automated processes. When specific data is created or modified, a relevant internal event is fired. A configured workflow will be enacted by one of these events to notify a user, group of users, or work queue that an action of interest has occurred. The Business process is completely automated based on the event that triggers the workflow.

Connect360 and related integration services technology leverages the WSO2 for orchestration and provides a robust service-oriented integration layer for mediating all integration between Claims360 and other external systems for enterprise integration.

The automation of the business process orchestration lowers the administrative cost and maximizes the claims throughput and claim adjudication accuracy rate.



INT77

The Contractor's solution shall provide a highly automated systematic processing of healthcare claims and eligibility transactions.

Wipro EMaaS provides a highly automated systematic processing of healthcare claims and eligibility transactions.

The EMaaS solution is a robust, scalable claims and eligibility processing system which is capable of highly automated systematic processing of healthcare claims and eligibility transactions. It includes end-to-end automation, from intake to claims adjudication and payment.

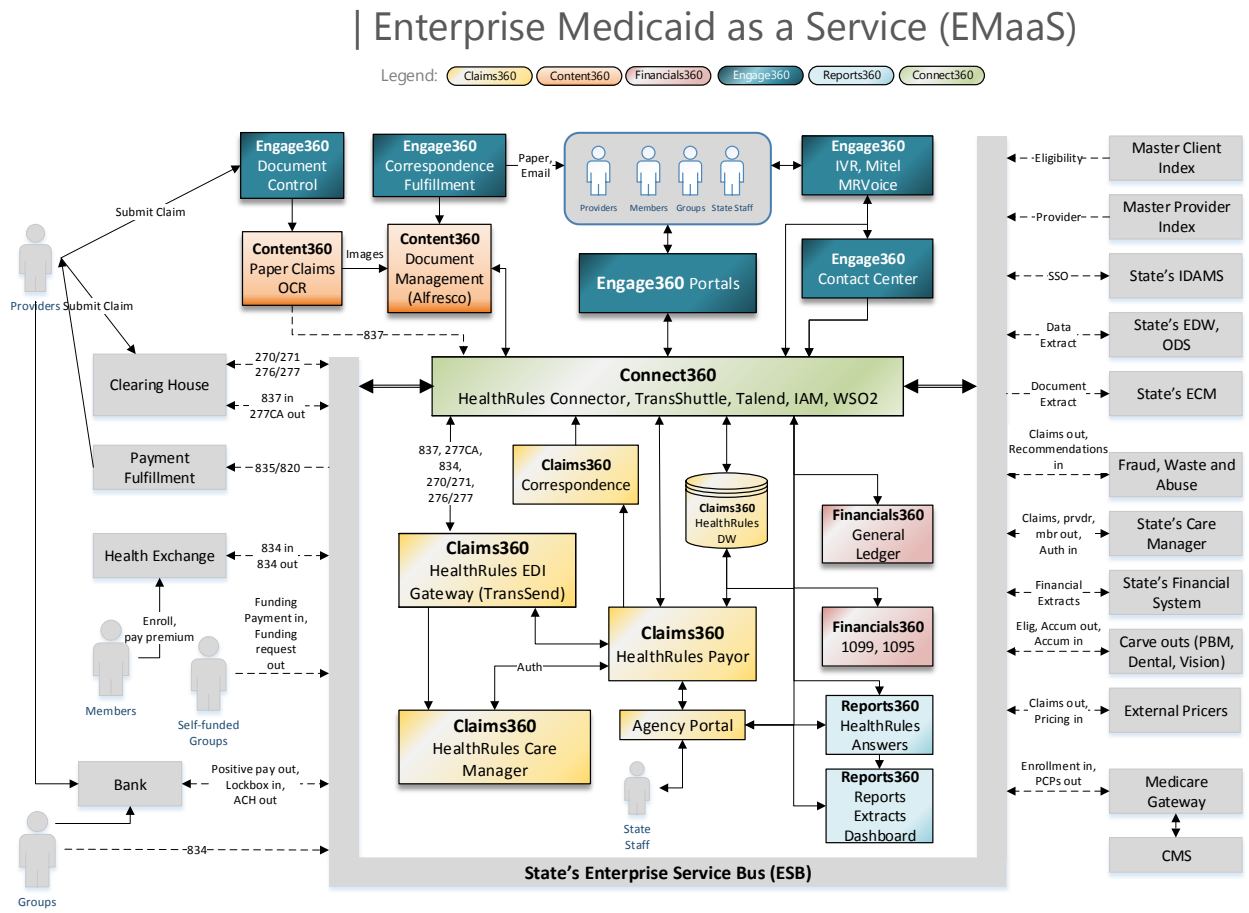


Figure 3-17: EMaaS Solution

Connect360 and Engage360 facilitate intake of claims and eligibility through direct entry, real-time and batch upload processes. Connect360 standard loaders are used to load data into Claims360. The standard loader framework performs the loading of claims and eligibility transactions through simplified formats that allow the use of flat files, which promotes easy integration with ETL tools.

Claims360 leverages the HealthRules EDI Gateway to accept and validate X12 EDI transactions, and the integrated ClaimXten code-auditing tool for automated NCCI editing. Business Rules can be configured to systematically process claims and eligibility transactions. Claims360 validates fee-for-service and encounter claims against benefit plan information, including coverage, type of provider, procedure/service, copay, taxonomy, and diagnosis, among others. Claims360 is also capable of receiving eligibility files in various formats (834, proprietary, etc.) which can be loaded/processed based on validation rules/policies specific to the trading partner source. These business processes can include matching algorithms specific to the inbound file source based on quality and location of data to improve overall accuracy.

The fully integrated, highly automated and configurable system is an efficient and holistic way to process the healthcare claims and eligibility transactions.



INT78

The Contractor shall provide an environment where components can be added or replaced quickly.

Team Wipro provides an environment where components can be added or replaced quickly.

The Wipro EMaaS solution is built using a Service Oriented Architecture (SOA) on a 100% SaaS, truly multi-tenanted cloud platform. This allows State agencies/vendors to share services across the enterprise using APIs and web services, and to easily update specific modules over time, as required. The SOA based design allows addition or replacement of services with no impact to the functioning of the overall system. The cloud-based architecture provides a robust and redundant infrastructure. This redundancy helps to achieve maximum uptime, reliability and fault tolerance for critical data, applications, and services. The cloud model provides an elastic and scalable infrastructure to allow for changing demands and sufficient bandwidths to ensure maximum accessibility and performance.

SOA based extensible design provides business agility that is flexible and can rapidly adopt to changing business processes and technologies.



INT79

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

Team Wipro's EMaaS solution allows internal and external users to enter data using electronic forms and receive documents electronically from other systems.

Wipro EMaaS features Engage360, which delivers a user friendly and configurable portal. The Provider portal is flexible and controls entry of all electronic Direct Data Entry (DDE), HIPAA compliant EDI transactions, and approved documents. The portal leverages the comprehensive Claims360 data model that provides the ability to identify, track, and manage electronic forms.

The Engage360 provider portal allows users, both internal and external to directly enter claims or attachments using intuitive web forms. Engage360 provides users a responsive interface to easily navigate and enter data through the claim forms on the portal, utilizing auto population features when applicable. Claims360 accepts and processes the data submitted for accurate adjudication in real time.

On Engage360, users can upload documents and the uploaded documents are stored in Content360.

The system accepts EDI transactions automatically from other module vendors through its Connect360 integration component. The external vendors are able to connect to Connect360 through the System Integrator Platform.

Our web portal forms and processes are a result of our extensive experience with our implementation in other state Medicaid systems. We have refined the usability and streamlined the processes for a great user experience while exchanging information using electronic forms and documents.



INT81

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

Wipro EMaaS has the capability to receive and display data, messages, and alerts from other systems in real time.

Wipro EMaaS is capable of receiving the real-time notifications through the Connect360 component via web services. The Connect360 mediation component provides the capability to translate and transfer messages and alerts to an email or to a dashboard. Engage360 can be leveraged to display these message bundles through an interactive user interface (UI). Connect360 also features ETL tools to transform and load data received to various EMaaS data tables for further processing.

Connect360 uses out-of-the-box Product Administration ESB profile and Analytics Dashboards. The Analytics profile of Enterprise Integrator (WSO2 EI) is an instance of the Stream Processor (WSO2 SP) runtime. The Analytics profile consists of two components: Worker and Dashboard. The Worker is the server that processes the data streams that are sent from the ESB profile and publishes statistics to a database. The Dashboard reads the statistics published by the Worker and displays the statistics on the Dashboard. The Worker and Dashboard are connected through the database. Team Wipro has an event and transaction hub which can provide a single dashboard view.

This robust data and information processing mechanism allows EMaaS to collaborate with other systems and automate the business process by integrating data from disparate sources.



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).

Wipro EMaaS provides context sensitive help to support user activities.

Wipro EMaaS features a component in Engage360 that allows configuring user friendly, UI-based applications. Engage360 leverages Salesforce to create Web applications and pages, which are responsive, fully featured, and highly interactive, giving users an immersive experience. Team Wipro will create a Help Management system using Salesforce components such as Visualforce and Lightning. The Help Management system publishes context sensitive help to support user activities on the User Interfaces (UI). These help pages will be easily accessible from the page the user is interacting with. The help information will be organized logically to include page level and field level help. Our online help pages provide the capability to display dynamic content from various data sources. The user is able to view context sensitive help for an online screen and field definitions from the database. Tooltips are added to provide an additional help for each form element. A data dictionary of the back end data will be made accessible to provide context of the information on the pages. Additionally, hyperlinks to frequently asked questions and user guides will be provided wherever applicable. This will document procedures and guidelines in detail on how to enter and maintain the page’s information.

The context sensitive help will make the User Interfaces easy to understand and use. This will provide situational clarification and support associated with process specific steps.



INT88

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

Team Wipro's EMaaS solution has module components that are loosely coupled and can be added or replaced quickly.

The Wipro EMaaS solution is built using a Service Oriented Architecture (SOA) on a 100% SaaS, truly multi-tenanted cloud platform. This allows State agencies/vendors to share services across the enterprise using APIs and web services, and to easily update specific modules over time, as required. The SOA based design allows addition or replacement of services with no impact to the functioning of the overall system. The cloud-based architecture provides a robust and redundant infrastructure. This redundancy helps to achieve maximum uptime, reliability and fault tolerance for critical data, applications, and services. The cloud model provides an elastic and scalable infrastructure to allow for changing demands and sufficient bandwidths to ensure maximum accessibility and performance.

SOA based extensible design provides business agility that is flexible and can rapidly adopt to changing business processes and technologies.



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.

Team Wipro provides electronic notifications, including detailed release notes for Major and Minor version, patches, updates, and fixes deployed to the production environment.

Team Wipro will provide an electronic notification, which includes detailed release notes, impacts, and system outage windows, via email to the agency and module owners. The release notes will be shared for all major and minor versions, patches, updates, and fixes deployed to the Test, UAT, and Production environments. The details of the notification and procedure will be defined in the release management process.



INT94

The Contractor shall work collaboratively with module vendors to reconcile ODS data elements with the data elements for each module component.

Team Wipro collaborates with the module vendors to reconcile the Operational Data Store (ODS) data elements with the data elements for each module component.

The Connect360 component of EMaaS helps seamlessly connect various internal and external modules to freely exchange and reconcile disparate data elements and store them in master databases. The Connect360 component, comprised of ESB and ETL services, can be leveraged to exchange and transform the data to claims data models. Our solution maintains a metadata repository and stores the characteristics of the following data elements: business, technical, ETL, operational, security, and end user. In doing this, Team Wipro ensures efficiency of future integrations and the integrity of master data management.

Our solution provides an analytics foundation that enables the State to achieve insight into the business processes and achieves more efficiencies and value addition to the claim management system.

INT107

The Contractor's solution shall provide an architecture designed to support vertical and/or horizontal infrastructure and application scaling to meet increases in demand.

The Wipro EMaaS solution provides an architecture designed to support vertical and/or horizontal infrastructure and application scaling to meet increases in demand.

Wipro EMaaS will be deployed and integrated in a hybrid cloud environment and is offered as a 100% SaaS solution, which is truly multi tenanted. The system is built on scalable infrastructure and includes application scaling and technology components that can scale vertically and/or horizontally on demand, without having to worry about adding capacity. The vertical scalability is achieved by dynamic reconfiguration of the servers to add or remove CPU, memory or input/output devices without needing a reboot. The horizontal scalability is achieved by replication and distribution of requests across a pool or farm of servers.

The SaaS solution benefits from cloud characteristic of being highly available, cutting edge, reliable, and scalable. The design is fully scalable, both vertically and horizontally to meet increases in demand, without service interruption.

INT108

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

The Wipro EMaaS solution uses standard messaging formats to ensure interoperability.

Wipro EMaaS leverages the Connect360 integration component, which is built using WSO2 ESB to exchange messages in standard formats such as XML, JSON, and EDI. It also supports HTTP, HTTPS, WebSocket, gRPC, POP, IMAP, and SMTP transports. WSO2 ESB uses the Transport and Message mediators to route and transform the message to the end point. Connect360 functions as an SOA Integration layer to interface and integrate with the System Integrator ESB and, hence, the other module vendors. The WS02 Enterprise Integrator ESB ensures interoperability between disparate systems effectively. This architecture provides an integration backbone that connects core applications and services without directly accessing the underlying systems. Wipro EMaaS has an EDI gateway that is capable of handling all X12 EDI formats. Connect360 has the ability to support different data processes such as data handling, data transformation and data compatibility. The required transformation policies e.g. Conversion of format, JSON to XML can be executed to facilitate interoperability and enable faster standardization. Connect360 also provides support to various connectors such as SOAP based, REST based, JAVA API-based connectors that will ensure high connectivity and will provide State of Montana a future ready system.

The typical flow of request, response, message transport, and transformation processing is shown in the below figure titled Connect360 – WS02 ESB – Message Exchange.

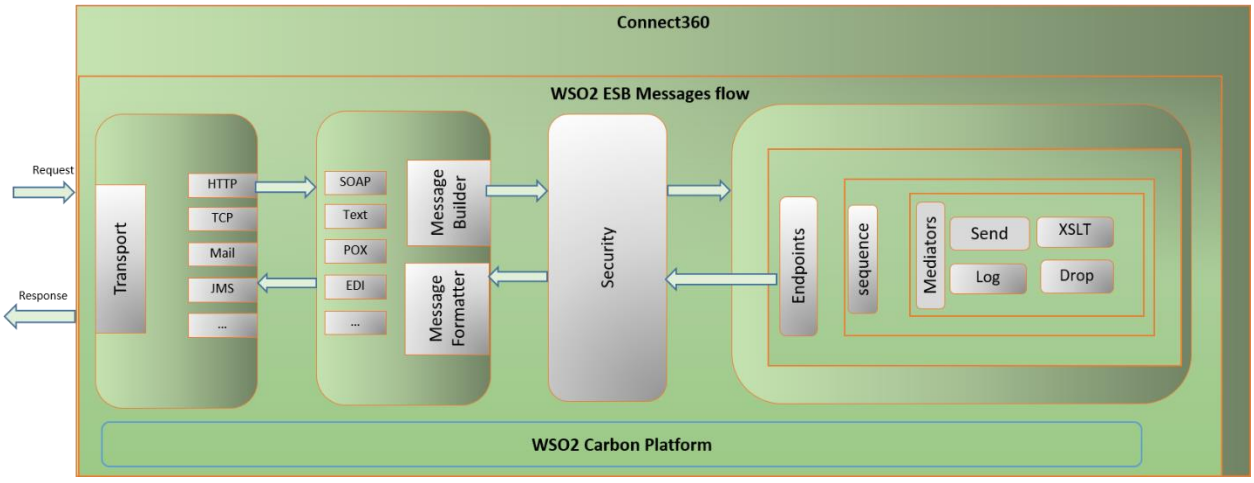


Figure 3-18: Connect360 – WS02 ESB – Message Exchange

INT109

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.

The Wipro EMaaS solution exposes all service endpoints/APIs to the State's Integration Platform and is able to receive and submit messages through the State's Integration Platform.

This solution leverages the Connect360 integration component, which is built using WSO2 ESB. Connect360 orchestrates various processes by exposing them as internal and external web services. Connect360 offers extensibility to expose service endpoints of the EMaaS solution, which helps to accommodate unique integration requirements and interoperability with the State's Integration Platform. Team Wipro's SOA and standards-based integration approaches uses protocols, including REST, SOAP, and Java APIs, which enable the system to receive and submit messages through the Connect360 component. Connect360 enables standards-based system-to-system interactions within our EMaaS and the MPATH modules. These interactions enable EMaaS to receive and submit the required messages to the other components within various MPATH modules and vendors through the State's Integration Platform.

The figure below titled API Manager Distributed Deployment Model depicts the architecture which enables the Connect360 component to expose all service endpoints/APIs through the State's Integration Platform.

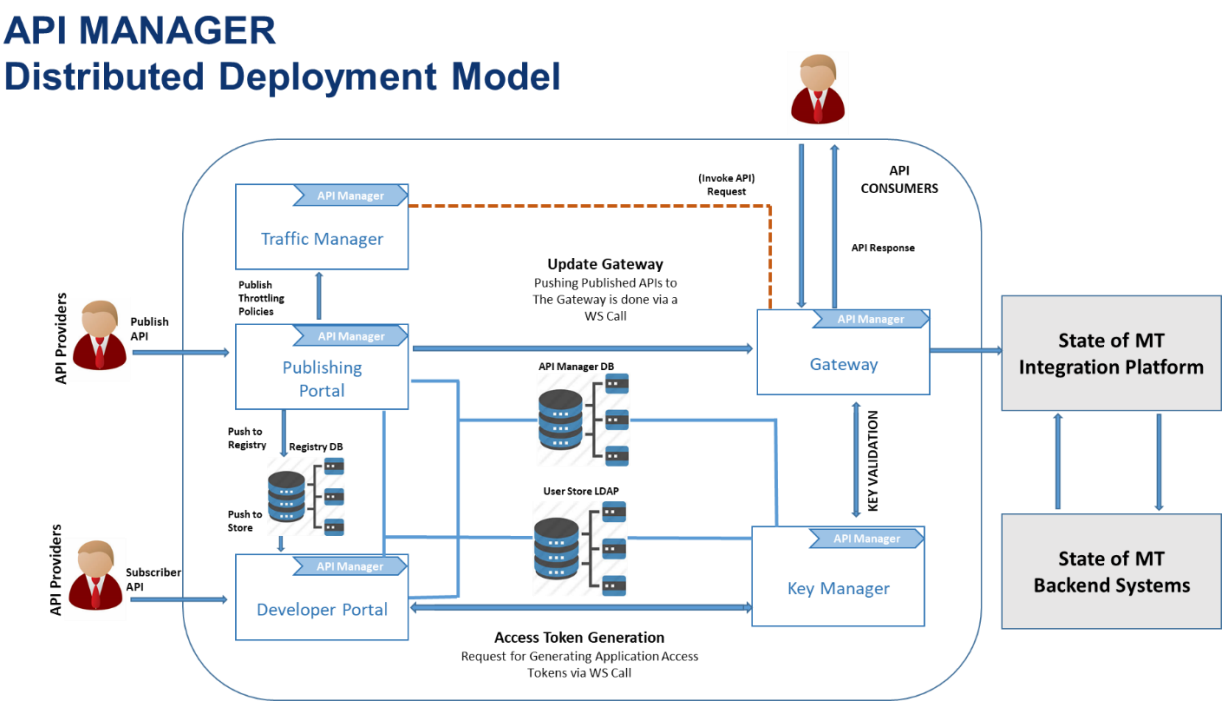


Figure 3-19: API Manager Distributed Deployment Model

Connect360 API Manager provides the following functionalities, which ensure the secure exposure of service endpoints and APIs with secure exchange of messages through other platforms.

- **Design and deployment flexibility:** providers/developers can use Connect360 API Manager to design APIs in a flexible manner while fulfilling their business needs.
- **Consumer community management and consuming services:** API Store features are capable of exposing the services to the outside world (i.e. consumers) while providing user-friendly dashboards.
- **Security and access control:** Key manager in API Manager handles security and access control on behalf of the microservices providers.
- **Monitoring and analyzing:** API Manager Analytics enables monitoring. Requests, responses, faults, throttling, subscriptions, self-sign ups and latency breakdown are a few of the areas covered in this model.
- **Managing traffic, protecting backend:** API Manager provides features to manage traffic in an effective manner.
- **Enforcing service policies:** With the integration of API Manager to expose microservices, users can have a hassle-free mechanism to enforce service policies based on their business needs.
- **Extension points:** Extensions points in the API manager offers mediation extensions, security extensions, workflow extensions, and API life cycle extensions.

The loosely coupled but reliable integration between EMaaS and the State's Integration Platform ensures the data exchange between various modules is seamless and timely.



INT110

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

Wipro EMaaS has the ability to identify errors in transactions and immediately notify the State's Integration Platform and source system of the specific errors, including whether the errors have precluded loading and/or using the data.

The EMaaS solution has a data management capability based on a robust and flexible architecture to manage file and records based transactions that is also compliant with MITA Information Management framework. The solution will leverage the Claims360 component to identify any errors either during data loading and/or processing. The business rules for data validation are configured in Claims360, and errors such as invalid, duplicate, or inconsistent data are captured.

The EMaaS solution leverages its Connect360 ESB to report the errors immediately to the source system. The delivery of the errors can be configured to be sent in real time or batched into an error file or report and sent at the end of the process. Connect360 can be configured with different interfaces and schedules. It supports the industry standard messages in various formats such as JSON, XML, CSV, or flat files. We will use various channels, such as email alerts and real time error responses, to communicate these errors promptly and precisely.

The Connect360 component's API Management layer can be used to identify error and report error details wherever they arise. The solution will provide fault sequences for dealing with errors. When this sequence or proxy server encounters an error, the message will get triggered and the error will be delegated. Whenever any error occurs, the information, Error Code, Error Message, Error Detail and Error Exception, will be shared with the required exception handling system. The reported error can also be shared with any other application through the use of APIs.

These files and error reports are also stored in the Content360 System for further use, analysis and escalation.

Team Wipro realizes the importance of identifying and reporting errors during data loads and transaction processing in a timely manner to avoid subsequent manual intervention and reconciliation.



INT111

The Contractor'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.

The Wipro EMaaS solution will 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.

Wipro EMaaS architecture is based on Service Oriented Architectural (SOA) design principles. This architectural approach provides for loose coupling between components, yet has a high degree of integration between these components.

Wipro EMaaS uses open standards led interoperability framework which supports multiple

interfaces such as APIs, EDI, File-based, among others; enables services interoperability using open protocols (REST, SOAP, XML, JSON, etc.); and ensures data interoperability using open standards (NIEM).

SOA architecture is implemented using Connect360 – WSO2 ESB and APIs. The core functional components of Wipro EMaaS are encapsulated and will be interfaced with the rest of the enterprise through Connect360 to and from the State's Integration platform. This loosely coupled, yet highly cohesive solution allows State agencies/module vendors to share services across the enterprise and to more easily update specific modules over time, as required, to meet new business requirements or improve efficiency and effectiveness of existing business processes. This also provides a mechanism to support all three levels of healthcare data interoperability standards, namely foundational, structural, and semantic standards.

This SOA style architecture, which structures an application as a collection of loosely coupled fine-grained services, is connected through lightweight protocols. This connection provides modular capabilities implemented more efficiently, which exploits the next generation of computing infrastructure, including cloud technology, storage solutions, and more.



INT112

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

Wipro EMaaS supports standard web services and specifications.

Wipro EMaaS is designed using a web services framework, making it capable of receiving data using the various Web Service (WS) standards and specifications.

- Web Services Standards: W3C's Web Services SOAP standards, OASIS Standards, XML CoverPage standards
- Swagger and WSDL SOAP specifications for web services
- Messaging Specifications: SOAP, SOAP-over-UDP, SOAP Message Transmission Optimization Mechanism(MTOM),WS-Notification, WS-Addressing, WS-Transfer, WS-Eventing, WS-Enumeration, WS-MakeConnection
- XML specifications: XML, XML Namespaces, XML Schema, XPath, XQuery, XML Information Set, XInclude, XML Pointer
- HIPAA ANSI X12, NCPDP D.0, HL7 standards for EDI transactions and code sets such as ICD10
- Compliance to CORE Rules and NCPDP data standards
- Interoperability standards
- SOA architecture standards
- Web service security standards (1.0) for web services security
- Alignment to MITA standards
- Adherence to CMS' Seven Standards and Conditions

In addition, Wipro EMaaS uses multiple front end programming APIs, such as Java API for the XML-Based Web Services (JAX-WS) and Java API for RESTful Web Services (JAX-RS). These services can speak a variety of protocols, such as Simple Object Access Protocol (SOAP), XML/HTTP, RESTful, HTTP, and Common Object Request Broker Architecture (CORBA). The services are designed to work over a variety of transports such as HTTP, JMS, and Java Business Integration (JBI).

By complying with all relevant healthcare, MITA, and industry standards, our EMaaS solution provides capabilities to handle and process various industry standard file and data formats.



INT113

The Contractor'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 Contractor shall include in their response a list of protocols supported.

Wipro EMaaS is capable of receiving, translating, and processing data to and from the variety of secure protocols.

The data exchange to and from the various module contractors and State Integrator Platform uses, but is not limited to, the following security protocols:

- Secure information exchange using API keys, web service security 1.0 standards, and other security protocols for ensuring data security during transit.
- Our web portal component features an interoperability layer that supports interactions among components through secure protocols such as SSL, HTTPS, and SFTP.
- The end-points of our SaaS offering includes a Salesforce platform within our Engage360 component for members, providers, and agency users. For the authorized stakeholders, Team Wipro publishes APIs with integration protocols (REST, SOAP, JSON, HTTP, UDDI, WS-Addressing, WS-Coordination, WS-Discovery, WSDL, WSFederation, WS-Management, WS-Metadata Exchange, WSPolicy, WS-Security, WS-Reliable Messaging, WS-Transaction, and WS-Trust).
- Our EDI transfer over the Internet, using HTTP and HTTPs within and between the modules, conform to the Applicability Statement 2.
- Our EDI transfer over the FTP and SFTP within and between the modules conform to the Applicability Statement 3.
- All PHI over the Internet or other known networks use Advanced Encryption Standard (AES) and an open protocol such as Transport Layer Security (TLS) 1.2, Internet Protocol Security (IPsec), XML encryptions, or Secure/Multipurpose Internet Mail Extensions (S/MIME) or their successors.
- All customer connections inbound from the Internet are encrypted via TLS 1.2, SHA2 with a minimum of 2048 bit key or other agency-approved methods.
- Each cloud service is secured by a service firewall, and all incoming and outgoing traffic passes through it via the edge router using public IP addresses. Any interservice communication will never leave the cloud data center.

Our solution uses best security standards and practices to receive, translate, and process data using a variety of secure protocols. This approach allows for easy integration yet secure interchange of data.



INT114

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

- Enterprise data lifecycle management processes (including master data management)
- Data synchronization processes
- Data formats for data exchanged by/between systems in Agency's Enterprise
- Management of reference data (i.e. code list versions)
- Dispute resolution for data management issues

Team Wipro will participate in the Data Governance process, as defined and administered by the agency. Team Wipro understands the Data Governance process will define processes and adjudicate concerns for items including but not limited to the following:

- Enterprise data life cycle management processes (including master data management)
- Data synchronization processes
- Data formats for data exchanged by/between systems in the agency's enterprise
- Management of reference data (i.e. code list versions)
- Dispute resolution for data management issues

Team Wipro will participate in the Data Governance process and will work with the agency to understand the definition and administration processes and policies. We will provide technical guidance regarding the data, how it is used, retention periods, and other research as needed. Team Wipro will work with all the stakeholders to resolve any disputes over data management issues.

The volume of Medicaid data expands continually. Technological advances are happening at a rapid pace, generating large amounts of data that are valuable in understanding the issues that form Medicaid policy. As data continues to expand, Team Wipro will assist the agency with Data Governance needs.



INT115

The Contractor's solution shall support full and incremental data synchronization between the solution and the State's Integration Platform for data entities as defined by the Agency.

Team Wipro supports full and incremental data synchronization between our EMaaS solution and the State’s Integration Platform for data entries as defined by the agency.

Wipro EMaaS provides a unique approach by providing stateless services, which ensures a reliable synchronization process. Our solution will interface with the State Integrator (SI) Platform through Connect360 to synchronize the data entities. Data in the EMaaS operational data store is fully versioned in two dimensions: the real world, and the database. Because we have business as-of dates for every piece of data, we can do true as-of-date processing and synchronization with the master databases. Team Wipro will implement a data model that supports full and incremental data synchronization between our solution and the State’s Integration Platform for data agencies.

Incremental mode allows data to load a subset of records from the source system and match the data against the target SI system and run the normal reconciliation to generate the change set. This

technique of incremental data synchronization improves the time frame of the database synchronization. Incremental data synchronization ensures data Integrity and seamless integration with the other systems. Full data synchronization can be run on demand and on a recurring schedule. This will synchronize all the required data elements from the EMaaS system to the target SI system. The schedule is easily configurable and can be altered quickly. Using Connect360 ESB and ETL components, data is exchanged reliably and accurately.

Our tested and proven data synchronization processes ensure data reliability. They also ensure data consistency, data integrity, and flexibility.



INT116

The Contractor'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 periodic data refreshes at agreed upon intervals.

The Wipro EMaaS solution will ensure that module operational data is available and supplied to the State's Integration Platform in a format and frequency as defined by the agency. We will provide periodic data refreshes at agreed upon intervals to the State's Integration Platform.

Data in the EMaaS operational data store is fully versioned in two dimensions: the real world, and the database. Because we have business as-of dates for every piece of data, we can do true as-of-date processing and synchronization with the master databases. Data will be extracted from the real-time data warehouse component of Claims360 and from Financials360 for import to the State's Integration Platform for data entities at an agreed upon frequency (i.e. weekly, monthly, or ad hoc). The data will be exposed to the State's Integration Platform in multiple ways. Web Services through Connect360 is used to expose the database through data services. These services can be REST or SOAP. Data can also be sent via sFTP to the integration platform as flat files that are compliant with State-defined formats. This data can be made available for the State's Integration Platform to pull, or data can be pushed to the State's Integration Platform, at predefined intervals.

Our Connect360 integration services provide a robust yet flexible service-oriented integration layer for mediating all integrations between the Claims360 and the State's Integration Platform, which is highly reliable and easily configurable.



INT117

The Contractor shall work with the Agency and the Systems Integrator if data quality issues arise and shall assist in remediating those issues.

Team Wipro will work with the agency and the Systems Integrator if data quality issues arise and will assist in remediating those issues.

Team Wipro will work to enhance procedures and processes to suit specific agency needs and ensure efficient and robust data governance and management policies and procedures. Through our many years of experience in data exchange between various healthcare agencies, we have developed strong skills in impact assessments and remediation techniques to address any data quality issues. Wipro EMaaS provides a comprehensive data reconciliation framework that ensures the structural and data integrity with external systems. We will work with the agency and the Systems Integrator to remediate the issues promptly. This can be achieved by monitoring the data metrics and catching errors early through our balancing and reconciliation reports. We will promptly address issues by

resending the data extract or sending delta files for affected records.

Our robust and reliable identification and prompt remediation of errors will ensure that the agency receives high quality enterprise data.



INT118

The Contractor 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

Team Wipro will participate in the API Governance process, as defined and administered by the agency. We understand that the Governance process will define processes and adjudicate concerns for items including but not limited to the following:

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

Team Wipro will participate in the API Governance process and will work with the agency to understand the definition and administration processes and policies. We will provide technical guidance regarding APIs as defined above and other research as needed. Team Wipro will work with all the stakeholders to resolve any disputes for API designs and behavior.

Well-architected governance ensures proper service end point locations, transport, standards and message exchanges, audit consistency, stability and re-usability of API services.



INT119

The Contractor shall implement interfaces with the State's Integration Platform in accordance with technical specifications approved by the Agency.

Team Wipro will implement interfaces with the State’s Integration Platform in accordance with technical specifications approved by the agency.

The Wipro EMaaS solution features service endpoints and APIs that will be exposed to the State’s Integration Platform. EMaaS service end points for the Integration Platform are provided through the Connect360 ESB. The EMaaS standards-based integration approaches use protocols, including REST, SOAP, and standard APIs, which enable the system to receive and submit messages through the Connect360 Integration Platform. The ESB is implemented to enable interchange of information within our EMaaS solution and the external interfaces. This same architecture enables EMaaS to receive and send the required data to the other modules within the enterprise through the State’s

Integration Platform. Team Wipro will ensure that the interfaces are developed and documented in Technical Specification documentation. This documentation will be reviewed and approved by the agency. The technical specifications will elaborate the details of the system architecture, data architecture, and interface details, including data formats Swagger and WSDL SOAP specifications for web services and endpoints. A Standard Operation Procedures (SOP) handbook will be created to guide developers for operations and weekly meetings, and strict quality reviews will be kept in order to ensure that the development is in compliance with the defined specifications.

Well-documented Technical Specifications and well-tested interfaces with the State's Integration Platform will ensure easy and reliable data exchange to meet the agency's requirements.



INT120

The Contractor's solution shall support query-based service calls (e.g. request & response) for data entities and associated query parameters as required by the Agency.

Wipro EMaaS supports query-based service calls for data entities and associated query parameters as required by the agency.

The Connect360 component uses the standard messaging, protocols, and architectural components built on SOA/Standards-based integration approaches. It uses standard protocols such as REST, SOAP, and custom APIs. REST APIs leverage Swagger specifications for producing, consuming, and visualizing APIs. Our REST APIs accept query parameters and return results back in JSON data format. REST web services are lightweight, maintainable, and scalable. This flexibility helps the Connect360 component retrieve the data in a fast and lightweight interface. Our SOAP APIs leverage WSDL specifications for data exchanges with other modules and the System Integrator (SI) platform. The data exchange relies on requests and responses that are in XML format enclosed in SOAP envelopes. They further leverage WS-Security to ensure that data exchanged is secure and reliable.

Wipro EMaaS provides integration endpoints that can handle a request/response approach and extends support for both synchronous (Request/Response) and asynchronous calls. Wipro EMaaS uses the Command Query Responsibility Segregation (CQRS) pattern.

Connect360 provides flexible, scalable, efficient, and fast query based interfaces that can process service calls for data entities.



INT121

The Contractor's solution shall support real-time notifications as required by the Agency including but not limited to: changes to solution's data, transaction events, etc.

Team Wipro supports real-time notifications such as changes to solution's data and transaction events to the appropriate users and systems as required by the agency

Wipro EMaaS is capable of sending the real-time notifications through the Connect360 component via web services. Our notification solution provides the capability for users and module contractors to receive push notifications and alerts, based on user-configurable parameters, to an email or on a dashboard. The system intelligently identifies the outlier data, such as high dollar claims, transaction events, change in the system performance, and higher than average volume, and immediately triggers the alert notification service. The real-time adjudication process detects the number of

various conditions that exceeds the threshold limits and automatically triggers the alert notification service. The dashboard can be accessed easily through our Engage360 portal.

The Connect360 API Manager has the analytics capability to create alerts for different purposes. Common scenarios that require alerts include the sudden failure of one or more APIs, a sudden increase in the response time of one or more APIs, and the change in the pattern of API resource access. Connect360 leverages APIM Analytics to provide reports, statistics, and graphs on the APIs deployed in API manager. Team Wipro will configure the alerts to monitor these APIs and detect unusual activity, manage locations via geo location statistics, and carry out detailed analysis of the logs. API Manager also has an enhanced distribution of Analytics to cater to API Manager specific scenarios, which are used to configure APIM Analytics. Team Wipro provides an event and transaction hub which provides a single dashboard view. It is used for monitoring and reporting purpose too.

This robust monitoring and notification solution can track the customer actionable metrics, increase the transparency and enable immediate action plans.



INT122

The Contractor's solution shall transmit all dates in a format specified by the Agency (ISO8601).

The Wipro EMaaS solution transmits all dates in the format specified by the agency.

Wipro EMaaS stores and displays dates and time in standard ISO8601 format. Our data structure is built around ISO standards and guidelines, hence it is able to handle dates that conform to the ISO8601 standards. A DateFormatter web service will be used to convert any date into a representation conforming to international standards and is exposed using the Connect360 component. Any component of our other modules can pass a date to the DateFormatter service for conversion into a standard date format. EMaaS supports the industry and agency standard date formats and ensures consistency in data storage, exchange, and data display.



INT123

The Agency reserves the right to make use of and share with stakeholders at the Agency's discretion, the technical specifications supplied by the Contractor for the solution endpoints exposed to the State's Integration Platform.

Team Wipro understands and acknowledges that the agency reserves the right to make use of and share with stakeholders at the agency’s discretion, the technical specifications supplied by Team Wipro for the solution endpoints exposed to the State’s Integration Platform.

We will work with agency to provide access to the technical specifications and resolve any questions or concerns with the other partners. At the agency’s direction, we will either share the technical specifications with the agency or with the stakeholder directly. If necessary, we will provide access to the related document and artifacts through our Content360 component.

By working collaboratively with the agency and stakeholders, we will strive to build a trusting relationship with the agency and its vendors.



INT124

The Contractor shall ensure that all data, transactions and service calls between the Contractor's solution and other modules (including legacy systems) are routed through the State's Integration Platform as required by the Agency.

Team Wipro ensures that all data, transactions and service calls between the EMaaS solution and other modules (including legacy systems) will be routed through the State's Integration Platform as required by the agency.

Wipro EMaaS will expose all data, transactions and service calls via the service endpoints and APIs. EMaaS service end points for the Integration Platform are provided through the Connect360 component. Connect360 standards-based integration approaches use standard protocols, including REST, SOAP, and Java APIs, that enable the system to receive and submit messages. Connect360 ESB is implemented to enable exchange of information within our EMaaS solution and external interfaces. This architecture enables Connect360 to seamlessly integrate with the other modules, including legacy systems, within the enterprise through the State's Integration Platform. A request is authenticated by using the System Integration Authentication Services and then routed to the EMaaS system. The authorization, validation, and processing of the request happens in the EMaaS system. Once EMaaS processes the request, EMaaS forwards the response to the State Integration Platform, which ensures the data is routed to the requesting module.

Connect360 utilizes mediation artifacts that can route a message to the relevant endpoint, depending on the content of the message payload. Proper security checks and policy enforcements are implemented in order to check that the calls are routed between the correct source and target destination.

The SOA-based design provided by EMaaS enable seamless integration with the State's Integration platform using multiple open standards and protocols.



INT125

The Contractor shall route data, transactions and service calls between the Contractor's solution and third-party systems and federal systems (e.g., CMS, IRS, SSA) through the State's Integration Platform as required by the Agency.

The Wipro EMaaS solution will route data, transaction, and service calls between the EMaaS solution and third party systems and federal systems through the State's Integration Platform.

EMaaS leverages Connect360 to seamlessly integrate with the State's integration platform. Team Wipro will make changes to reference code sets, with appropriate testing and validation, only upon receiving authorization from the agency or mandates from CMS. Based on the agreed upon methods and schedules in the DDI phase, Team Wipro will set up our EMaaS solution to update the reference data periodically. Our solution includes the claim-editing tool, ClaimsXten, which continually updates edits, using multiple feeds from sources such as CMS, IRS, and SSA feeds. Team Wipro staff continually subscribe to various listserv email groups found on sites including CMS.gov to receive notifications regarding updates to initiatives and reference data. Identified staff are responsible for monitoring newly released or upcoming reference data and policies and will coordinate updates to the system with the agency, as needed. Connect360 utilizes the mediation artifacts that can route a message to the relevant endpoint, depending on the content of the message payload. Proper security checks and policy enforcements are implemented in order to check that the calls are routed between the correct source and target destination.

Team Wipro is intimately familiar with the Federal systems' policies, complies with all provisions, and will route the data through the State's Integration Platform.



INT126

The Contractor's solution shall utilize supporting services, data sources, or data feeds (master indices, reference data, etc.) provided by the State's Integration Platform as required by the Agency.

The Wipro EMaaS solution utilizes supporting services, data sources, or data feeds provided by the State's Integration Platform as required by the agency.

EMaaS leverages Connect360 to seamlessly integrate with the State's integration platform. It uses the supporting services, data sources, and master indices provided by the State's Integration Platform to update the EMaaS master indices and reference data. Using our ETL (Talend) component in Connect360, we define clear mapping rules and an efficient data conversion process to ensure that all master indices and reference data are correctly loaded into the EMaaS application data structures.

Wipro EMaaS maintains the consistency and reusability by utilizing the supporting services, data sources, or data feeds provided by State Integration Platform.



INT127

The Contractor shall generate and supply solution test data (including synthetic or de-identified data). Test data shall approximate production data with sufficient fidelity to ensure reliability and accuracy of test results.

Team Wipro will generate and supply solution test data including synthetic or de-identified data. Test data will approximate production data with sufficient fidelity to ensure reliability and accuracy of test results.

Wipro EMaaS Connect360 utilizes Talend for development of ETLs. These ETLs de-identify, obfuscate, and anonymize the required data elements. The techniques used include substitute, number shuffle, variance in the data, and null. This helps generate and supply solution test data that has both the PHI and PII in our solution's test data de-identified but still have sufficient fidelity to ensure reliability and accuracy of test results.

Test data approximates production data with sufficient fidelity to ensure reliability and accuracy of test results. EMaaS follows the best practices to protect the PHI and PII information and still ensure the reliability and accuracy of test data results and related testing in the test environments.



INT128

The Contractor 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.

Team Wipro will coordinate security configuration and data sensitivity for multiple environments with the State's Integration Platform as required by the agency.

Team Wipro will work with the System Integrator to ensure that best security configurations and data security practices and techniques are implemented for our multiple test environments that interact with the State's Integration platform. We will execute the integration testing, pre-production testing, and other testing by extracting and using test data in a way that does not impact data quality

or completeness.

Team Wipro acknowledges the importance of the maintenance and assurance of data accuracy and consistency over its entire life cycle. Team Wipro allows data masking to secure the sensitive data in non-production environments. We will engage in any operational processes, activities, and tasks to improve data integrity and sensitivity, as required. These processes, activities, and tasks include rigorous data mapping, error checking and reporting during data ingestion, and ensuring integrity rules are in place at the database level.

Stringent policies and data integrity rules ensure the data is highly secured and protected between the various environments.



INT129

The Contractor'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.

Wipro EMaaS has the capability to capture, log, maintain and supply upon request, the metadata for transactions and service calls between the EMaaS solution and State's Integration platform. The metadata information includes but is not limited to enterprise supplied transaction IDs, transaction success/failure status, and other information as defined by the agency.

Connect360 uses ESB (WSO2) for logging transactions and service calls between the Wipro EMaaS solution and the State's Integration Platform, and Splunk to generate reports. These logs are stored in a secure and protected audit trail. The audit logs capture the transaction IDs, transaction success/failure status, and other information as defined by the agency. All transactions and metadata are logged in our audit log with minute details. This data is readily available for reporting and review through our Content360 component. Based on Team Wipro's expertise in implementing and supporting operations for multiple states and agencies, we have a time-tested approach to capture, log, maintain, and supply all transaction IDs, transaction success/failure status, and other information as defined by the agency.



INT130

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 major version.

Team Wipro maintains any and all hardware and software products required to support the EMaaS solution at their most current major version or no more than one version back from the most current major version.

While our SaaS and cloud service providers ensure up-to-date versions of hardware and software in a transparent manner, Team Wipro uses industry and healthcare best practices to update and upgrade all software and hardware components that operate and support across all environments, in accordance with configuration management processes. We maintain all hardware and software products and solutions at their most current stable major version. Through our continual release management process we ensure that the version is no more than one version behind. We ensure all software products are updated with the most current and stable patches and fixes.

3.10.1.4.1 INTEGRATION SERVICE TYPE DEFINITION

Integration Service Type definitions are critical to defining the various types of integrations that the Claims Processing and Management Services Contractor will be required to perform throughout the life of the Contract. These integration service type definitions will also serve as the basis for the fixed hour amounts that the Department will require each Offeror to provide for each Integration Service Type definition (see Attachment G – Pricing Schedules, Schedule J – Integration Service Types).

The Department has outlined five discrete Integration Service Types below, to describe the distinct types/levels of integration services required to support module integration. The Contractor will use the Integration Service Type definitions below to provide a fixed number of hours (i.e. level of effort) for each Integration Service Type. For each unique integration service required to support MPATH integration needs (e.g., the integration of a module, Montana Healthcare Enterprise component, or outside entities) the Department and the Contractor will mutually agree on the appropriate Integration Service Type category for each unique integration service request. The Department will require the Contractor to identify the hour breakdown for each Integration Service Type by resource type necessary to implement services in Attachment G – Pricing Schedules.

The following sections define each integration service type.

Team Wipro confirms their understanding that the Integration Service Type definitions are critical to defining the various types of integrations that we are required to perform throughout the life of the Contract. The Connect360 platform is capable of providing services to all five discrete Integration Service Types. These Integration Service Type definitions provide a fixed number of hours for each Integration Service Type. For each unique integration service required to support MPATH integration needs, Team Wipro will work with the Department to mutually agree on the appropriate Integration Service Type Category. Team Wipro will identify the hour breakdown for each Integration Service Type by resource type necessary to implement services in Attachment G – Pricing Schedules.

Using the robust Connect360 framework, Team Wipro provides a robust solution for each of the following integration service types.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix. This will also include the list of all integrations/interfaces that are available with the EMaaS solution during the implementation. Also reference Attachment G – Pricing Schedules to view the hour breakdown for each Integration Service Type by resource type necessary to implement services.

3.10.1.4.1.1 MAJOR INTEGRATION SERVICE

A major integration service involves some combination of significant data transformation/translation development, complex orchestration, frequent communications, high number of business process steps, significant performance requirements, multiple shared data stores, extensive data transformation conformance requirements, or significant failure handling requirements.

Team Wipro confirms their understanding of the major integration services that involve some combination of significant data transformation/translation development, complex orchestration, frequent communications, high number of business process steps, significant performance

requirements, multiple shared data stores, extensive data transformation conformance requirements, or significant failure handling requirements.

The Wipro EMaaS Connect360 component leverages the Service-oriented architecture and our multi-technology components, namely WSO2 Enterprise Integrator ESB, HealthRules connector, and Talend, to easily perform data transformation and translation services. Complex service orchestration is easily achieved using WSO2 EI – Integration Profile. The highly scalable SaaS cloud architecture on which the Connect360 platform is built uses horizontal and vertical scaling to handle frequent communications and to cater to significant performance and error handling requirements. WSO2 EI- Business Process profile is leveraged to model a high number of business process steps. Our transformation services can easily handle data from multiple disparate sources.

3.10.1.4.1.2 COMPLEX INTEGRATION SERVICE

A complex integration service involves some combination of simple data transformation/translation development or difficult transformations, detailed orchestration, frequent communications, a moderately high number of business process steps, significant performance requirements, multiple shared data stores, technical conformance requirements, or significant failure handling requirements.

Team Wipro confirms their understanding of the complex integration services that involve some combinations of simple data transformations/translation development, detailed orchestration, frequent communications, moderately high number of business process steps, significant performance requirements, multiple shared data stores, technical conformance requirements, or significant failure handling requirements.

The Wipro EMaaS Connect360 component leverages the Service-oriented architecture and our multi-technology components, such as WSO2 Enterprise Integrator ESB, HealthRules connector, and Talend, to easily perform data transformation and translation services. Difficult service orchestration is easily achieved using WSO2 EI – Integration Profile. The highly scalable SaaS cloud architecture on which the Connect360 platform is built uses horizontal and vertical scaling to handle frequent communications and cater to significant performance and error handling requirements. WSO2 EI- Business Process profile is leveraged to model a moderately high number of business process steps. Our transformation services can easily handle data from multiple disparate sources.

3.10.1.4.1.3 STANDARD INTEGRATION SERVICE

A standard integration service involves some combination of moderate transformation development, simple orchestration, regular interval communications, a moderate number of business process steps, performance requirements, several shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.

Team Wipro confirms their understanding of the standard integration services that involve some combination of moderate data transformation/translation development, simple orchestration, regular interval communications, moderate number of business process steps, performance requirements, several shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.

The Wipro EMaaS Connect360 component leverages the Service-oriented architecture and our multi-technology components, such as WSO2 Enterprise Integrator ESB, HealthRules connector, and Talend, to easily perform data transformation and translation services. Simple service orchestration is easily achieved using WSO2 EI – Integration Profile. The highly scalable SaaS cloud

architecture on which the Connect360 platform is built using horizontal and vertical scaling to handle frequent communications and cater to performance and error handling requirements. WSO2 EI- Business Process profile is leveraged to model a moderate number of business process steps. Our transformation services can easily handle data from multiple disparate sources.

3.10.1.4.1.4 SIMPLE INTEGRATION SERVICE

A simple integration service involves some combination of simple transformation development, simple orchestration, infrequent communications, a small number of business process steps, straight forward performance requirements, few shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.

Team Wipro confirms their understanding of the simple integration services that involve some combination of simple data transformation/translation development, simple orchestration, infrequent communications, a small number of business process steps, straight forward performance requirements, few shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.

The Wipro EMaaS Connect360 component leverages the Service-oriented architecture and our multi-technology components, such as WSO2 Enterprise Integrator ESB, HealthRules connector and Talend, to easily perform data transformation and translation services. Simple service orchestration is easily achieved using WSO2 EI – Integration Profile. The highly scalable SaaS cloud architecture on which the Connect360 platform is built utilizes horizontal and vertical scaling to handle infrequent communications and cater to significant performance and error handling requirements. WSO2 EI- Business Process profile is leveraged to model a high number of business process steps. Our transformation services can easily handle data from multiple disparate sources.

3.10.1.4.1.5 ONBOARDING INTEGRATION SERVICE

An onboarding integration service involves the setup of a connection of a new system, component, or module including the setup/coordination (e.g., security settings, interface testing, training) to an existing claims module integration/interface. Reuses existing integration/interface without the need for any changes to the interfaces themselves such as the creation of any additional adaptors, changes to the data format, changes to transmission method, etc. in order to set up the integration/interface with the new system. Outside of planning, configuration, testing and training, no labor is required for modifications to the existing interface being reused.

Team Wipro confirms their understanding of the onboarding integration services which involve the setup of a connection of a new system, component, or module including the setup/coordination to an existing claims module integration/interface. EMaaS leverages similar services that reuse existing integration/interface without the need for any changes to the interfaces themselves such as the creation of any additional adaptors, changes to the data format, and changes to transmission method in order to set up the integration/interface with the new system. Outside of planning, configuration, testing and training, no labor is required for modifications to the existing interface being reused.

Team Wipro has experience with developing and using similar integration services with our other Medicaid engagements. For example, onboarding new trading partners to start using existing HIPAA and CAQH core compliant web services to exchange EDI data. Once the partner is set up, we leverage the existing web services infrastructure to enable the partner to easily start interfacing with our Connect360 component to exchange HIPAA X12 270/271 or 276/277 transactions. The interfaces or data formats do not change. The onboarding activity only involves planning,

configuration, testing and training activities.

3.10.1.4.2 INTEGRATION SERVICE DIMENSIONS AND SCORING

To determine the appropriate integration service type of a particular interface, the following table provides nine complexity dimensions (see Table 3.10.1.4.2.1 Integration Service Dimension and Scoring). For each dimension, a score of "low," "medium," or "high" will be determined based on the description of the dimension. Each score has a point allocation, which will be added together to determine the appropriate integration service type category using scoring ranges in Table 3.10.1.4.2.2 Integration Complexity Definition and Scoring Ranges.

Table 3.10.1.4.2.1 Integration Service Dimension and Scoring

Interface Complexity Dimensions		Low (score=1)	Medium (score=5)	High (score=10)	Example Scoring
Data Transformation	Provide a score related to the volume of and complexity of data transformations and translations that will be required to support the interface. The module's internal representation of data may be different from the exact formats required to implement the interface.	None or minimal. Data stored by the module closely resembles the data formats exchanged by the service.	Moderate. Data stored by the module differs from the data formats exchanged by the interface for multiple, but not all, data elements or data properties.	Extensive. Data stored by the module significantly differs from the data formats exchanged by the interface. Specifically, data schemas, relations, structures and entities do not resemble interface formats and necessitate significant additional implementation effort to support the interface.	1
Orchestration	Provide a score related to the volume of and complexity of service orchestration that will be required to support the interface. Service orchestration is the process of integrating two or more services	None or minimal. Simple point-to-point internal integration for the interface, no complex orchestration.	Moderate Some orchestration dependencies exist and need to be accounted for and implemented by the module vendor for this interface. (2-5	Extensive Extensive orchestration dependencies exist and need to be accounted for and implemented by the module vendor for this interface. (5+ orchestration related sub-processes).	1

	and/or applications together to provide a response or to synchronize data in real-time. Additionally, the service may need to be part of a broader enterprise-wide orchestration of services, necessitating additional design and testing coordination with multiple parties.		orchestration related sub-processes).		
Frequency	Provide a score for the expected frequency for which the interface will be invoked/used.	Frequency is on the order of monthly, weekly or once or a few times daily.	Frequency is once or more hourly.	Frequency is multiple times per minute, per second or even more frequent.	1
Business Process Logic	Provide a score related to the volume of and complexity of business process logic steps that will need to be implemented to support the interface. The interface may need to implement a complex set business logic before providing a response or while processing incoming data. Additionally, a higher level of effort to support automated	Basic. A minor volume of business process steps or logic involved. Business logic is simple (e.g. basic search or look up).	Moderate to High. A moderate to high volume of business process steps or logic involved, but the logic is primarily ordered step-by-step with only a few branches in logic or conditional directions (e.g., a claim posts an edit that identifies TPL on the claim that doesn't exist	Extensive and complex. This interface encapsulates and requires implementation of an extensive volume of complex business logic. Logic for the business processes has multiple steps, multiple conditional/decision pathways, dynamic input conditions, rollback conditions, numerous possible result outputs/actions, etc. (e.g. claim submission flow is a complex process with many steps and	1

	testing and production of synthetic testing data may be required.		on the member's record; therefore, a work item is sent to the TPL component to perform insurance verification).	sub-processes that may require interactions between modules and the IP or other modules).	
Performance Requirements	Provide a score associated to enhanced performance requirements for the interface. The interface may need to perform in real-time with specified response time limits.	None or minimal. Asynchronous batch processes.	Moderate. Synchronous interfaces without significant response time constraints (e.g. delayed response or retry attempts not noticeable to the end user).	Extensive. Synchronous interfaces with strict response time constraints (e.g. items that are impacting the UI response time / performance).	1
Number of Data Sources Involved	Provide a score for an increased number of disparate data sources that the interface will need to interact with. The interface may need to retrieve or update data from/to multiple internal module sources and from/to external systems before providing a response or when processing incoming data.	Only the module's internal data store(s) will be utilized by the implemented service.	The module will need to synchronize (update, retrieve) data with the Agency's Operational Data Store in order to implement the interface.	The module will need to synchronize (update, retrieve, send notification) data directly with other modules' data stores in order to implement the interface.	1
Size of Data	Provide a score for the expected size of data, on average, that the interface will	Low to no payload data transmitted via this interface, size	Medium amount of payload data transmitted via this	Large amount payload data transmitted via this interface, size approaching 1GB	10

	transmit or receive.	within ~KB range.	interface, size within ~MB range.	and larger.	
Existing Data Standards	Provide a score that describes whether or not the interface will utilize standardize formats and code list values. Specifically, grade how loosely that standard may be followed by all Parties in regards to any additional anticipated level of coordination and agreement required for implementation.	Technical standards exist and are implemented uniformly by vendors. Minimal to no coordination is needed between the module vendor and the rest of the enterprise parties to agree on technical and data specifications for the interface.	Technical standards exist, but may not be implemented uniformly. Some degree of coordination between the module vendor and other enterprise parties is needed to agree on technical and data specifications for the interface.	No technical or data standards available. A high degree of planning and coordination is needed to identify, design and agree on technical and data specifications for the interface.	10
Failure Handling	Provide a score related to the volume of and complexity of failure handling processes and procedures that will be required to implement the interface. Upon a failure, the interface may require rollback of predecessor actions and data changes or may trigger specific notification procedures.	Minimal to no steps are needed to be undertaken by the module in the event of an error or failure (e.g. retry, etc.).	Some steps need to be undertaken by the module in the event of an error or failure (e.g. retry and send failure notifications).	Significant steps need to be undertaken by the module in the event of an error or failure (e.g. unrolling dependent actions, restoring the prior database state, etc.).	10
				Total Score	**36**
				Interface Complexity Rating	**Complex**

The definitions of each interface service type are listed below with its respective scoring.

Table 3.10.1.4.2.2 Integration Complexity Definition and Scoring Ranges

Interface Complexity Definitions		Score Range
Major	Involves some combination of significant data transformation/translation development, complex orchestration, frequent communications, high number of business process steps, significant performance requirements, multiple shared data stores, extensive data transformation conformance requirements, or significant failure handling requirements.	"60 - 90"
Complex	Involves some combination of simple data transformation/translation development or difficult transformations, detailed orchestration, frequent communications, a moderately high number of business process steps, significant performance requirements, multiple shared data stores, technical conformance requirements, or significant failure handling requirements.	"33 - 59"
Standard	Involves some combination of moderate transformation development, simple orchestration, regular interval communications, a moderate number of business process steps, performance requirements, several shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.	"18 - 32"
Simple	Involves some combination of simple transformation development, simple orchestration, infrequent communications, a small number of business process steps, straight forward performance requirements, few shared data stores, well defined and supported technical conformance requirements, or limited failure handling requirements.	"9 - 17"

Examples of each integration service type are found in Attachment O – Integration Service Type Examples.

Team Wipro confirms their understanding that to determine the appropriate integration service type of a particular interface, Table 3.10.1.4.2.1 Integration Service Dimension and scoring provides nine complexity dimensions. For each dimension, a score of “low,” “medium,” or “high” will be determined based on the description of the dimension. Each score has a point allocation, which will be added together to determine the appropriate integration service type category using scoring ranges

in Table 3.10.1.4.2.2 Integration Complexity Definition and Scoring Ranges.

Team Wipro will use these tables to furnish details of each integration service type found in Attachment O – Integration Service Type Examples.

3.10.1.4.3 DDI REQUISITIONED INTEGRATION SERVICES POOL

The DDI Requisitioned Integration Services Pool is a bucket of hours to be used during the Project's DDI phase to provide integration services to support the exchange of data between modules that is beyond integrations required within the Scope of Work and/or those proposed to be provided by the Offeror in their response. The Offeror shall include all integrations/interfaces listed in Attachment F - Requirements Matrix in their base solution cost. Also, the Offeror shall include the interfaces listed in Attachment L - Technology Matrix Tab L-2, where columns K, L, M and/or N are "Yes" in their base solution and cost. Any interface required by a Participating State that is not explicitly described in Attachment F - Requirements Matrix or that is listed in Attachment L - Technology Matrix Tab L-2 where columns K, L, M, and N are "No" will be implemented using the DDI requisitioned pool hours.

The Offeror will be required to propose a fixed dollar estimate for the hours in the DDI Requisitioned Integration Services Pool in Attachment G – Pricing Schedules.

The DDI Requisitioned Integration Services Pool will provide the Department the hour equivalent of 5 Major Integration Services, 15 Complex Integration Services, 25 Standard integration Services, 35 Simple Integration Services, 10 Onboarding Integration Services. The actual number of integration services to be provided by the DDI Requisitioned Integration Services Pool will be dependent on the composition of integration services and the mutually agreed upon category designation (defined in Sections 3.10.1.4.1.1 through 3.10.1.4.1.5), for each required service integration. The actual composition of services required from the DDI Requisitioned Integration Services Pool will be based on what is required to integrate the actual modules and will likely differ from the predefined Integration Services Type quantities used to establish the pool (e.g., based on the total hours available in the pool, the eventual composition of integrated services may be 7 Major Integration Services, 20 Complex Integration Services, 27 Standard Integration Services, 30 Simple Integration Services and 16 Onboarding Integration Services).

The Claims Processing and Management Services Contractor will develop an interface control document (ICD) for each integration, including base integrations and those that are implemented through the DDI Requisitioned Integration Service Pool. The Department and the Contractor must mutually agree upon the Integration Services Type using an Integration Service Type form. The Integration Service Type form template can be found in the Procurement Library. Development work can begin following the Department's approval of the ICD. Each integration service, once approved for implementation by the Department, will be a deliverable during the DDI phase. Upon delivery and Department acceptance of each unique integration service, the Contractor will be reimbursed the Integration Service category hours for the service at the DDI Requisitioned Integration Services Pool Average Hourly Rate defined in Attachment G – Pricing Schedules, Schedule K – DDI Requisitioned Integration Services Pool Hours and Cost.

The Contractor will not be guaranteed to be paid the DDI Requisitioned Integration Services Pool cost. The Contractor will only be paid for the hours related to completed and approved integration service. If upon completion of the DDI phase, DDI Requisitioned Integration Services Pool hours remain, at the Department's discretion, all unused DDI Requisitioned Integration Services Pool hours and cost for DDI will:

a. be rolled over to the System Enhancement Pool for Operations; or
b. be reduced from the Contract along with the unused dollars.

Section 5, Cost Proposal, details how the Integration Service Types will be used to develop Attachment G – Pricing Schedules, Schedule K – DDI Requisitioned Integration Services Pool Hours and Cost.

Team Wipro confirms their understanding that the DDI Requisitioned Integration Services Pool is a bucket of hours to be used during the Project's DDI phase to provide integration services to support the exchange of data between modules that is beyond integrations required within the Scope of Work and/or those proposed to be provided by Team Wipro's EMaaS solution. Team Wipro will include all integrations/interfaces listed in Attachment F - Requirements Matrix in our base solution cost. In addition, Team Wipro will include the interfaces listed in Attachment L - Technology Matrix Tab L-2, where columns K, L, M and/or N are "Yes" in our base solution and cost. Any interface required by a Participating State that is not explicitly described in Attachment F - Requirements Matrix or that is listed in Attachment L - Technology Matrix Tab L-2 where columns K, L, M, and N are "No" will be implemented using the DDI requisitioned pool hours.

Team Wipro confirms that we will propose a fixed dollar estimate for the hours in the DDI Requisitioned Integration Services Pool in Attachment G – Pricing Schedules.

The DDI Requisitioned Integration Services Pool will provide the Department the hour equivalent of 5 Major Integration Services, 15 Complex Integration Services, 25 Standard integration Services, 35 Simple Integration Services, 10 Onboarding Integration Services. The actual number of integration services to be provided by the DDI Requisitioned Integration Services Pool will be dependent on the composition of integration services and the mutually agreed upon category designation (defined in Sections 3.10.1.4.1.1 through 3.10.1.4.1.5), for each required service integration. The actual composition of services required from the DDI Requisitioned Integration Services Pool will be based on what is required to integrate the actual modules and will likely differ from the predefined Integration Services Type quantities used to establish the pool (e.g., based on the total hours available in the pool, the eventual composition of integrated services may be 7 Major Integration Services, 20 Complex Integration Services, 27 Standard Integration Services, 30 Simple Integration Services and 16 Onboarding Integration Services).

Team Wipro will develop an interface control document (ICD) for each integration, including base integrations and those that are implemented through the DDI Requisitioned Integration Service Pool. Team Wipro will work with the Department and mutually agree upon the Integration Services Type using an Integration Service Type form. Team Wipro understands that the Integration Service Type form template can be found in the Procurement Library. Team Wipro will begin the development work following the Department's approval of the ICD. Team Wipro will deliver each integration service, once approved for implementation by the Department, during the DDI phase. Upon delivery and Department acceptance of each unique integration service, Team Wipro will be reimbursed the Integration Service category hours for the service at the DDI Requisitioned Integration Services Pool Average Hourly Rate defined in Attachment G – Pricing Schedules, Schedule K – DDI Requisitioned Integration Services Pool Hours and Cost.

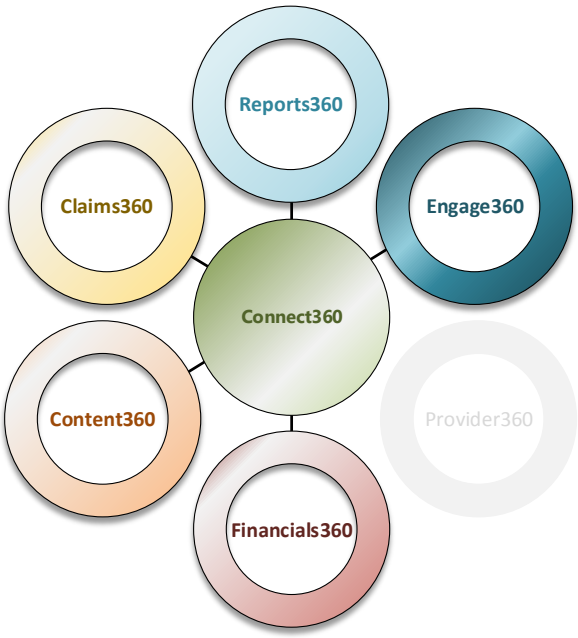
Team Wipro understands that we will not be guaranteed to be paid the DDI Requisitioned Integration Services Pool cost. We understand that we will only be paid for the hours related to completed and approved integration service. If upon completion of the DDI phase, DDI Requisitioned Integration Services Pool hours remain, at the Department's discretion, all unused DDI Requisitioned Integration Services Pool hours and cost for DDI will:

a. be rolled over to the System Enhancement Pool for Operations; or
b. be reduced from the Contract along with the unused dollars.

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 in detail their approach to meet each of the Data Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

The Wipro Enterprise Medicaid as a Service (EMaaS) solution's data management approach and operational policies meets the current HIPAA (Health Insurance Portability and Accountability Act), HITECH (Health Information Technology for Economic and Clinical Health), ARRA (American Recovery and Reinvestment Act) and other federal and state privacy and security requirements and is configurable to meet future needs. Our data management framework and approach is based on industry best practices and meets security and compliance controls required by HIPAA, HITECH, ARRA, as well as other applicable federal and state privacy and security requirements. Team Wipro also understands the importance of having a data management approach that is flexible and configurable to help in meeting future requirements.



With a rich, 30-year history of success in managing the Medicaid Management Information System (MMIS) Fiscal Agent services, our core components to the Wipro EMaaS solution: Claims360, Reports360, Engage360, Content360, Financials360 and Connect360, have been designed to meet the strict data management needs of healthcare service providers and members. The components are built upon a relational database designed to promote the highest level of efficiency, auditability, and security. Our EMaaS solution accomplishes this by providing:

- A robust Audit Trail solution that tracks all views, changes and deletions to claims data.
- Foreign keys that securely link data and prevent orphaned records.
- A powerful reporting engine to efficiently query data from multiple data tables.
- Best practice coding standards to validate user-input data where standardized.
- Flexible data screens and tables that provide a high level of configuration, including user-defined fields.

The Connect360 component serves as the integration component to integrate the other core components in the Wipro EMaaS solution.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



DM02

The Contractor's solution shall provide an indicator to suppress generation of documents containing Member identification for confidential services.

The Wipro EMaaS solution provides an indicator to suppress generation of documents containing Member identification for confidential services.

Reports360 provides business user-friendly tools for defining custom extracts of output files or documents that will include any data within the real-time data warehouse. Our data models include an indicator that prevents generation of documents that contain member identification when set.



DM03

The Contractor's solution shall maintain a record/audit trail of a Member's requests for copies of personal records (including time/date, source, type, and status of request).

The Wipro EMaaS solution maintains a record/audit trail of Members' requests for copies of personal records, including time/date, source, type, and status of request.

EMaaS Engage360 portals feature a security and logging mechanism to generate audit records for all access and retrieval of a Member's request for copies of personal records. These logs are stored in a secure and protected audit trail. The logs will capture the time/date, source, type, status of request and other information as defined by the agency. All information and metadata are logged in with associated details. The audit data is readily available and can be provided to the agency, upon request.

Based on Team Wipro's expertise in implementing and supporting operations for multiple states and agencies, we have a time-tested approach to capture, log, maintain and, supply all relevant information as defined by the agency



DM04

The Contractor's solution shall maintain record/audit trail of errors during update processes, accounting for originating source and user.

The Wipro EMaaS solution maintains a record/audit trail of errors during update processes, accounting for originating source and user.

If errors occur as a result of data ingestion or updates into the EMaaS solution, an error record is created and an audit trail is generated which includes details such as the originating source and user. The error records and audit trails are tracked in the Content360 component. As new interfaces are built, they include governance processes that provide error tracking and audit capabilities.



DM56

The Contractor'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

The Wipro EMaaS solution receives and processes member eligibility information from external sources on a real-time or near real-time basis, including:

- Producing total and detailed information that supports error correction and synchronization
- Applying reconciliation changes

Wipro EMaaS solution includes Connect360 which provides integration services with external sources to receive and process member eligibility information. Connect360 leverages Talend ETL tool to extract, transform and load data on a real-time or near real-time basis. If errors occur during this process, error reports are created to assist in error correction, reconciliation and data repair.



DM05

The Contractor's solution 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).

The Wipro EMaaS solution is able to store existing relationships created in other systems, such as filing unit, parent/legal guardian/caretaker to a child dependent, and any other member relationship(s).

Claims360 captures multiple member relationships as standard data elements. Some member relationships include the following:

- Head of household
- Legal representatives with configurable representative types, such as guardian, durable power of attorney, and healthcare proxy
- Personal representatives with configurable representative types, such as custodial parent and emergency contact

In addition, unlimited User Defined Terms (UDTs) can be configured to capture any further data elements required.



DM06

The Contractor's solution shall maintain a current and historical record of benefit plan assignment(s) for members, including periods of dual-eligibility. historical record of benefit assignment(s) for a client including identifying dual-eligibility spans.

The Wipro EMaaS solution maintains a current and historical record of benefit plan assignment(s) for members, including periods of dual eligibility.

The Claims360 component provides date span benefit plan assignment history and retains all current

and historical member benefit plan data. For eligibility periods, a member can be assigned to multiple benefit plans with overlapping benefit dates. Our solution provides an indicator to identify dual-eligibility in Medicare and Medicaid, as well as, coverage in multiple benefit plans (i.e. pregnant women, CHIP) and other state specific benefit plans. A feature of our solution is that it supports multiple benefit plans with overlapping dates for enrolled eligible through the configuration of user-defined benefit plan types and associated rules for services that are processed against them. This feature offers the state the opportunity to adopt other types of benefit plans for specific programs. The Claims360 data model keeps a full history of all versions of member data.



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.

The Wipro EMaaS solution provides audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction, and captures at a minimum date/timestamp, data source, worker ID, action taken, and log any errors encountered for reporting.

Wipro EMaaS captures audit data for all transactions that are ingested by our system. The transactions that come in through different sources are integrated via our Connect360 component. These transactions can be traced across the different components as they are processed and/or loaded to our system.

The Claims360 component has very rich audit trail functionality. Any transactions that are processed by Claims360 can be traced end to end, with all the relevant information captured such as date/timestamp, data source, worker id, action taken and errors encountered. All changes, whether systematic or user-initiated, are logged in the audit log with a user/data source, timestamp, as-of date, reason code, and a comment. Additionally, the data model keeps a full history of all previous versions of data.



DM71

The Contractor's solution shall verify that all dates are valid and reasonable.

The Wipro EMaaS solution verifies that all dates are valid and reasonable.

Wipro EMaaS includes inherent data validations and an extensive set of configurable validation policy edits to ensure validity and reasonableness of dates entered or loaded.



DM10

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

Team Wipro ensures that all narrative descriptions of codes and abbreviations are available for reporting.

EMaaS components such as Engage360, Claims360, and Reports360 include narrative descriptions of codes and abbreviations for reporting. These descriptions are stored with effective dates allowing accurate descriptions to be used on reports. Codes and abbreviations defined locally are stored with code value, short name, source of code, message action, and responsibility. User message domain code sets are provided and contain user defined code entries and customized message descriptions.



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.

Team Wipro will develop and maintain an electronic data dictionary using industry best practices to be approved by the Department. At a minimum, the data dictionary will contain for each field: field name in a human readable and understandable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions.

Wipro EMaaS maintains a comprehensive, up-to-date electronic data dictionary using our Reports360 component. The data dictionary contains detailed information about each field including field name in human readable format, field description, database field name, database table, field type and length, valid values and their corresponding descriptions. Users can generate reports or extract data from the data dictionary using Reports360. The Data Dictionary can hold and provide information about external applications data fields if provided.



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.

Wipro EMaaS fully supports the requirements for backup and archiving consistent with Department SLAs and CMS, State, and industry standards. We will also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules.

Team Wipro will provide the following:

- Developing and maintaining annually, a Business Continuity and Disaster Recovery Plan, which will address data archiving and backup requirements
- Retaining documentation and data for 6 years from the date of creation or the date when it last was in effect, whichever is the later date
- Ensuring the security of and proper retention of electronic protected health information per HIPAA policies
- Enforcing applicable State Administrative Rule statutes such as:
  - 37.34.938 – MEDICAID HOME AND COMMUNITY-BASED SERVICES PROGRAM: DAY SUPPORTS AND ACTIVITIES
  - 37.34.938 – 0208 MEDICAID HOME AND COMMUNITY-BASED SERVICES PROGRAM: DAY SUPPORTS AND ACTIVITIES
  - 37.57.118 – PROGRAM RECORDS
  - 37.66.316 – RELEASE OF CONFIDENTIAL RECORDS

- 37.85.406 – BILLING, REIMBURSEMENT, CLAIMS PROCESSING, AND PAYMENT
- 37.85.414 – MAINTENANCE OF RECORDS AND AUDITING
- 37.106.1452 – CLIENT RECORD MAINTENANCE AND SYSTEM REQUIREMENTS
- 37.106.1462 – REQUIRED OUTCOME MEASURES
- 37.106.1718 – CLINICAL RECORDS

- Adapting to any other specific retention periods required by the agency

Our approach is based on current and best security practices and policies. Team Wipro has extensive experience and success creating, testing and implementing backup and archival solutions for multiple government clients.



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.

Wipro EMaaS maintains an audit trail of all changes to data, including changes that were made in error and subsequently backed out of or suspended. Wipro's EMaaS includes a comprehensive audit log that tracks and records all changes to data.

Wipro EMaaS accepts and processes update information when changes are requested. Wipro EMaaS keeps the historical chronology of data record changes. Multi-Value Concurrency Control (MVCC) is utilized to keep the history of all data record changes. With this approach, updates are not done to any data tables. Instead of updates, new record instances are inserted. Version numbers are maintained for each record. This approach requires capacity planning to anticipate the storage needs of historic data. Team Wipro will collaborate with the State to perform capacity planning to anticipate these future storage needs. The initiating user/program or batch processing change source is stored for each data change.

MVCC has the advantage of providing an exact snapshot from any point in time, and eliminates the update lock problems that plague many databases.



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.

Wipro EMaaS provides 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.

Wipro EMaaS code tables will be made available to authorized users to make updates. The history of codes is tracked through effective and end date fields. New codes are tied to appropriate processing logic requirements as required. New codes will be coordinated with EMaaS releases that contain the updated processing to properly apply the code.

The following figure is a logical representation of code tables. The Code Type table contains all of the code categories that are available to be related to actual code instances and all of the specific code instances that are related to a particular Code Type.

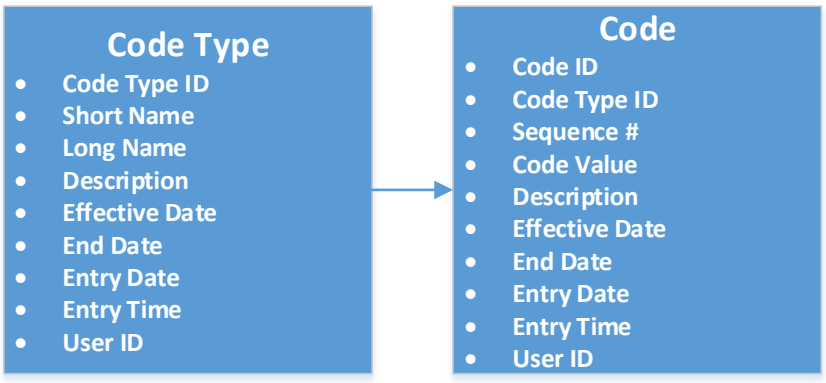


Figure 3-20: Code Table

DM18

The Contractor's solution shall perform batch control including logging and reporting.

Wipro EMaaS performs batch control, including logging and reporting.

All claims and associated attachments are scanned, stored, and maintained in Claims360. Data Entry staff are responsible for creating batch control for all paper claims in the Claims360 component. Each paper claim within a batch is keyed and tracked to ensure all claims have been keyed and adjudicated. A Claims360 workbasket, identified as a Claim Batch Entry, lists the batch of claims that have not been processed and is assigned to specific staff to work daily. Daily log reports are available for supervising staff to reconcile, audit, and track paper claim inventory. Keyed claims are linked to imaged claims/attachments based on internal control numbers and are easily viewed online throughout the life cycle of a claim. Optical Character Recognition functionality is also available as needed.

Claims360 and Reports360 reporting capabilities include a set of predefined activity tracking reports and dashboard with daily aggregate summary and has the ability to drill down by specific billing provider and claim type. Timely alerts trigger prompt actions by operations staff, enabling them to avoid potential backlogs throughout the claim life cycle.

The flexibility of the Wipro EMaaS solution ensures that the State will meet batch control, logging and reporting expectations.

DM19

The Contractor's solution shall archive all versions of reference information and update transactions.

Wipro EMaaS archives all versions of reference information and update transactions.

Wipro EMaaS complies with all State and Federal archival and retention guidelines and regulations. All reference information is retained with date and time stamps to allow for version control. The data for update transactions has audit trails, and transactions contain date and time stamps at the record level.

Wipro EMaaS provides the State with the flexibility to comply with all archival requirements.



DM20

The Contractor's solution shall have the ability to void or reverse recent changes by rolling back to prior configurations.

Wipro EMaaS has the ability to void or reverse recent changes by rolling back to prior configurations.

Wipro EMaaS has full roll back capabilities through the use of timestamps and system snapshots. All database record updates have a timestamp so there is a history of update transactions. Records can be restored to a particular point in time.

EMaaS rules, configurations and database updates are tracked using version control mechanism. Any unwanted changes can be reverted back to previous settings if desired.

Rollbacks may be issued automatically after a server or database crash, e.g. after a sudden power loss. When the database restarts, all logged transactions are reviewed; then all pending transactions are rolled back, allowing users to reenter and save appropriate changes.



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).

Team Wipro's data management strategy includes 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), and non-repudiation of data (parties to a transaction cannot deny their participation in the transaction).

Data Integrity (data cannot be modified undetectably)

Wipro EMaaS has extensive data transaction audit trails and logging capabilities. Unauthorized attempts to view or modify protected data will trigger an alert to the Security and Privacy Officer. All data access is controlled by Role Based Access privileges. Each record update has a timestamp. Any attempts to alter a record are captured. To ensure data integrity, system controls manage software changes and promotion to production.

Data Availability (access is not inappropriately blocked or denied)

Wipro EMaaS utilizes role-based security that is based on the HIPAA Minimal Use guidelines. Depending on a user's role, they have access to data that is necessary to perform their job and no more. The Wipro EMaaS solution allows for approved access adjustments to be made to access roles by authorized administrators.

Data Authenticity (validation of transactions)

Wipro EMaaS complies with all State and Federal guidelines for transaction data authenticity. The Wipro EMaaS solution complies with HIPAA standard transactions for the electronic exchange of

healthcare data. Wipro EMaaS authenticates the user or system sending or receiving the transactions and confirms the data exchange complies with the guidelines.

Data Security (encryption and Department approved security protocols and processes)

Wipro EMaaS enforces all encryption and Department approved security protocols and processes for data security. This allows secure electronic information exchange within the agency and with multiple external entities.

Wipro EMaaS ensures any data being transmitted or transported either physically or electronically is encrypted. Encryption is implemented across multiple layers within the system. Any data transmitted from the Wipro EMaaS network to an external environment will be transmitted in a secure manner per industry security and data management practices. Any data transmission through email, point-to-point, and file transfer is encrypted. On a network level, connectivity to our network, including remote connectivity, is encrypted. All File Transfer Protocol (FTP) transactions are through Secure FTP (SFTP). Physical data transmission is carried out using encryption of a minimum key length of 128 bits for dynamic algorithms and 256 bits for fixed algorithms with respect to usage of any portable digital media, backup media and in logs. Advanced Encryption Standard (AES) or 3DES (Triple DES, Data Encryption Standard) algorithms are used for symmetric cryptography.

Non-repudiation of Data (parties to a transaction cannot deny their participation in the transaction)

Non-repudiation requires the creation of artifacts, which may be used to dispute the claims of an entity or organization that denies being the originator of an action or communication. These artifacts consist of the following:

- An identity
- Authentication of that identity
- Tangible evidence connecting the identified party to a particular communication or action

Team Wipro uses the industry standard practices to provide non-repudiation of Data such as the following:

- For Transaction exchange, the artifacts mentioned above are stored along with the transactions
- For email transmission, email tracking is designed to ensure that a sender cannot deny having sent a particular message, or that a message recipient cannot deny having received it
- A digital signature is used to introduce the uniqueness and non-deniability to internet communications. Each certificate is digitally signed by a trusted Certificate Authority (CA), and its hash value is encrypted with a private key, also held by the same trusted CA

Wipro EMaaS has the tools and capabilities to implement the State's data management strategies and guidelines.



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 Wipro EMaaS solution provides entity search capabilities, including the ability to search by the following:

- Entity type
- Entity name
- Entity address elements
- Entity phone number(s)
- Unique identifier for entity type
- Any alternate identifiers including EIN (Employer Identifier Number), SSN (Social Security Number), TIN (Tax Identification Number)
- Other demographic elements.

The Wipro EMaaS components provide total flexibility with entity search functionality. For example, the Reports360 component provides extensive search capabilities throughout the system, with detailed criteria that vary by the type of record being searched. For example, members can be searched with any combination of fields such as the following:

- Member ID
- Member Other ID
- Subscription ID
- Member Last Name
- Member First Name
- Member DOB
- Member Status
- Head of Household
- Last Name
- First Name
- Street Address
- City
- State/Province
- Zip Code
- Country
- Phone Number
- Gender
- Account (Group) Name
- Account (Group) ID
- Product
- Plan Name



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.

Wipro EMaaS provides 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.

The Wipro EMaaS Reports360 component provides the requested transparency of all data fields in reports. All coding logic and analytic methodologies will be provided to the Department as requested. SQL, pseudo code, narrative description, analytic protocols and assumptions to document the logic and formulas used in all calculations can be provided on request.



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.

Team Wipro creates and maintains a suite of State/Contractor defined online reports to allow users to choose from prebuilt defined parameters (such as provider number, procedure code, and date of service) to generate customized reports for monitoring the daily operations of the System and Fiscal Agent Operations.

The Wipro EMaaS Reports360 component provides flexible reporting capability, allowing for the creation and storage of predefined reports. Reports360 provides a robust customized reporting capability. Team Wipro will work with the State to design and create the customized reports required. Reports will be designed and created to assist with monitoring the daily operations of the system and Fiscal Agent Operations.

Team Wipro has extensive experience in the creation of standard and customized reports and will assist the State with the creation of their report inventory.



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.

Team Wipro certifies that any and all unmasked or unscrambled Department data will reside in data centers located in the continental United States. This data is only accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training.

The Wipro EMaaS enforces all HIPAA security guidelines, including the following:

- All unmasked or unscrambled Department data will reside in data centers located in the continental United States. PHI data at rest will always be encrypted.
- Data will only be accessible by resources within the continental United States that have completed the necessary HIPAA and PHI training. Users will only be given appropriate Role Based security access to PHI data once confirmation is received that required HIPAA and PHI training been completed.
- Any Data that is accessed by resources that are not physically located in the United States is masked or scrambled. This will 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. Team Wipro will apply any required user security access constraints and will apply data masking when appropriate.
- Team Wipro will provide written annual certification of compliance with this security

requirement.



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.

Wipro EMaaS is configured and maintained to validate and standardize addresses according to United States Postal Service (USPS) verification, validation, and standardization rules.

The Wipro EMaaS solution uses Melissa Data address standardization and geocoding software embedded in the Claims360 component for addresses in the United States and Canada.

Melissa's Address Verification service verifies addresses at the point of entry and in batch to ensure only valid addresses are captured and used in the system. The service performs the following verifications:

- Leverage a postal certified address engine using official government data including CASS (USPS) and SERP (Canada Post).
- Correct addresses by adding missing components such as postal codes and counties.
- Standardize addresses to meet required formatting rules.



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

The Wipro EMaaS solution facilitates real-time data processing, including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's enterprise.

Claims360 provides data loading tools including governances, cleansing, and business rules. The configurable validation policies inherent in Claims360 are also used in the application of business rules.

Connect360 contains a robust, enterprise class integration component, providing real-time and batch access to all Claims360 data and functionality. This allows Wipro EMaaS to easily integrate with a wide variety of other systems and entities in the form of trading partners, through real-time web services, asynchronous messaging, EDI, batch files, and other protocols.

Key features include:

- Strongly typed – Web Services Description (WSD) and XML Schema Definition (XSD)
- Electronic Data Interchange (EDI) Canonical Message Modeled after HIPAA 5010 Transactions
- Encapsulates Transformation Logic to/from Claims360
- Documented Service Contracts
- Documented "Default" Mapping
- Supported Service-Oriented Architecture (SOA) Integration
- Built in business activity monitoring
- Support for many different formats and transports
- Support for batch, synchronous real-time and asynchronous real-time modalities

Connect360 seamlessly integrates to third-party platforms, systems, and interfaces for a complete enterprise solution. Connect360 provides integrations to legacy systems and portals. These web services accommodate the standard X12 (US EDI standards) transaction sets, accelerating integrations. Custom web services can be developed for those areas using proprietary formats.



DM38

The Contractor's solution shall optimize and consolidate data management storage.

The Wipro EMaaS solution optimizes and consolidates data management storage.

Enterprise class relational databases are at the core of the Wipro EMaaS components. They consist of operational databases and a real-time data warehouse. The operational data store is a normalized database, utilizing an industry standard relational database. All databases in EMaaS are optimized for handling high volume, parallel, and real-time transactions without performance or deadlock issues. Team Wipro executes regular performance testing and tuning to ensure that application performance does not degrade as data volumes increase, and to ensure that performance scales with added database hardware. All data is encrypted at rest, and all data is accessed by a code-generated data access layer. This guarantees the code is not susceptible to common attacks, such as SQL (Structured Query Language) injection.

The data warehouse is a dimensional, also known as a star schema, model in an enterprise class relational Oracle database. This dimensional model contains real-time data marts for all major operational areas of the EMaaS system. In addition, for many areas of the product, the configuration language that is used to process each transaction is also available in the data warehouse. This enables detailed analysis of benefit designs and provide contracting structures, their costs, and the impacts they have on member and provider behaviors.

Because we have transaction timestamps for all data, we have the capability of consistently executing large transactions such as payment runs without having to lock out users to prevent data modification. Payments, eligibility loads, and claim loads can all process simultaneously with consistent, accurate results.

The database architecture also supports many important reliability features. The database servers are clustered for high availability. They support real-time data replication for rapid remote disaster recovery. They support hot backups for near 100% availability. These are deployed on hardware with redundant power, disk and network connectivity, further increasing system reliability and availability.



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.

The Wipro EMaaS solution maintains all code sets defined by the HIPAA Implementation Guides to support storage of all transactions required under HIPAA Administrative Simplification Rule for seven years.

Claims360 includes comprehensive date driven code maintenance files for all common healthcare code sets, including codes defined by the Technical Report 3 (TR3) Guides, formerly known as the

HIPAA Implementation Guides. The TR3 Guides include an extensive set of internal and external code sets. The date-driven code maintenance in Wipro EMaaS ensures the correct definition is available for the point in time it is needed.



DM40

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

The Wipro EMaaS solution maintains a RDBMS (Relational Data Base Management System) with referential integrity and is optimized to meet performance requirements.

The Wipro EMaaS solution has a pair of enterprise-class, relational databases. They consist of operational databases and a real-time data warehouse. The operational data store is a normalized database that leverages an industry standard relational database. All databases in EMaaS are optimized for handling high volume, parallel, and real-time transactions without performance or deadlock issues. Team Wipro performs regular performance testing and tuning to guarantee that application performance does not degrade as data volumes increase, and to ensure that performance scales with added database hardware. All data is encrypted at rest. All data is accessed via a code-generated data access layer which guarantees that code is not susceptible to common attacks, such as SQL (Structured Query Language) injection.

The data warehouse is a dimensional model, also known as a star schema, in an enterprise class Oracle relational database. This dimensional model contains real-time data marts for all major operational areas of the Wipro EMaaS system. In addition, for many areas of the product, the configuration language that is used to process each transaction is also available in the data warehouse. This enables detailed analysis of benefit designs and provider contracting structures, their expenditures, and the impacts they have on member and provider behaviors.



DM41

The Contractor's solution shall provide a method to access, query, and report against archived data external to the Operational Data Store (ODS).

The Wipro EMaaS solution provides a method to access, query, and report against archived data external to the Operational Data Store (ODS).

Wipro EMaaS keeps the historical chronology of data record changes. This data is available to the users for both online inquiry through the portals and reporting purposes. In addition to the online search capabilities, the system provides reporting capabilities to allow the user to search the data warehouse and retrieve data using the Reports360, Engage360 and Financials360 components.



DM43

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

Team Wipro will demonstrate through data analysis that implementation outcomes have been validated and are accurate.

Team Wipro will work with the State in the requirements phase to identify the expected implementation outcomes, as well as the criteria used to validate these outcomes. We will gather data and use the established validation criteria to ensure the implementation outcomes are accurate.

Team Wipro's approach to data analysis includes profiling data to ensure it meets the expected data design, business rules and validity rules. For example, date fields are analyzed to ensure they are valid dates. If not, valid dates then the analysis included determining if that is appropriate in the case. Numeric fields will be examined to ensure they contain numeric values. Additional, validation can include verifying National Provider Identifiers (NPI), Member IDs, procedure codes, etc., are on the appropriate master tables.



DM44

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.

The Wipro EMaaS solution maintains a snapshot of member eligibility and plan enrollment information that existed at the time of claims/encounters/capitation adjudication or payment. All transactions, including the execution of database scripts, are recorded in the full audit history.

The real-time data warehouse within the Claims360 and the Reports360 component stores comprehensive member, provider, service, authorization, benefit, pricing, and financial data on both FFS and encounter claims. All rules are applied and stored based on the claim date of service.

The Claims360 data warehouse also stores comprehensive, historical data across all areas of the system, including member eligibility and plan enrollment. Additionally, the Claims360 data model keeps a full history of all previous versions of data with timestamps.

The Claims360 component creates audit log records every time data is added, modified or deleted. In the case of PHI data views of data are also logged. Audit log data is available for authorized users.



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.

Team Wipro will standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability.

Connect360 is a robust integration component that provides real-time and batch access to all Claims360 data and functionality from other applications and portals. An important component of Connect360 is the EDI Gateway, which enables the State to meet all HIPAA transaction requirements with a tightly integrated and highly configurable application.

Connect360 provides seamless integration of electronic data within the State's enterprise using standards based connection interfaces.



DM47

The Contractor shall participate in ongoing data governance meetings as required by the Department.

Team Wipro will participate in ongoing data governance meetings as required.

The EMaaS solution features a robust enterprise data architecture and includes data management processes to address changes associated with ever-changing state and federal regulations. Our governance processes are equipped to handle complex systems and application integrations.

Team Wipro will ensure that the appropriate team members are available for open communication and necessary meetings with stakeholders and/or other contractors to ensure all involved parties are in agreement regarding data governance.



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 Wipro EMaaS solution has the flexibility to quickly accept new and incremental data items from module components required by the ongoing component, product or service integration.

Wipro EMaaS components include User Defined Terms (UDTs) as a means to incorporate new data items into our configurable model. UDTs can be defined and mapped to new and incremental data items and accessed throughout our solution. Our solution uses composite applications including initial external enablement.

Our Connect360 integration component provides real-time and batch access to all Claims360 data and functionality including the UDTs. This allows Wipro EMaaS to easily integrate with a wide variety of other systems and entities in the form of trading partners via real-time web services, asynchronous messaging, EDI, batch files, and other protocols.



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).

The Wipro EMaaS solution is a real-time/event driven system, which also provides a tool to easily administer and execute scheduled events to be performed on a regular basis.

Highly automated systematic and scheduled processing is configured and managed through the EMaaS components. Each of our components include configurable settings that enable easy event scheduling. Reports360 reports and data extracts are easily scheduled to run on a periodic schedule. Similarly, Connect360 can initiate file exchange processes on scheduled intervals. As we process our data and events that occur, our Claims360 component can create alerts and notifications which can be disbursed through our Engage360 portals or Connect360 notification services. We ensure that our data exchange and presentation is secure during transit and accessed only by valid and authenticated users and systems.



DM64

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

1. Daily incremental backups with retention of sixty-one (61) days.
2. Weekly incremental backups with retention of twelve (12) weeks.
3. Monthly full backups with retention of eighteen (18) months.
4. Annual full backups with retention of seven (7) years.

Team Wipro understands the importance of maintaining proper backups for disaster recovery, business continuity, audits, and other anomalies. EMaaS provides multiple layers of data backup and retention. Data is backed up daily, weekly, monthly and annually.

At a minimum:

- Data retention periods for daily backups is sixty-one (61) days
- Weekly data backups are retained for twelve (12) weeks
- Monthly data backups are retained for eighteen (18) months
- Annual data backups are retained for seven (7) years

As documented in the Business Continuity and Disaster Recovery plan, Team Wipro utilizes procedures for data backup and retention. All backup data and files are stored in remote offsite locations.



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.

The Wipro EMaaS solution maintains online access to at least four (4) years of selected management reports and five (5) years of annual reports.

All reports generated through Wipro EMaaS Reports360 are published to the Content360 content management system. These reports are accessible for authorized users via the Engage360 and Content360 portals. With our solution's streamlined configuration report access and archival periods are easily controlled. Team Wipro will collaborate with the Agency during the requirements phase to define accessibility and archival settings for each report.



DM60

The Contractor shall be responsible for data management including ensuring the architecture addresses data semantics, data harmonization, and shared-data ownership.

Team Wipro is responsible for data management, which includes ensuring the architecture addresses data semantics, data harmonization, and shared data ownership.

Wipro's EMaaS solution includes comprehensive data models. These data models are updated per implementation requirements. Team Wipro will collaborate with the Department data governance team and the System Integrator contractor to resolve any issues with data semantics, data harmonization, and shared data ownership. Our solution integrates, synchronizes and harmonizes data from different sources as needed, ensuring systems can access appropriate information.

Team Wipro will publish a standard business data dictionary to all authorized users. Our data dictionary shows the data source, tables, column headers, definition, semantics, and element usage across different systems, and maintains crosswalks between different definitions of industry standards. The data dictionary is defined and maintained as part of the solution's physical data model.

Wipro EMaaS maintains comprehensive, up-to-date, documentation of the Claims360 data warehouse including the following:

- Data Warehouse Model Reports
- Data Warehouse Release to Release Schema Comparison
- Data Warehouse Crosswalk

In addition, the Claims360 ad hoc report builder user interface includes database view and configuration options.



DM61

The Contractor's solution shall collect and maintain the relevant data necessary to support the budget neutrality reporting requirements specified in the State's 1115 Waiver (including the ability to identify those Members who would be ineligible for Medicaid in the absence of the State's 1115 Waiver).

Wipro EMaaS includes the Reports360 component. Reports360 collects all relevant data necessary for maintaining waiver data. Reports360 supports the budget neutrality reporting requirements specified in the State's 1115 Waiver(s). This includes, but is not limited to, providing the ability to identify those Members who could be ineligible for Medicaid in the absence of the State's 1115 Waiver.

Team Wipro is experienced in providing data to States in support of active and pending 1115 waivers. Wipro EMaaS allows identification of 1115 waiver members through the use of configurable business rules. Agency specific configurations will be finalized during the requirements phase. These configurations will be used to provide the budget neutrality data and reports to authorized users.



DM62

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

Wipro EMaaS ensures current and historical provider IDs are linked back to one universal/common identifier.

Having been MMIS fiscal agent for over 30 years, Team Wipro has a thorough understanding of the need for Provider Identification traceability. In our Wipro EMaaS data models, all current and historical provider IDs are linked to a unique (universal/common) ID using cross-reference tables. This allows accurate processing and retrieval of the provider data using either the unique, current or historical ID or a combination of all three. This information is available consistently throughout the Wipro EMaaS solution.



DM63

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

Wipro EMaaS assigns standardized unique internal identifiers for entities and prevents the creation of duplicate records.

The Wipro EMaaS solution ensures all entity records owned within our solution receive a unique internal identifier. Team Wipro will collaborate with the agency to configure record matching rules and data validation policies to facilitate the prevention of duplicate record creation.



DM65

The Contractor'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).

Wipro EMaaS provides the ability to perform custom inquiries based on multiple criteria across the platform. Claims, Recipient, Prior Authorization, Provider and TPL data, and other items, are searchable based on each unique subsystem's key data, Authorization search.

Searches can be performed within our EMaaS solution based on the user-defined criteria to identify the applicable service authorization data. Search criteria can easily be configured to include data items such as the following:

- Multiple Authorization IDs
- Authorization Type
- Authorization Status
- Authorization Start/End Dates
- Admit Status
- Service Agreement
- Member ID
- Member Last Name
- Member First Name
- Diagnosis Code
- Service Category
- Service Code
- Practitioner ID
- Practitioner Last Name
- Practitioner First Name
- Provider ID
- Provider Name
- Provider Network ID



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.

Team Wipro understands that access to key reference data and code sets is vital for staff to have a thorough understanding of the data presented.

Wipro EMaaS provides online access to all reference tables, including an option to search and display by reference data type and code. For example, this includes but is not limited to ICD10 (International Classification of Diseases), HCPC (Health and Care Professions Council), CARC/RARC (Claim Adjustment Reason Codes Remittance Advice Remark Codes), etc.

All reference data stored and maintained in the system is subject to the agency defined Claims360 business rules. These business rules are easily configurable via our searchable, user-friendly screens to define a wide range of configuration criteria. Searches can be initiated through multiple avenues, including Engage360, Content360 and Claims360 by authorized users. Reference table data is also available through Reports360 for reporting requirements.



DM70

The Contractor's solution shall maintain user controlled parameters for all standards and messages.

The Wipro EMaaS solution allows entry and maintenance functionality for user controlled parameters including standards and messages.

Wipro EMaaS features configurable parameters which enable internal error and status codes to be conveyed using industry standard codes and/or messages. These parameters are easily maintainable within the solution.

Team Wipro recognizes the effectiveness and efficiencies gained by maintaining user controlled parameters.



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).

The Wipro EMaaS provides proper data validation rules that include inherent data validations as well as an extensive set of configurable validation policy edits.

Team Wipro will enforce strict data validation and verification, through coding standards and staff training. Validation and verification includes, but is not limited to the following:

- 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

Wipro EMaaS provides proper data validation rules, and the Claims360 component includes

inherent data validations as well as an extensive set of configurable validation policy edits. Team Wipro understands that any system is only be as good as the validity of the data.



DM73

The Contractor's solution shall capture and maintain the data items needed for State or Federal reporting requirements.

Wipro EMaaS receives, derives, stores, and allows for export data for State and Federal reporting requirements.

Team Wipro is familiar with the data required by the agency to satisfy State and Federal reporting requirements. The data items needed to support producing reports such as the following:

- Transformed Medicaid Statistical Information System (T-MSIS)
- Payment Error Rate Measurement (PERM)
- CMS Standard reports (CMS-21, CMS-37, CMS-64, etc.)
- Operational performance reports
- Participation reports
- Expenditure reports

If required, we will integrate with the Enterprise Data Warehouse (EDW) or other external data sources to capture and maintain the data items needed for State and Federal reporting requirements.



DM74

The Contractor’s solution shall validate calculated data items.

The Wipro EMaaS solution validates calculated data items using business rules and edits.

Team Wipro understands the importance of data accuracy, especially when dealing with derived and calculated values.

As an example within Claims360, member record includes an accumulators tab that displays all the claims accumulators, cost share, service number, and dollar maximums applicable to the member, the amount used to date and the amount remaining. Member accumulators are dynamically calculated anytime they are accessed based on the applicable date-specific configuration rules, claim history and any accumulator adjustments on file.

Team Wipro utilizes multiple layers and forms of testing, including, but not limited to, data validation of calculated data items. Team Wipro will collaborate with the State to create specific use cases for calculated data items, showing input, calculations, and expected outcomes to compare with calculated results.

Wipro EMaaS solution is easily configurable to include calculated data items and store them in database tables for future data and reporting needs



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.

Wipro EMaaS validates and verifies that all data items that contain self-checking digits passes a specific check-digit test.

Team Wipro understands the role of check-digits in the validation and verification of identification fields. The Wipro EMaaS solution includes an extensive set of configurable validation policy edits, including edits for digit validity on standardized IDs such as National Provider Identifier (NPI) and Medicare Beneficiary ID (MBI).



DM79

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

Wipro EMaaS supports the ETL processes from real-time web services or batch processes.

The Connect360 component within Wipro EMaaS, is multi-faceted and consists of various connectors, services, and translators. Connect360 is a robust, enterprise-class integration layer that provides real-time and batch access to all Wipro EMaaS data, allowing easy integration with a wide variety of other systems, partners, and exchanges. Connect360 leverages its WSO2 ESB to ensure flexible and interoperable integration with State Integration Platform and other module vendors. It features extensible SOAP and REST web services to exchange both Real time and batch data. Connect360 also enables systems to exchange data using other standard protocols such as SFTP and Java APIs.

Connect360 integration layer also features a set of a standard loaders and ETL component - Talend. Claims360 utilizes Connect360 to load the data to claims databases. Connect360 allows for the use of flat files, which promotes easy integration with Talend ETL. The XML entity loader framework uses XML files to load data with high-fidelity resolution. File formats include each and every attribute of the loaded entities, enabling a great deal of complexity.



DM114

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

Wipro EMaaS utilizes current industry standard clinical codes, including, but not limited to: ICD-10, HCPCS, CPT (Current Procedural Terminology), ICD Surgical Procedure Codes, and NDCs (National Drug Codes).

Wipro EMaaS accepts current industry standard clinical codes from the Centers for Medicare and Medicaid Services (CMS), American Medical Association (AMA) and other clinical code management organizations to apply code set updates ahead of published deadlines. Our solution is also equipped to store and utilize past versions of clinical codes when appropriate.

Team Wipro incorporates clinical code changes through established procedures and thoroughly tests

changes with select external vendors, ensuring correct and accurate claim processing. Clinical code changes are preloaded into production environments ahead of deadlines and are marked with effective start dates, ensuring clinical code changes are ready when required. Old clinical codes are retained and marked with effective end dates to support reference for historical claims.



DM115

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

Wipro EMaaS collects, stores, and maintains the data necessary for T-MSIS reporting requirements as required by CMS.

Team Wipro understands that data reporting and analytics is crucial to a Medicaid system. In addition to the "Out-of-the-box' reports, Team Wipro utilizes Reports360 ad hoc report capabilities to create and customize reporting for the agency. Team Wipro will collaborate with and assist the agency with producing the ad hoc reports or data extracts for T-MSIS reporting.

Wipro EMaaS utilizes data within the solution databases and external data sources, such as the Enterprise Data Warehouse (EDW) for T-MSIS reporting. The created T-MSIS data is stored in the solution databases for future reference.



DM138

The contractor shall participate in governance processes led by the Agency and including the System Integrator and other module vendors as appropriate during design, definition, and any subsequent revisions of data formats to be used for communicating data to and from the module.

Team Wipro will participate in governance processes as led by the agency, System Integrator, and other module vendors throughout the design, definition and subsequent revisions of data formats to be used for communicating data to and from the EMaaS solution.

Team Wipro uses best practices and procedures and domain knowledge to ensure our solution data is integrated with the System Integrator and other vendors accurately. We will contribute to the governance process by working with the agency and other module vendors with mutually agreeable design, definition and subsequent revisions to the data format. Data exchange mechanisms will also be detailed and agreed upon in the Interface Control Document (ICD).

Team Wipro with over 30 years of success managing Medicaid applications, data, and projects, brings a wealth of knowledge to the table. The leadership and experience will be invaluable while collaborating with the agency, System Integrator, and other module vendors in defining governance rules and processes. Team Wipro's extensive knowledge base of Medicaid data will accelerate the integration projects with other module vendors. Our technical integration skills ensure timely and secure communication with all entities involved.



DM145

The Contractor'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:

- 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
- 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
- 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.

The Wipro EMaaS solution provides implements, operates, and maintains 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 EMaaS solution for the duration of the contract.

The Content360 component within Wipro EMaaS, houses the Healthcare Data Models as a visual representation of the integrated data structures of all modules in the MPATH solution, along with detailed metadata about all data items, flows, relationships, and keys.

Healthcare Data Models come with Conceptual, Logical, and Physical Data Models, as defined in this requirement, for the base commercial off the shelf application. As the implementation of the agency enterprise modules progress, Team Wipro's Development and Infrastructure Services update the data models and metadata as part of our standard processes. Updates are published as required to ensure the agency, Team Wipro, and all module vendors have a current view of the data. The Reports360 tools including Microsoft Power BI, HealthRules Answers, and Mitel CCM all integrate with the Content360 Healthcare Data Model and metadata to provide a complete and consistent view of the data. Team Wipro's standard processes keep the data model information up to date for the life of the contract.

The data models depict the interconnectivity of the components with the modular solution. Modularity is verified through extensive testing that demonstrates compliance with chosen interface standards and specifications.



DM139

The Contractor shall provide the capability to exchange data in standard and non-standard formats as well as structured and unstructured data with multiple sources.

Team Wipro provides the capability to exchange data in standard and non-standard formats, as well as structured and unstructured data with multiple sources.

Within Wipro EMaaS, the Connect360 component is uniquely positioned to securely exchange both structured and unstructured data between agency enterprise modules and external vendors. Industry standard protocols, such as HTTPS, SFTP, and Web Services, support communication of data between multiple IT applications. As technology evolves, Connect360 will add new protocols as they are accepted by the IT industry.

As an industry leading system integrator, recognized by Enterprise360 as one of the top 10 System Integrator companies for 2019, Team Wipro excels in electronic data exchange with a large base of external vendors in both structured and unstructured data.



DM140

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

c. Effective date
d. End date
e. Date when last changed
f. Who made last change
g. Short description
h. Long description
i. Create date
j. Create user

Wipro EMaaS contains all data for data auditing and reporting of and will ensure the following data elements are stored and maintained for all reference codes.

- Effective Date
- End Date
- Date when last changed
- Who made last change
- Short description
- Long description
- Create date
- Create user ID

All occurrences of Wipro EMaaS reference data are established with effective start and end dates, last changed date and user, short and long descriptions, creation date and user. All agency defined business rules and policies are date driven in order to utilize the appropriate reference data for the date(s) of service (DOS) applicable to system processing.

All reference data and associated metadata are accessible through our searchable, user-friendly screens and display within a single window, with logical tabs of information and point-and-click drill-down capabilities.



DM141

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

Wipro EMaaS allows real-time access to all transactional data along with all data stores for all module components.

Within Wipro EMaaS users have access to the transactional data using different components depending on the data needed. This information is available for internal users in each component such as Claims360, and Financials360. The detailed data such as member, provider, and claims can be accessed in real time using our Connect360 and Engage360 components for authorized external users.



DM142

The Contractor'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) in real-time

Wipro EMaaS provides the ability to modify transactions in real time. Wipro EMaaS architecture fully implements real-time or near real-time updates and processing of data and transactions, include but not limited to the following:

- Reference information
- Member demographics
- Member eligibility
- Provider information
- Service Authorization details
- Service Authorization amounts used
- TPL information

Connect360 can seamlessly integrate with and receive updated transactions from vendors and supports synchronous real-time and asynchronous real-time transactions. An example is member eligibility data from approved source(s). Upon receiving member eligibility data, new member records are initialized and existing member records are synchronized and updated for immediate use by the system for benefit assignment(s), matching to Third Party Liability (TPL), etc. The updates are logged in audit logs and details such as date, time, user, and reason for changes are captured.



DM143

The Contractor'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.

The Wipro EMaaS solution captures, maintains, and links relevant information associated with the claim during the adjudication process for the claim date of service.

Claims360 links and stores all information for a claim together as of the time it is received into the claims processing system throughout the life of the claim data. Each claim is assigned a unique identifier that is tagged and stored on all records associated with the claim, along with the date of service and other claim related information. Additional data, such as member benefit plans or provider types, are also linked to the claim as the claim is adjudicated by the system.



DM144

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.

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), drug rebates, and service frequency limits as defined by the Agency.

Wipro EMaaS manages data retention and archival utilizing a customizable approach to meet agency post-implementation requirements which include the following:

- Seven years of electronically imaged documents and data
- After seven years, data will be purged from the module(s)
- All active records, if active anytime within the past seven years, including provider, member, case, etc., will be retained
- 100% of all history, if active anytime within the past seven years, including entity and case will be retained
- Any entity and/or case that has been continuously inactive for the last seven years will be purged, and will no longer be accessible by users in that module(s)
- The State exceptions to this policy applying to the data retention limitations include the following:
  - 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)
  - Drug rebate
  - Service frequency limits as defined by the agency

Team Wipro will gather all requirements for data archival for all components and customize the Wipro EMaaS archival rules. These rules control archival at several levels, including cases, members, providers, claims and others. Archival rules control whether data is physically deleted or archived to off-line storage. Each individual component may have separate retention periods for data and, in the case of shared data across components, the rule with the longest retention period is utilized.

3.10.1.6 INTERFACES

This section addresses interface requirements. The Contractor's Application Program Interfaces (APIs) and components must comply with industry standards. In their response, the Offeror must describe methods they currently use for electronic data exchange, detail the industry standard formats currently used and describe any proprietary formats used. The Offeror must also describe in detail their approach to meet each of the interface requirements in Attachment F – Requirements Response Matrix. The Contractor's solution shall include all integrations/interfaces listed in Attachment F - Requirements Response Matrix in their overall fixed price. The Offeror

simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

The Wipro EMaaS is a highly modular SaaS solution built on leading industry tools. The Connect360 component of Wipro EMaaS provides a robust and flexible integration framework, which is extensible and highly available. WSO2 Enterprise Integrator functions as the Integration Platform or Enterprise Service Bus (ESB) for the Wipro EMaaS solution. Connect360 utilizes Application Program Interfaces (APIs) and components that comply with industry standards (e.g., National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST) and HIPAA compliance standards).

The following diagram shows the various interfaces between Wipro EMaaS and the external entities at a high level.

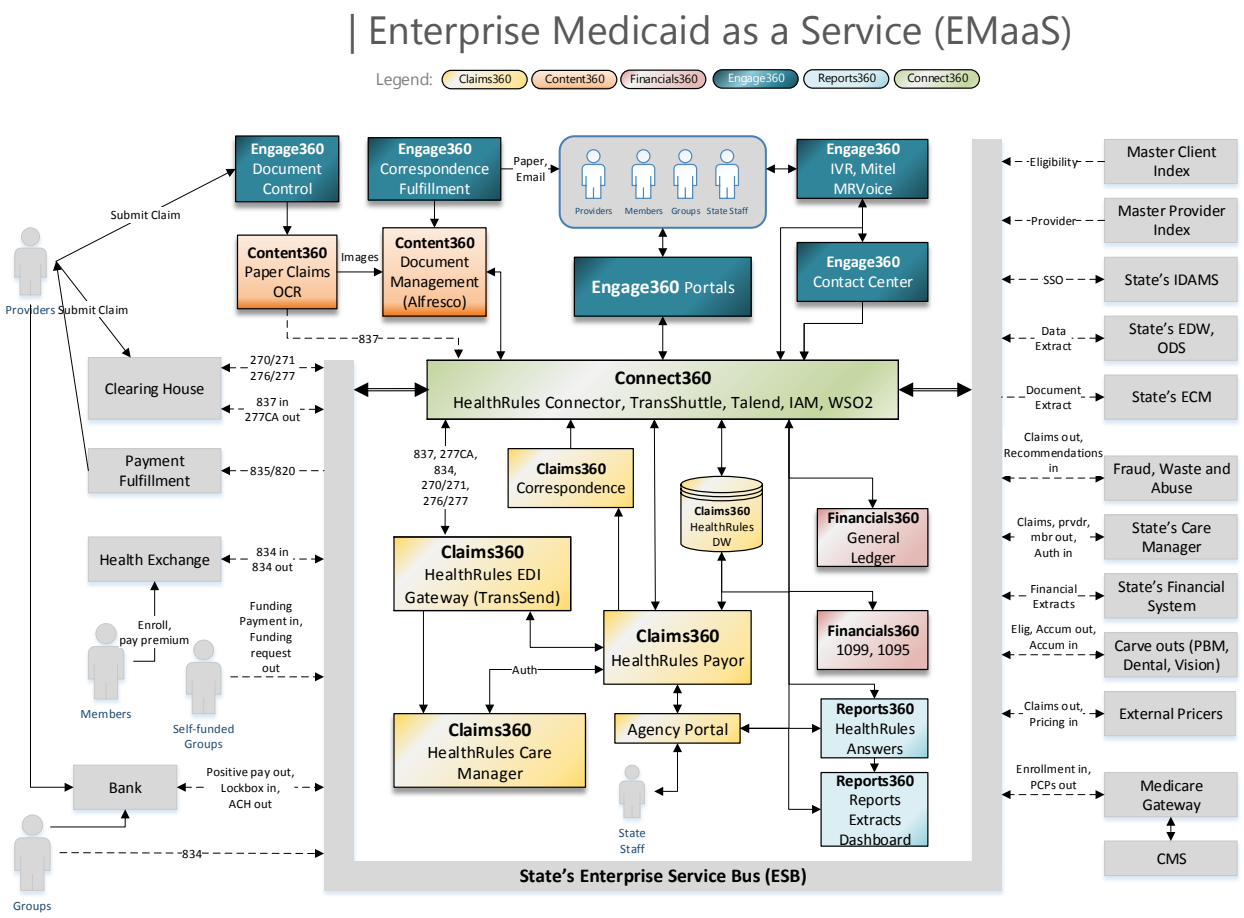


Figure 3-21: Wipro EMaaS Component Diagram with Various Interfaces

The various components of Connect360 are hosted on a hybrid multi-cloud environment. All cloud-hosted components of Wipro EMaaS are Federal Risk and Authorization Management Program (FedRAMP) certified. Data center services and application have been security tested for HITRUST, SOC 1 and SOC 2 security requirements and complies with NIST requirements contained within these security protocols. The application will complete testing and compliance with NIST 800-53 Rev 4 Security protocols during the implementation phase of the project.

Our Connect360 component has an ESB at its core. This ESB is built using WSO2 integration products, including, WSO2 Enterprise Integrator and WSO2 API Manager for its integration platform. This serves as the module that integrates various EMaaS components. WSO2 provides various functionality that includes API management, service virtualization, orchestration, translation, transformation, registries, service traceability, and service mediation. These components are hosted on the AWS platform and are managed by Team Wipro resources.



Wipro understands that State of Montana will require an API Platform for managing capabilities related to API Publishing, API Versioning, API Discovery, API Developer On boarding, API Promotion and Collaboration. This platform ensures APIs function to the fullest potential with expected response times. Such API Platforms popularly called API Management Platforms have separate modules — API Enablement, API Gateway, API Developer Portal, API Analytics and API Monetization. The API Developer Portal serves the function of API Publishing, API SLA Plans, Managing API versions, Automated and Approval Based API Developer and Partner On boarding Processes, Portal Branding, Setting up of forums for collaboration between API Providers and API Consumers, etc.

Connect360 leverages WSO2 Enterprise Integrator 7.0, which is the open-source hybrid integration platform that enables API-centric integration using integration architecture styles, such as micro services, cloud-native, or centralized ESB. Connect360 also leverages WSO2 API Manager Platform for the State of Montana's requirements. This platform is the best in class as:

- It complies with the design principles laid out as per industry best practice
- It directly supports the requirements that are laid out in the State of Montana's requirements as out-of-the-box features with minimal customization
- The platform is architected with the best industry practices, and simplifies the need for extensive training and experience, thus making platform adoption simpler and user friendly
- It is a pure play API Management Platform and an acknowledged market leader

Wipro EMaaS Solution is capable of National Information Exchange Model (NIEM) for the interface file exchanges, where necessary. Wipro EMaaS solution uses standard XML-XSD schemas, SOAP, and Web Services that conform to the NIEM-UML standards. Wipro EMaaS uses web services that can extract data from disparate sources and output it to an XSD-schema mapping using the NIEM-UML specifications of the CORE and Domain specific attributes.

Our 100% SaaS solution is hosted in the state-of-the-art data centers for production, disaster recovery, and non-production environments. Subject to NIST and Federal Information Security Management Act (FISMA) requirements, these facilities include biometric security controls, redundant power, off-site backup, real-time replication to support disaster recovery, and highly available fault tolerant engineering for network equipment, web services, application servers, database servers, and storage.

Wipro's Connect360 component within Wipro EMaaS supports the HL7 transport. It handles the Health Level 7 messages using Carbon component of WSO2 ESB. We utilize the FHIR next

generation standards framework for HL7 data exchange. The solution also supports the FHIR standards for data formats, elements, and the APIs for exchanging electronic health records with the System Integrator and other internal and external entities.

The Wipro EMaaS solution follows HIPAA standards for the electronic exchange of information between various modules. Our inbound and outbound interfaces comply with required standards for data exchanges such as HIPAA X12 standards for EDI transactions and code sets, including ICD10. The Claims360 EDI Gateway within Wipro EMaaS is capable of accepting and processing all X12 transactions. Our Claims360 EDI Gateway is comprised of various industry-leading tools such as Axiom TransSend.

The robust and extensible Connect360 integration platform and loosely coupled interfaces ensure that connections to the other module applications and State Integration platform happens seamlessly. The platform also ensures that new interfaces and connections to other partners in the future can be done with ease. This helps the solution and the agency stay compliant with necessary State and Federal standards. Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix. This will also include the list of all integrations/interfaces that are available with the Wipro EMaaS solution during the implementation.



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)).

The Wipro EMaaS solution ensures that all data exchanges including inbound and outbound interfaces comply with industry standards of National Information Exchange Model (NIEM), National Institute of Standards and Technology (NIST), HIPAA-compliance standards, Health level 7 (HL7), and Fast Healthcare Interoperability Resources (FHIR).

Wipro EMaaS is capable of NIEM for the interface file exchanges. Our solution uses standard XML-XSD schemas, SOAP and Web Services that conform to the NIEM-UML standards. We use web services that can extract data from disparate sources and output it to an XSD-schema mapping using the NIEM-UML specifications of the CORE and Domain specific attributes.

As per NIST Special Publication 800-47 (Security Guide for Interconnecting Information Technology Systems), each of our data exchanges will be governed by an Interconnection Security Agreement (ISA), specifying the technical and security requirements of the interconnection, and a Memorandum of Understanding/Agreement (MOU/A), defining the responsibilities of each participating organization. Each data exchange will be documented in the appropriate plan.

Team Wipro will comply with the HIPAA Privacy Rule, which defines permissible exchanges of Protected Health Information (PHI) between covered entities, and will ensure that only the minimum necessary data is exchanged. We will also comply with the HIPAA Security Rule, requiring appropriate administrative, physical and technical safeguards, to ensure the confidentiality, integrity, and security of Electronic Protected Health Information (ePHI). Additionally, our solution is compliant with the HIPAA (EDI) Transaction Code Set Rule which specifies the rules, format of each transaction record and their versions.

Our solution is compliant with Council for Affordable Quality Healthcare- Committee on Operating

Rules for Information Exchange (CAQH-CORE), MITA and HL7 rules. Team Wipro understands HL7's goals for the interoperability of medical information systems, for efficient interaction between legacy healthcare systems, and access to medical data from various devices such as computers, tablets and mobile phones. The Wipro EMaaS solution complies with the HL7 standards for exchange, management and integration of electronic medical information. Wipro's Connect360 component, within Wipro EMaaS, uses WSO2 ESB, to support the HL7 transport. It handles the HL7 messages, using the Carbon component of WSO2 ESB. We utilize the FHIR (the latest HL7 iteration of interoperability standards for electronic exchange of healthcare information), for HL7 data exchange. Our solution also supports the FHIR standards for data formats, elements and the APIs, for exchanging electronic medical data.

Our 100% SaaS solution is hosted in the state of the art datacenters for production, disaster recovery and non-production environments. Our Wipro EMaaS gateway for incoming and outgoing data exchange (including interfaces), is hosted in FedRAMP certified Cloud. Additionally, the Wipro EMaaS Connect360 component is hosted in the HealthEdge® SaaS data centers, all of which are HITRUST, SOC 1 and SOC 2 certified. Team Wipro plans to complete HealthRules NIST 800-54 Revision 4 (Security and Privacy Controls for Federal Information Systems and Organizations) assessment prior to go-live.



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.

The Wipro EMaaS solution uses industry standards for the exchange of data between Wipro EMaaS and the systems with which it interfaces (including internal and external entities). This includes providing business function that meets the requirements of Department policy, and federal and State rules and regulations.

The Connect360 component within Wipro EMaaS leverages the WSO2 Enterprise Integrator ESB which supports the exchange of data between our System and the systems which we interface. Our Connect360 integration component supports extensive list of interoperability protocols including SOA/standards-based integration. Our core integration architecture leverages the ESB features within the SOA framework to integrate disparate systems effectively. This architecture provides an integration framework that connects various module applications and services without directly accessing the underlying data. At the same time, it supports electronic data exchanges within the agency's enterprise to promote interoperability. Team Wipro will design, configure, build, and maintain interfaces and framework which use a wide range of Interoperability protocols, including SOA- and standards-based integration approaches using protocols, including REST, SOAP, and COTS Application Programming Interfaces (APIs).

We will work with the agency to create business functions that meet their policy, and federal and State rules and regulations. Wipro will work with the agency to define a change management process to comply with changes in the federal and state regulations during implementation and operations phases.

Wipro EMaaS maintains the associated provider and member data at the point in time that the claim processed.

The Wipro EMaaS solution's best of the breed modular components provide seamless data exchange between disparate systems and create business functions that meet the federal and state rules and regulations.

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.

Wipro EMaaS sends and receives real-time discrete transactions between modules and the State's integration platform to reduce the need for bulk data transfers.

Our real-time web services which support both SOAP and RESTful standards are exposed through the Connect360 Integration platform in Wipro EMaaS. Multiple services retrieve information, such as Claim Status (276/277), Participant Eligibility (276/277), and Remittance Advice (835). The figure below demonstrates a real-time Claim status inquiry.

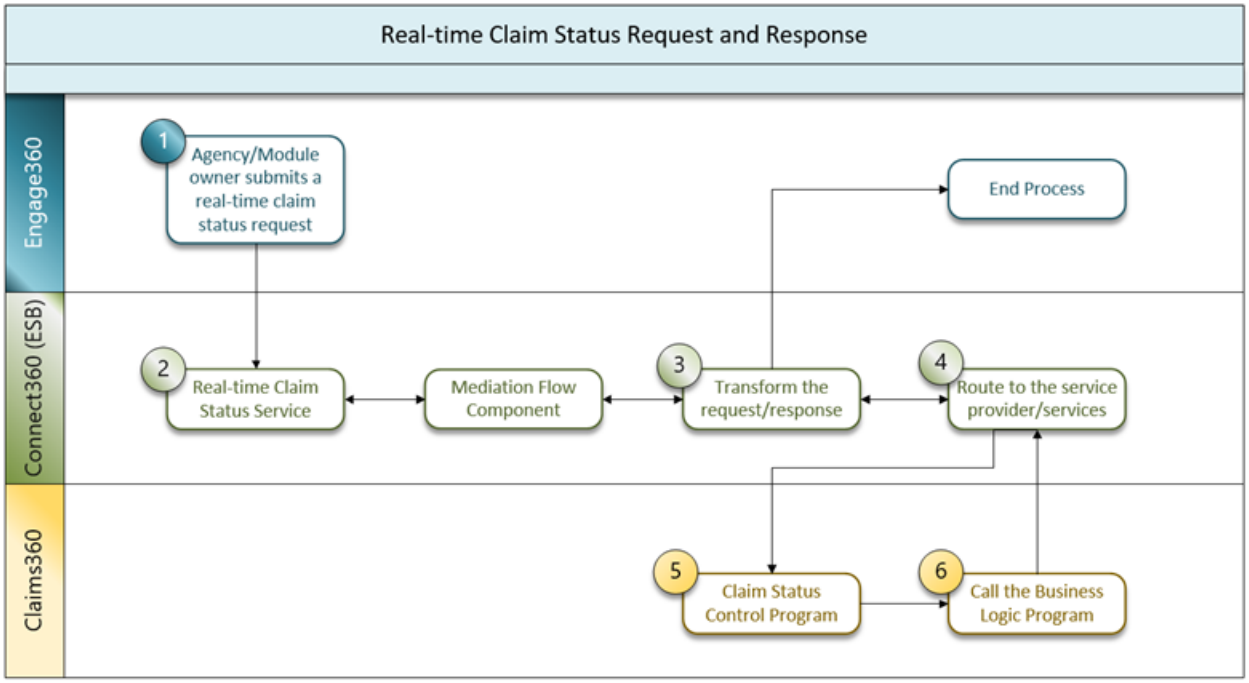


Figure 3-22: EMaaS Real-Time Claims Status (277) Inquiry

1. **Process #1 –** Real-Time Claim Status Submission - Module vendors send their Claim Status Request (ASC X12 v5010 276) through Connect360 using one of the Core II message standards.
2. **Process #2 –** Real-Time Claim Status Web Service – Connect360 - The end point of the request is a web service hosted on the Connect360.
3. **Process #3 –** Real-Time Claim Status Authentication - The Claim Status Request (ASC X12 v5010 276) from the module vendors as well as the Claim Status Response (ASC X12 v5010 277) from the Claims360 are mediated by Connect360 and are transformed using the Connect360's WSO2 Enterprise Integrator transformation mechanism.
4. **Process #4 –** Real-Time Claim Status Route - The Claim Status request from the Connect360 is routed to the corresponding service hosted on Claims360 translators.
5. **Process #5 –** Real-Time Claim Status Service – Claims360 - The Claim Status Service control program accepts the routed request from the Connect360 for further processing.
6. **Process #6 –** Real-Time Claim Status Claims360 Business Process – The request is processed and a response is produced.

Connect360 integrates with Claims360 which processes this information in real time. It further more leverages Standard HIPAA X12 XML based channels for direct, real-time communications with module vendors. Our web services are built using Core and CAQH regulations and conform to the CAQH connectivity rules. We use Web Service Description Language (WSDL) which conform to CORERule2.2.0 standards. We will publish companion guides which will describe in details the WSDLs and other connectivity requirements and assist module owners exchange real-time discrete transactions with Wipro EMaaS.

Wipro EMaaS completely automates the business process and increases the transparency, consistency, accuracy, efficiency, and faster access to data in real time.



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.

Wipro EMaaS provides 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.

Wipro EMaaS framework provides the ability for the users to view raw daily interface files for up to sixty (60) calendar days. The mechanism to view these files is determined by the channel through which these files are exchanged with the Wipro EMaaS solution. If the files are uploaded via the User Interface on the Engage360 portals, the file owner and the authorized agency or Team Wipro staff can access them through the Engage360 screens. If they are exchanged via the Connect360 transaction gateway, they can be accessed via the Claims360 portals by the authorized agency or Team Wipro Staff.

The raw daily interface files are archived after sixty (60) calendar days and maintained for up to six (6) months. Our approach to archiving data and files is reliable, robust, and uses the best industry standards.

Team Wipro’s file archival process ensure that the data is archived periodically, and is easily accessible on demand.



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.

Wipro EMaaS provides 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.

Wipro EMaaS framework provides the ability for the users to view raw monthly and quarterly interface files for up to one year (365) calendar days. The mechanism to view these files is determined by the channel through which these files are exchanged with the Wipro EMaaS solution. If the files are uploaded via the User Interface on the Engage360 portals, the file owner and the authorized agency or Team Wipro staff can access them through the Engage360 screens. If they are exchanged via the Connect360 transaction gateway, they can be accessed via the Claims360 portals by the authorized agency or Team Wipro Staff.

The raw monthly and quarterly interface files are archived after one year (365) calendar days, and are archived for two years (730) calendar days and maintained for up to two (2) years. Our approach to archiving data and files is reliable, robust, and uses the best industry standards.

Team Wipro's file archival process ensures that the data is archived periodically, and is easily accessible on demand.



INR08

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

The Wipro EMaaS solution includes a detailed process and multiple toolsets to maintain interfaces, code, and data models.

Team Wipro utilizes robust configuration management, inclusive of both documentation and code repositories, which is used to maintain versions of interfaces, code and data models as needed. Our configuration management processes strive to control asset components and maintain up to date system configuration. This assists in maintaining IT service quality, ensures compliance, and minimizes the number of incident occurrences. This also supports ITIL processes such as change management, incident management, and release management by providing configuration data of relevant assets. This information assists with change approval, release planning, and problem analysis/resolution.

Our well-structured configuration management plan is the basis for an effective IT Service Management. This assists in providing the correct information to the agency regarding different technical interfaces, code and data models used by EMaaS.



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.

Team Wipro will design, develop, and maintain the required EMaaS interfaces. Each Application Program Interface (API) and components interfacing with the Systems Integration Services Integration Platform will be documented using a mutually agreed upon Interface Control Document (ICD) template. An example table of contents for a typical ICD template is shown below. Team Wipro will work with all stakeholders in the State's healthcare programs enterprise to accomplish this.



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Figure 3-23: Sample ICD Table of Contents

Team Wipro uses a wide range of interoperability protocols, including SOA and standards based integration approaches. Protocols including REST (Representational State Transfer), SOAP (Simple Object Access Protocol), and COTS APIs to develop interfaces.

During the design, configure, and build phase, Team Wipro will develop the detailed Architecture and Technical documents and ICD. These documents will capture the system architecture diagrams, the interface mechanism and interface contract details. The System Architecture diagrams document all technologies, protocols, and security controls implemented for the enterprise wide integration of data and system functionality. The ICD will elaborate in detail the overview, functional allocation, data transfer details, transaction details, security and integrity details, message formats, communication methods utilized, as well as other information. The Interface Matrix will be shared with other stakeholders in the State's healthcare programs enterprise that need to interface with the Wipro EMaaS solution. Any configuration changes made to the system will be added to these documents. The final layout and format of these documents will be completed during the requirements phase.



INR12

The Contractor shall ensure proprietary interfaces and protocols between modules are not used.

Team Wipro ensures proprietary interfaces and protocols are not used between modules.

The Wipro EMaaS solution follows HIPAA standards for the electronic exchange of information between various modules. Our inbound and outbound interfaces comply with required standards for data exchanges such as HIPAA X12 standards for EDI transactions and code sets, including ICD10. The solution complies with security standards such as National Institute of Standards and Technology (NIST) and follows the National Information Exchange Model (NIEM) for the interface file exchanges.

Team Wipro continues to participate in CAQH Core, MITA, HL7 standards, and other standards-related forums to promote and adopt standards for all its interfaces and protocols in use.



INR33

The Contractor shall document all interfaces in the Agency's Interface Control Document (ICD) format which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. The Agency will approve finalized interface designs detailed in the ICDs.

Team Wipro will document all interfaces in the agency's Interface Control Document (ICD) format which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. We will review the finalized interface designs detailed in the ICDs with the agency and obtain approval.

During the design, configure, and build phase, Team Wipro will document all interfaces in the Interface Control Documents (ICD). The ICD will elaborate in detail the overview, functional allocation, data transfer details, transaction details, security and integrity details, message formats, communication methods, etc. Furthermore, the ICD will include data layouts, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. The Interface Matrix will be shared with other stakeholders in the State's healthcare programs enterprise that need to interface with the Wipro EMaaS solution. Team Wipro will ensure that all the finalized interface details in the ICDs meet the expectations and are approved by the agency.

These extensive and interoperable interfaces which are well-documented and updated using industry standard best practices will assist the agency in achieving end-to-end connectivity across the enterprise.



INR34

The Contractor's solution shall include all integrations/interfaces listed in Attachment F - Requirements Response Matrix in their overall fixed price.

Team Wipro has included all integration/interfaces listed in Attachment F - Requirements Response Matrix in our overall fixed price in Attachment G.

The details of all available interfaces within the Wipro EMaaS solution are mentioned in Attachment L.

3.10.1.7 BUSINESS RULES

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 in detail their approach to meet each of the Business Rules requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has read and understands the need to provide a business rules solution that is flexible, scalable, and configurable. The business rules can be managed by both Team Wipro and agency staff as desired by the State. Deployment of real-time changes do not impact system availability.

We understand the benefits associated with providing the flexibility and scalability associated with business rules. Properly prepared business rules provide efficiency, consistency, predictability, and many other benefits. Business rules allow an organization to bridge the gap between the business and technical teams.

Configurable business rules are a common tenet across all the solution components of Wipro EMaaS:

Claims360 provides an integrated claims management solution centered on the HealthRules Payor application, powered by the patented HealthRules Language.

The patented HealthRules Language (HRL) leverages an English-like vernacular to enable State to react quickly to policy and procedural changes. This natural language helps eliminate the translation of policy from business terminology to technical code.



The following supported components provide the business rule capability to meet State policy and procedures:

- Benefit Plan Components
- Service Categories
- Validation Policies
- Operating Provisions
- Workflow
- Routing

Wipro EMaaS is a 100% SaaS solution capable of meeting the State requirements outlined in this RFP. Advantages over other Claims processing systems include the following:

- Used in Medicaid, Medicare, and Commercial health plans
- Contains a prebuilt base set of core business rules for claims processing
- Provides patented configuration language supporting natural language rule configuration capability

Key Benefits

- True Commercial Healthcare Product
- Pre-built Business Rules
- Patented Configuration Language with Natural Language Capability

Wipro EMaaS supports role-based security within its user interface to allow both Team Wipro and State users the ability to establish, configure, and manage rules to meet their business needs. The business rules are available to the user in libraries and catalogs associated with the various business processes and also stored in the Wipro EMaaS data warehouse.

The Claims360 component within Wipro EMaaS utilizes benefit plans, service categories, operating provisions, and validation policies to drive policy and pricing.

- **Benefit Plan Components** are a reusable library of benefits, limits, out of pocket maximums, deductibles, exclusions and other rules that can be combined to configure different benefit plans. A benefit plan may have multiple benefit plan components.
- **Service Categories** are a reusable library of business terminology to define services for which multiple rules may apply. Examples include but are not limited to benefit rules, pricing rules, and service authorization matching.
- **Operating Provisions** consist of single libraries of rules that can be managed centrally. Numerous definitions and processing rules can be defined at the overall payer or system level, or applied or overridden at lower levels when needed (i.e. by product, benefit plan, provider benefit network, or provider contract). A few examples of the various provisions available are duplicate claim detection parameters, auto-offset rules for automated recoupment of overpayments, claim interest calculation provisions, and non-participating provider payment rules.
- **Validation Policies** are used to define rules/edits for every type of data or transaction within Claims360. These policies can be customized using over 100 data elements within the member, provider, and claim data model. Created policies are stored in a catalog of folders.

Business Analysts configure easily interpreted, natural language business rules that benefits both business and technical staff.

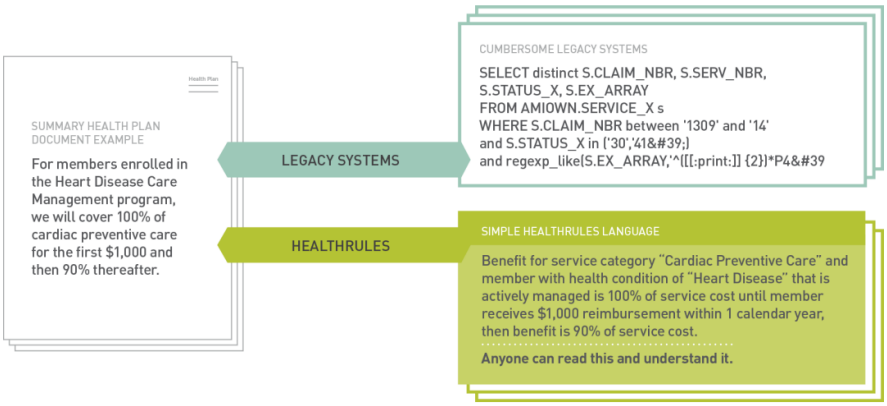
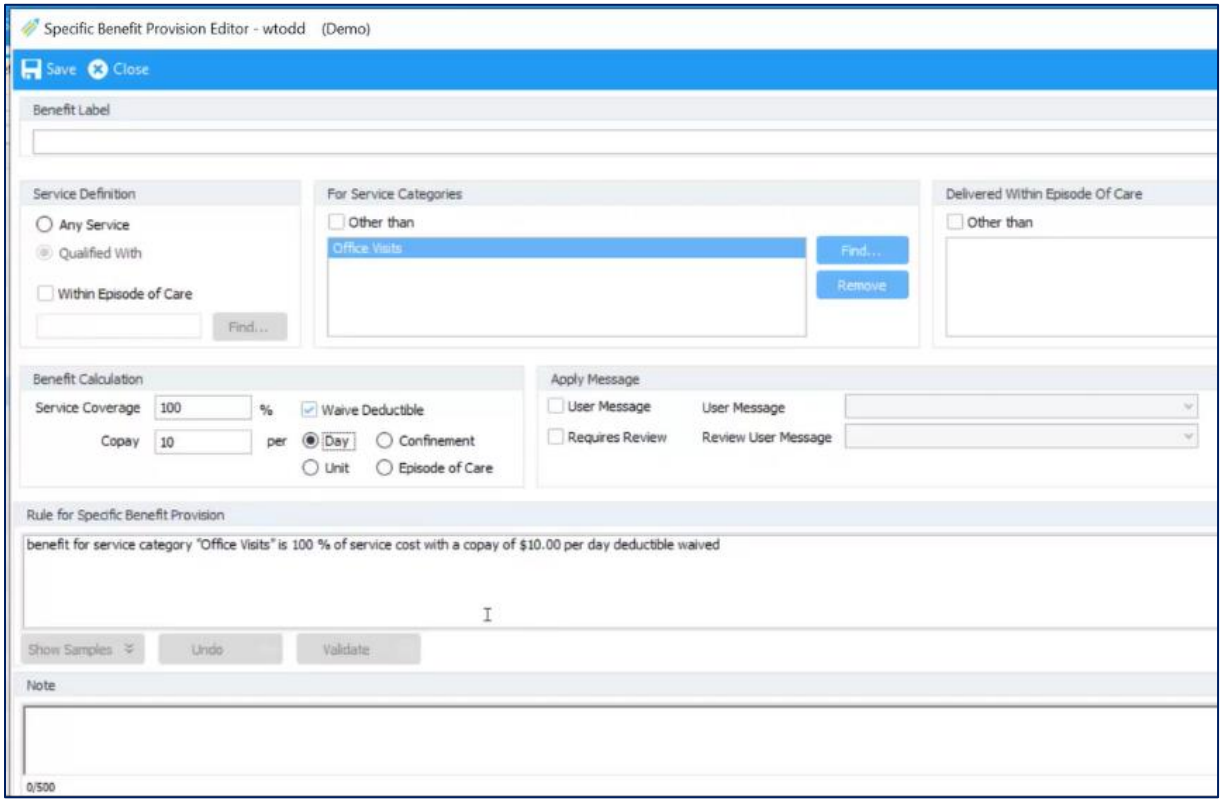


Figure 3-24: Natural Language Rules

The Claims360 component provides users with drop-down selection screens to define common business rules, plus the ability to author unique State specific business rules. Users may create, modify, and deploy the rules in real time, eliminating the need for manual coding changes that limit flexibility and many times cause delay.

Figure 3-25: Claims360 HealthRules Language



Engage360 includes portals and CRM solutions built on Salesforce platform and telephony platform from Mitel. These solutions provide capability to configure business rules for workflows to handle interactions with internal/external users. Our IVR, in conjunction with the ACD, directly supports flexible, configurable workflows that route incoming calls to specified queues.

Financials360 Fiscal Management and Financial Reporting in Wipro EMaaS leverages Microsoft Dynamics 365 solution. Microsoft Dynamics 365 has flexible, guided, rules-based chart of accounts and dimensions which make it easy to manage and adjust to changing business requirements. Users have the ability to manage rules based on frequently changing regulatory requirements with configurable tax, e-invoicing, payment, and reporting rules.

Content360 includes Enterprise Content Management (ECM) and Business Process Management (BPM) solutions provide a full-featured ECM and BPM functionality, while remaining flexible and easy to integrate and extend across all Claims Processing and Managing Services components and options.

Content360 robust information governance functionality includes the following:

- Configurable rules and metadata automatically drive what needs to be declared as sensitive while records remain easily accessible by sanctioned users.
- Detailed audit trail capturing the life cycle of documents including creation, access, sharing, powered by configurable rules and business processes help file, find, review and audit

records.

- Configurable File Plans provide control over retention schedules for review, hold, transfer, archive, and the destruction of records.
- Powerful rules engine with a highly scalable forward-and backward-chaining inference engine capable of processing very large rule and data sets.

Change Management Process: Team Wipro utilizes the best practices of change management, which leverage Atlassian Jira to track tickets and other request through implementation. This commonly used change and issue tracking software component supports collaboration of Team Wipro and the agency. This also ensures transparency into the change and software release process. Team Wipro tracks all the changes into change logs. The change logs provide details, such as reason for the change, requestor name, modifier name, and test exhibits and artifacts for the change.

Team Wipro follows an industry-standard systems development methodology that facilitates the continuous maintenance, enhancement and modification of the system to ensure compliancy.



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.

Wipro EMaaS allows authorized system users including Department staff, 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 required permissions are applied in a role-based format to control user actions and grant specific system permissions as desired by the State.

Claims360 provides a user-friendly interface that bridges the gap by providing business rules in an English-like format for readability and understandability. Claims360 provides users with drop-down selection screens and configurable service categories to define common business rules, plus the ability to author unique State specific business rules. Users may create, modify and deploy the rules in real time, eliminating the need for manual coding changes that limit flexibility and many times cause delay.

Financials360 provides users with drop-down selection screens to define common business rules/processes, plus the ability to author unique State specific business rules.

Salesforce platform and Mitel ACD/IVR within Engage360 provide capability to configure business rules for workflows to handle interactions with internal/external users.

Content360 has a powerful rules engine with a highly scalable forward-and backward-chaining inference engine capable of processing very large rule and data sets for effective content management and process automation.

Since our business rules engines can be easily be configured by business users, it is imperative we have a well-defined governance process to ensure only authorized users can make changes to business rules that may have a wide-ranging impact to the business. As a best practice, Team Wipro limits the number of users that can deploy rule changes into the production environment. Team Wipro collaborates with the Department to determine the individuals and their respective permission levels required to support the State's change management needs.

Wipro EMaaS provides test environments that allow users to deploy and test rules prior to production deployment. This allows business staff the ability to perform what-if scenarios in the

Model Office environment.

BR03

The Contractor 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.

Wipro EMaaS provides real time access to a Business Rules Catalog in an electronic format approved by the State that documents all business rule logic.

The business rules are cataloged, published and presented in real time using our Content360 ECM platform to State and Team Wipro staff as required by the State. The rules will be available along with the applicable audit information associated with each rule.

Claims360 stores all business rules within the Claims360 data model. The Reports360 application extracts the business rules into a catalog made available electronically to State and Team Wipro staff.

Claims360 utilizes service categories, benefit plans, operating provisions, and validation policies to drive policy and pricing. These are documented and categorized with Claims360 as follows:

Service Categories are a reusable library of business terminology to define services in which multiple rules may apply. Examples include but not limited to benefit rules, pricing rules, and service authorization matching:

Service Category Name	Service Definition
Office Visit	service "99201" to "99215", "99241" to "99255", "99381" to "99397"
Routine Medical Exam	service "99381" to "99397" and diagnosis "V70", "V70.0"
DME	service "E0100" to "E1830"
ER Visit	revenue code "0450", service "99281" to "99289"
Diabetes Office Visit	service category "Office Visits" and service category "Diabetes Primary Diagnosis"
Physician Administered Drugs or Biologicals	service "J0000" to "J9000" or revenue code "0250" to "0259"
Room and Board	room and board
ER Visit (Drug Related)	service category "Emergency Department Visit" and (diagnosis "291.0" to "292.9", "303" to "305.93")
CT Imaging	service "70450" to "70498", "71250" to "71275", "71275" to "72133", "72191" to "72194", "73200" to "73206"
Physician Component	modifier "26" and billed on professional claim
Female Inpatient Member	inpatient and member gender female
Inpatient Member Under 21	inpatient and member age < 21 years
Inpatient Service	inpatient
Physical Therapist	specialty "Physical Therapist"

Figure 3-26: Claims360 Service Categories

Benefit Plan Components are a reusable library of benefits, limits, out of pocket maximums, deductibles, exclusions and other rules that can be combined to configure different benefit plans. A

benefit plan may have multiple benefit plan components.

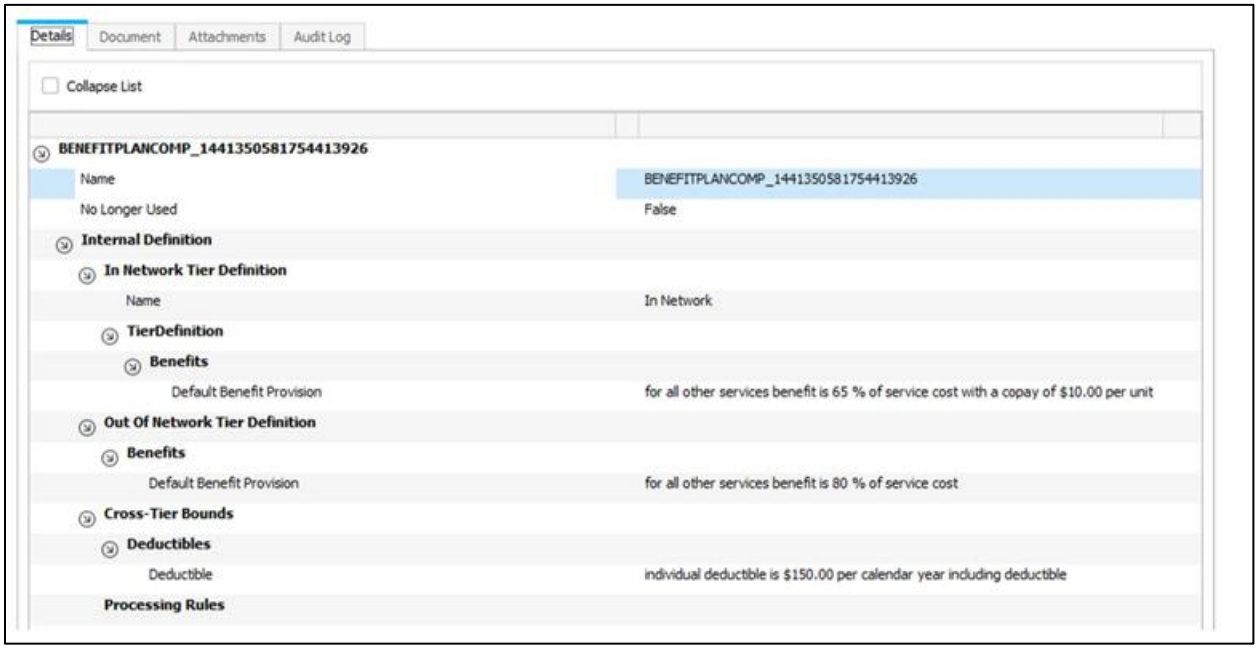


Figure 3-27: Benefit Plan Component Screen

Operating Provisions consist of single libraries of rules that can be managed centrally. Numerous definitions and processing rules can be defined at the overall payor or system level, or applied or overridden at lower levels when needed (i.e. by product, benefit plan, provider benefit network or provider contract). A few examples out of the many different provisions available are duplicate claim detection parameters, auto-offset rules for automated recoupment of overpayments, claim interest calculation provisions, and non-participating provider payment rules.

Duplicate Detection Rule 2

The second duplicate detection rule in our example is similar to the first rule, but matches on the Supplier rather than the Practitioner.

Duplicate Detection Rule	
Apply Within Claim	True
Action	deny
Match Criterion	
Duplicate Value For	Billed Amount
Match Criterion	
Duplicate Value For	DOS
Match Criterion	
Duplicate Value For	Member
Match Criterion	
Duplicate Value For	Supplier
Match Criterion	
Duplicate Value For	Service Code
Match Criterion	
Duplicate Value For	Units
Match Criterion	
Sec Rule Entry Criterion	not service "90465" to "90468" , "90471" to "90474"

Duplicate Detection Rule 3

In the third and final duplicate detection rule use in our sample provision, the rule seeks to detect lines for room and board charges with overlapping dates of service (but not if they have modifier "EB").

Duplicate Detection Rule	
Apply Within Claim	True
Action	deny
Match Criterion	
Duplicate Value For	Member
Match Criterion	
Duplicate Value For	Supplier
Match Criterion	
Duplicate Value For	DOS Overlap
Match Criterion	
Sec Rule Entry Criterion	room and board and not modifier "EB"

The example above shows how the vast majority of duplicate claims can usually be detected with only three rules.

Figure 3-28: Duplicate Check Operating Provisions

Validation Policies are used to define rules/edits for every type of data or transaction within Claims360. Policies are customizable by using over 100 data elements within the member, provider, and claim data model. Created policies are stored in a catalog of folders.

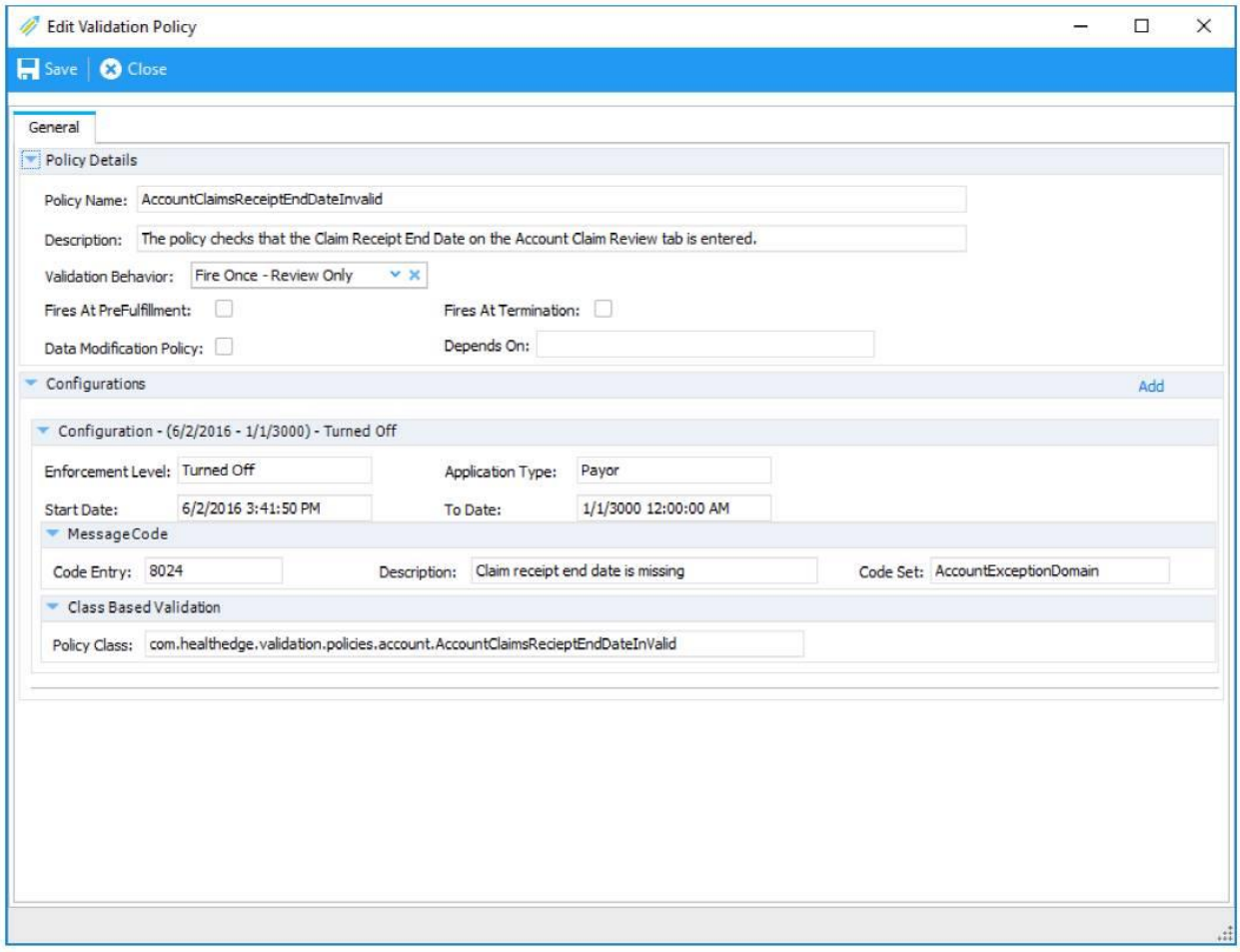


Figure 3-29: Validation Policy Screen

Within each benefit plan, users can see the various policies in the form of rules and configurations to be applied.

Team Wipro will collaborate with State staff to identify the metadata required and how that should be presented in the Business Rules Catalog. Team Wipro recognizes the value of a complete and accurate Business Rules Catalog. By providing a comprehensive listing of rules, staff are able to research and recommend policy changes more efficiently and accurately. The Business Rules Catalog provides a window into the rules, bridging the gap between technical and business staff.

BR04

The Contractor shall update the Business Rules Catalog with all additions or changes.

Team Wipro manages the Business Rules Catalog as rules are added, updated, and if required deleted.

As rule changes are applied as per the Change Management process, past versions of the catalog are retained for auditing purposes. The versions are archived and dated to allow for easy retrieval and identification by State staff.

Collaboration with State staff occurs to determine the file type, format, location, and access to the catalog.

Team Wipro understands the need and benefit of being able to identify prior policy and procedures. Having an accurate and updated Business Rules Catalog benefits the State, Technical, and Operational teams with claims resolutions, policy updates, and disputes.



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.

Wipro EMaaS rules, edits, and configurations are integrated into a testing environment that contains production data to allow users to perform "what if testing" and compare the before and after outcomes. Team Wipro provides Department staff and designated project resources support and access to reports or reporting tools to evaluate the impact analysis.

The Wipro EMaaS solution supports multiple non-production testing environments. The Model Office environment provides the ability to perform “what if testing” with production data.

Reports360 component provides reporting capabilities to evaluate the impact of policy and procedural changes prior to a production implementation. Resources, support, and access are provided to Department staff as needed to evaluate and inquire on the “what-if” testing being conducted.

Team Wipro understands the benefits of predicting and preparing for change in addition to lowering the risk of policy and procedure changes. By providing a production-like environment, the State is able to identify and prepare for change, eliminating the element of surprise. From extensive policy changes to basic claim edits, changes can be applied and tested by policy staff with the benefit of understanding the financial, clinical, and administrative impacts associated.



BR06

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

Wipro EMaaS provides a Business Rules Catalog that includes granular check-out and check-in rules and an audit trail of business rules changes.

Wipro EMaaS employs a flexible role-based security model to control user access and grant permission to perform specific system actions. User permissions can vary between the production and testing regions for a single user. The role-based permissions control which users are able to apply changes to the inherent configuration rules.

To facilitate efficient and accurate maintenance, Wipro EMaaS utilizes optimistic record locking in its persistence framework to guarantee that users do not accidentally overwrite each other’s changes. For many transactions, the system also has pessimistic locking as a part of the workflow.

Claims360, Financials360, Engage360 and Content360 include comprehensive audit logs that track all user actions throughout the system. Audit logging includes; user ID, date, time, effective date of change, reason code, and comment. Additionally, Wipro EMaaS keeps a full history of all old

versions of data.

Team Wipro collaborates with State staff to determine the desired permissions and access required to support the configuration management requirements.

For quality assurance, benefit plans and provider contracts are built and maintained in a configuration/test environment where they can be modified, saved, and tested until they are ready for promotion to the production environment.



BR08

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

Wipro EMaaS allows changes to be made to valid values without impacting the production rules engine availability and operations.

Wipro EMaaS allows changes to be applied to production in accordance with our release management process without any impact to production. As a best practice, most policy and configuration changes impacting policy or member benefits are applied in a non-production environment prior to being promoted to production. This allows for adequate testing and impact analysis.

Team Wipro understands the necessity to support a 24x7 environment and eliminate outages and interruptions in service. We will collaborate with the State team to determine the proper configuration management plan to handle updates to policy and procedures.



BR09

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

Wipro EMaaS includes the ability to debug business rules at rule execution.

The Claims360 component incorporates a comprehensive set of configurable validation policies specific to each type of rule and configuration in the system.

After authoring a rule within the user interface, validation checks are performed against the rule upon saving and warnings are provided for missing or illogical data. This validation is available for all rules regardless of the business process.

To debug the rules, Wipro EMaaS supports testing platforms for users to author the rules and execute transactions against the rules prior to promoting to production. This allows business users to check the accuracy and validity of the rule without impacting production. These testing platforms are accessible for testing and validation of rules applied to Claims360, Financials360, Engage360 and Content360.

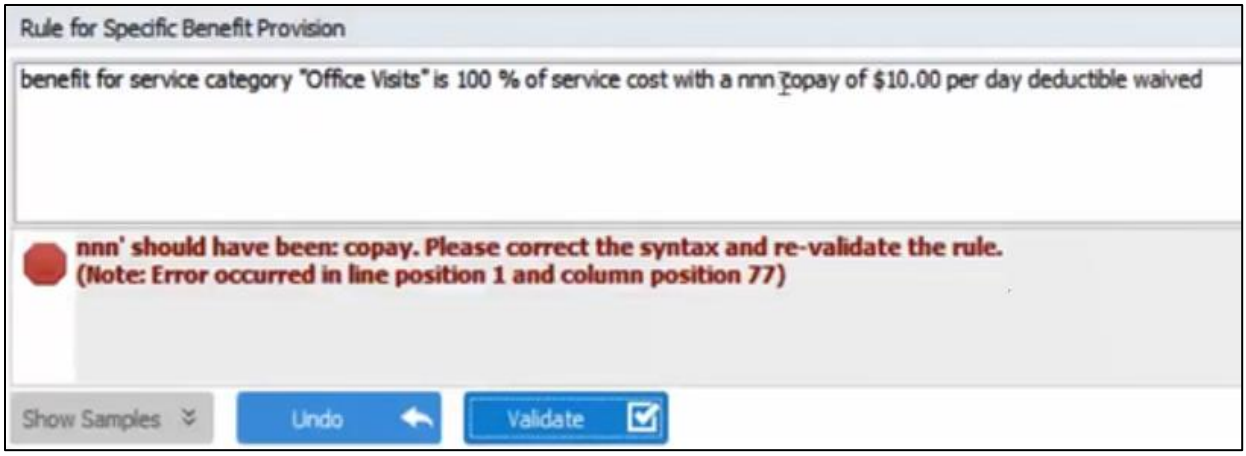


Figure 3-30: Rule Validation

Team Wipro understands the importance of accurately and efficiently applying policy and procedural changes. This validation along with a production-like environment for testing and impact analysis ensures accuracy and avoids corrections and adjustments needed to correct processing errors.

BR10

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

Wipro EMaaS provides the ability to allow multiple users to work concurrently on different parts of the same rule base. Multiple users are able to apply changes within the same benefit plans, member records, and provider contracts concurrently.

To prevent overwriting or inadvertently modifying user maintenance, Wipro EMaaS utilizes record locking to restrict editing the exact same rule record or configuration setting at the same time.

BR11

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

Wipro EMaaS provides a Business Rules Engine that has the ability to rollback to prior versions of rules without impacting production rules engine availability and operations.

The solution supports extensive auditing and versioning of data within its Claims360 real time data warehouse to allow users to revert changes as needed without impacting production. Users have the ability to modify the effective and termination dates to support previous policy and configuration changes, in accordance with Change and Release management processes. The availability of the system, rules and operations are not impacted.

Claims360 business rules, reference data, code sets, and policies are date driven allowing for processing to occur against a rule, valid value list, reference list, or code set based on the corresponding effective and termination dates. Such modifications are tracked for audit purposes

indicating who, what, when, and why a change was made.



BR12

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

Wipro EMaaS provides and maintains a graphical representation of the business rule flow and orchestration for all business rules.

The Content360 component has a Business Process Management solution that allows business modelling using web based business process modelling with drag-and-drop forms designer.

Engage360 allows the rule flows around workflow and routing of interactions to be extracted in a graphical representation.

Business rules configured in Claims360 and Financials360 will be captured in graphical representation using process-modelling tools. The system documentation process will ensure these business rules flows are maintained with every business rule update. These documents are cataloged, presented and published in Content360 ECM component.



BR13

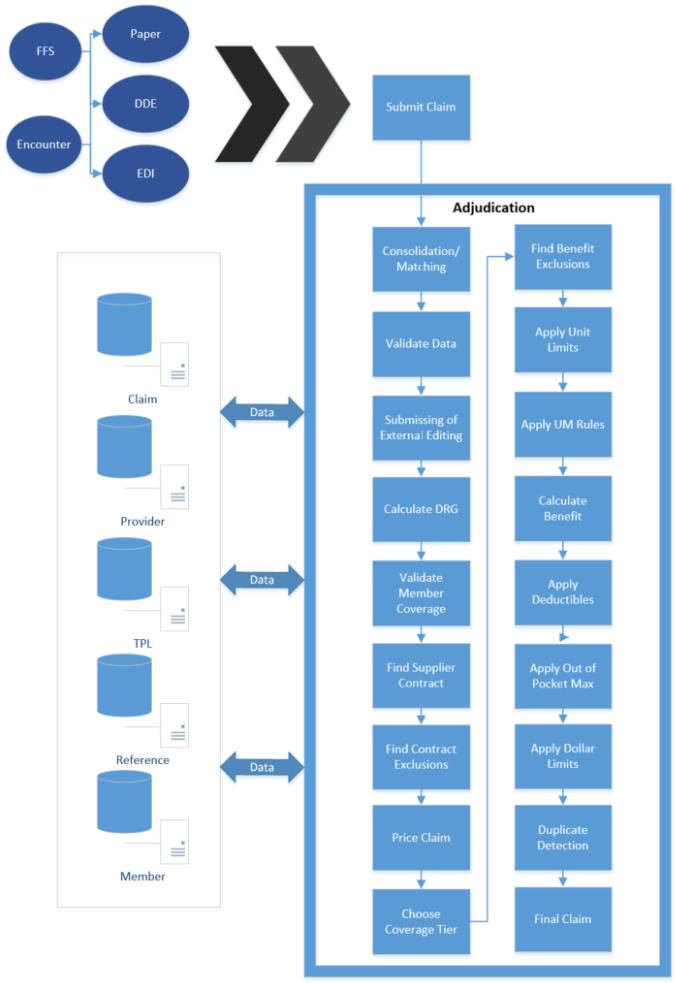
The Business Rules Engine shall have mechanisms to identify which rules are executed for each specific business process.

The Wipro EMaaS has mechanisms to identify which rules are executed for each business process.

With Claims360, business rules are categorized into business processes that follow the standard adjudication flow that consists of the following 19 steps:

1. Submit Claim
2. Consolidation/Matching
3. Validate Data
4. Submission to External Claims Editing System(s)
5. Calculate DRG
6. Validate Member Coverage
7. Find Supplier Contract
8. Find Contract Exclusions
9. Price Claim
10. Choose Coverage Tier
11. Find Benefit Exclusions
12. Apply Unit Limits
13. Apply UM Rules
14. Calculate Benefit
15. Apply Deductibles
16. Apply Out of Pocket (OOP) Max
17. Apply Dollar Limits
18. Duplicate Detection
19. Final Claim

The rules within each of these business processes are independent and applied in a top-down flow to ensure accuracy.



BR14

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

Wipro EMaaS produces a report on the rules passed or failed for all transactions.

The Claims360 component provides the ability to report on rules passed or failed during a claim transaction's processing cycle. The system captures, records, and communicates all edits, audits, and exceptions applied as the claim is processing. All edits that impact a claim are stored in the Claims360 data warehouse and made available when inquiring on the claim.

These edits may directly impact the disposition of the claim or impact the financial amounts associated with adjudicating the claim. Staff have the ability to override any edits based on State policy and procedures. For edits that impact the disposition, a description of edit and its associated exception code is made available for each exception applied to the claim.

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.

Wipro EMaaS supports the ability to send alerts to the appropriate resource for issues identified in the rules engine. In the event an alert or rules failures is encountered, Team Wipro takes the appropriate action to address.

Wipro EMaaS uses triggers to produce the requested alert. Claims360 also provides the ability to generate claim based event notifications. The frequency (e.g., once per adjudication cycle) and content of the notification can be aggregated into a single event and configurable by the agency.

Financials360 supports alerts and notifications that are configurable to meet agency requirements. Alerts can be configured in the Microsoft Dynamics 365 to meet State requirements.

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).

Wipro EMaaS allows subject matter experts or technical resources to write natural language business rules in the Business Rules Engine rules editor.

Claims360 allows subject matter experts and technical resources to write easily interpreted, natural language business rules that benefit both business and technical staff.

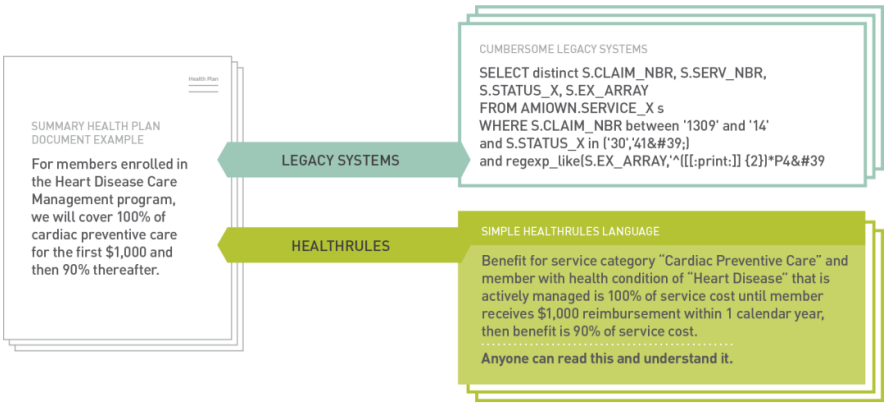


Figure 3-31: Natural Language Rules

The patented configuration language leverages an English-like vernacular to enable States to react quickly to policy and procedural changes.

With Claims360, the State can design and implement any benefit plan, provider contract, or basic claim edit in significantly less time and at less cost than typically required with other systems.

The configuration language allows administrators to move business from idea to implementation in one-step without the need to translate into complex and indecipherable codes and tables. Team Wipro understands the ability to interpret policy and minimize errors and project delays associated with making core-programming change.

BR17

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

The Wipro EMaaS Business Rules Engine provides the ability to prioritize, sequence, and allow administrators to control processing.

Claims360 allows the user the ability to assign a weighted priority to benefit configuration rules. This weighting allows the sequencing of the services available and their associated rules. This weighting also determines what order to evaluate the services if the benefit plan contains multiple services.

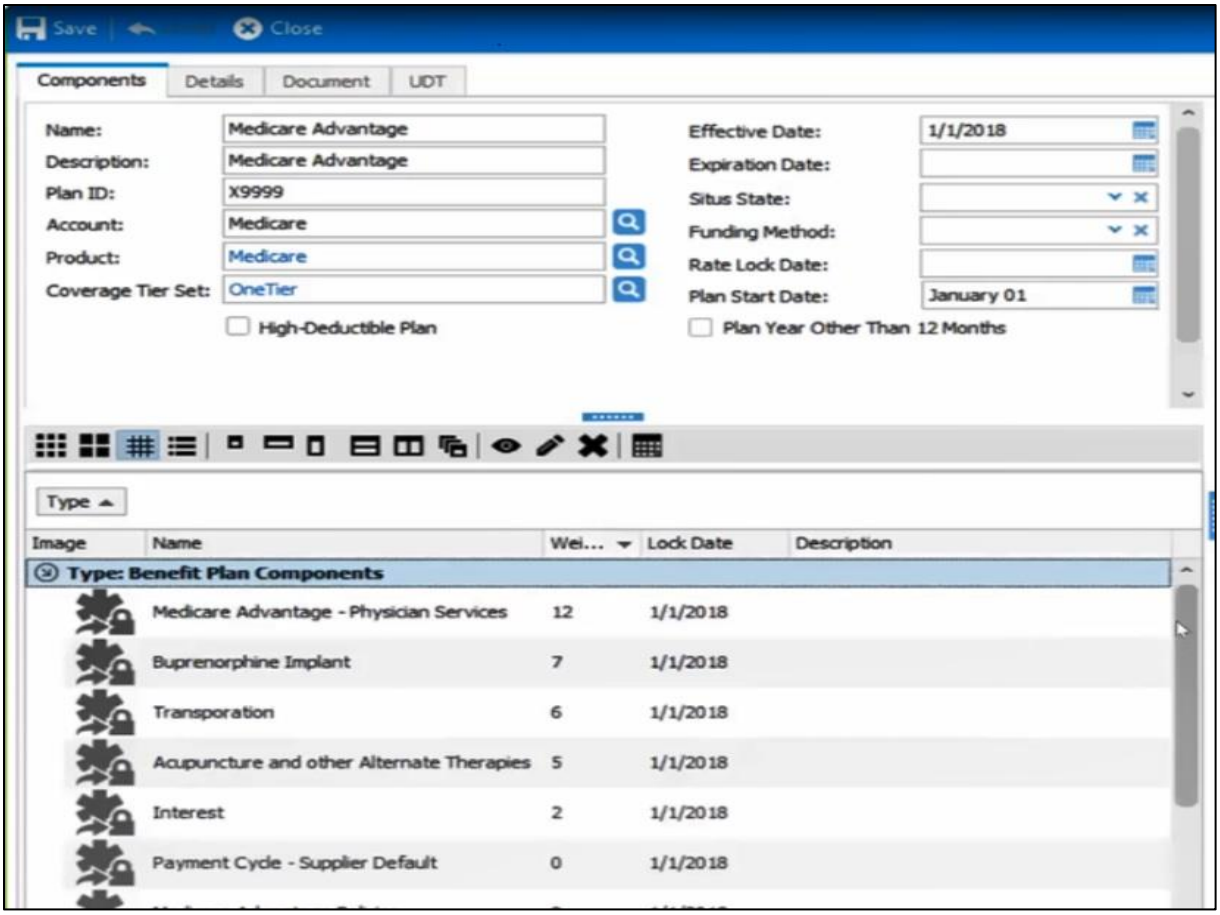


Figure 3-32: Benefit Component Weighting

Team Wipro understands the need to provide the best service available to a member. Sequencing and prioritizing the services offered ensures they receive the best level of service available based on their eligibility.

We collaborate with State staff to determine how to assign these weighted priorities. Regardless, Claims360 processes claims through as many edits, audits, and exceptions (error codes) possible to identify and report as many errors as possible. This ensures that providers have a full picture of processing, including all errors that can be addressed after the first submission of the claim to expedite processing and payment.



BR20

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

The Wipro EMaaS business rules engine uses standardized business rules definitions.

Claims360 allows subject matter experts and technical resources to write easily interpreted, natural language business rules that benefit both business and technical staff. Claims360 provides users with drop-down selection screens and configurable service categories to define common business rules, plus the ability to author unique State-specific business rules.

The patented configuration language leverages an English-like vernacular to enable States to react quickly to policy and procedural changes. The natural language business rules are transformed into machine language to allow for automation while maintained in the natural language to aid in the understanding by business staff. Production or inference rules are established to take action when the criteria is met (e.g. IF THEN conditional logic).

The configuration language offers State unlimited flexibility in defining benefit plans, provider contracts and other core business processes. This patented design provides a simple, powerful means to express the complexity of the business, eliminating complex configuration variables and replacing them with the same terms used in normal business documents.

Team Wipro will create and maintain a business rules definition catalog that defines standardized terms used in configuring business rules. This ensures consistency in usage of terms while configuring the rules across business processes. This eliminates issues with the same data element being referenced differently, for example, “Mem ID” or “Participant ID” instead of “Member ID”.



BR21

The Contractor's business rules shall execute in a runtime environment.

Wipro EMaaS executes business rules in a runtime environment.

Wipro EMaaS transaction processing is a real-time application that is resident and made available for processing of incoming transactions instantaneously. All business rules, configurations, and edits supported by the system are active and accessible.

Wipro EMaaS remains in a constant ready state, available to accept and process requests from users and batch processing alike. This real-time environment eliminates the need for manual intervention and execution of jobs and schedules.



BR27

The Contractor shall configure, support and maintain a business rules capability (e.g., add, modify, or remove/retire rules) based on the Service Architecture (SOA).

Wipro EMaaS configures, supports, and maintains a business rules capability based on the Service Architecture (SOA).

Wipro EMaaS is a SOA solution developed using a tight, object-oriented approach wrapped by comprehensive web services. Other mission-critical third-party applications and data can be readily integrated and aggregated using XML-based web services to communicate with Claims360.

Claims360 is a uniquely flexible and scalable administration platform based on SOA that provides unprecedented levels of automation and seamless transactions between payors and their provider and member populations. The system fully integrates benefit and provider contract design and claims processing.

This capability is configured, supported, and maintained by Team Wipro based on the State's requirements. Rules are added, modified, and removed/retired based on State policy and procedures.

3.10.1.8 CORRESPONDENCE MANAGEMENT

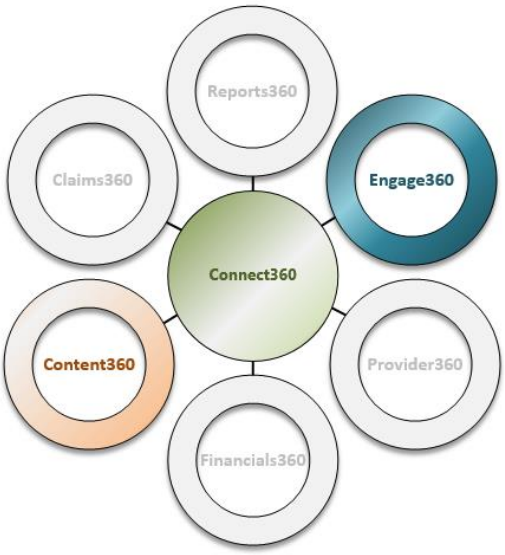
This section addresses Correspondence Management requirements for the Contractor's solution(s) and operations. The Contractor's correspondence engine shall be configured to generate, print, and mail enterprise correspondence. The Contractor must describe the proposed solution's capacity to configure, support and maintain correspondence management functionality (i.e., add, modify, or remove correspondence), the type of resource and necessary skill set(s) required for correspondence management functionality (i.e., 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, the Offeror must describe in detail their approach to meet each of the Correspondence Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro is prepared to deliver the Correspondence Management services specified in Section 3.10.1.8 of this Request for Proposal. As the Fiscal Agent for the State of Missouri since 1988, Team Wipro has extensive experience in fulfillment services. Additionally, our team manages the correspondence creation and manufacturing across multiple production facilities located within the United States. Our knowledge and expertise provides a solid foundation for our performance of all services outlined in this section, Correspondence Management, and the requirements in Attachment F of this RFP.

Team Wipro undertakes Correspondence Management as a critical business component. We ensure that the agency's customers receive efficient, timely, and accurate communications. Team Wipro's modern Correspondence Management solution is an end-to-end print and fulfillment service that includes customized omni-channel communications, streamlined production processes, and advanced imaging technology capabilities.

As a representative of the Department when sending outbound correspondence, Team Wipro collaborates with the Department to ensure all enterprise correspondence meets the standards and requirements of the program.

- Automated document generation and distribution of all types with intelligent workflows
- Efficient business rules and workflows that increase speed and efficiency
- Industry standardized bar code technology
- A reading level of 6th to 8th grade
- Scheduled correspondence and ad hoc requests
- Timely generation and delivery
- Storage, advanced archival and search and retrieval functionality
- Production of essential communications using a functional method with customized and pre-approved content
- Templates to ensure reliability and control



In addition to the above functionality, our solution is easily maintained and facilitates the addition, modification and removal of correspondence in an efficient manner. The business user-friendly interfaces allow for drag-and-drop capabilities to create and change documents without the need for programming resources. Wipro EMaaS provides functionality for editing templates, including business rules and group rules, on a self-service basis by the Department or by Wipro business analysts. Team Wipro's business analysts collaborate with the agency during correspondence development and modifications. All written communication templates undergo a multi-step review process including submission to the agency for final review and approval prior to production and distribution. Team Wipro's Change Management process follows this same multi-step review method to ensure the accuracy of the end product. Changes associated with correspondence management will be supported by the system enhancement pool hours.

In addition, our team members supporting correspondence management include business analysts, mailroom support staff, imaging staff and quality assurance specialists, each qualified by experience and skills. Technical support staff will manage automated workflow technology to assure the highest levels of accuracy and automation.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.

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.

Wipro EMaaS generates ad hoc or scheduled correspondence using standard letters or forms, letter templates, and free-form letters.

The Engage360 component within Wipro EMaaS deploys a robust capability for the processing,

composition, and manufacturing of correspondence material such as, pre- and post- enrollment materials, in multiple production locations. The processing and manufacturing of correspondence is 100% focused on healthcare related materials, including letters, forms, bulletins, newsletters, claims correspondence, checks, enrollment kits, guides, directories, summary of benefits, ID cards, annual notice of change, evidence of coverage, formularies, health and wellness programs, agent/broker communications, 508 PDF compliance, translation services, omni-channel delivery, microsites, and preference management. All correspondence is generated using standard letters or forms, letter templates and free-from letters. Correspondence can be generated on periodic intervals or on-demand.

Our Correspondence Management Solution (Communications Services) is an end-to-end print and fulfillment service that includes customized omni-channel communications, streamlined production processes, and advanced imaging technology capabilities that result in accurate and efficient delivery of external fulfillment.

Team Wipro manages the correspondence creation and manufacturing across multiple production facilities, connected for level-loading and business contingency purposes, and are located in St. Louis, Missouri; Toledo, Ohio; Nashville, Tennessee; Dallas, Texas; St. Cloud, Minnesota; and Columbus, Ohio. The figure below titled Correspondence Production Facility Locations gives a visual of the production facility locations.

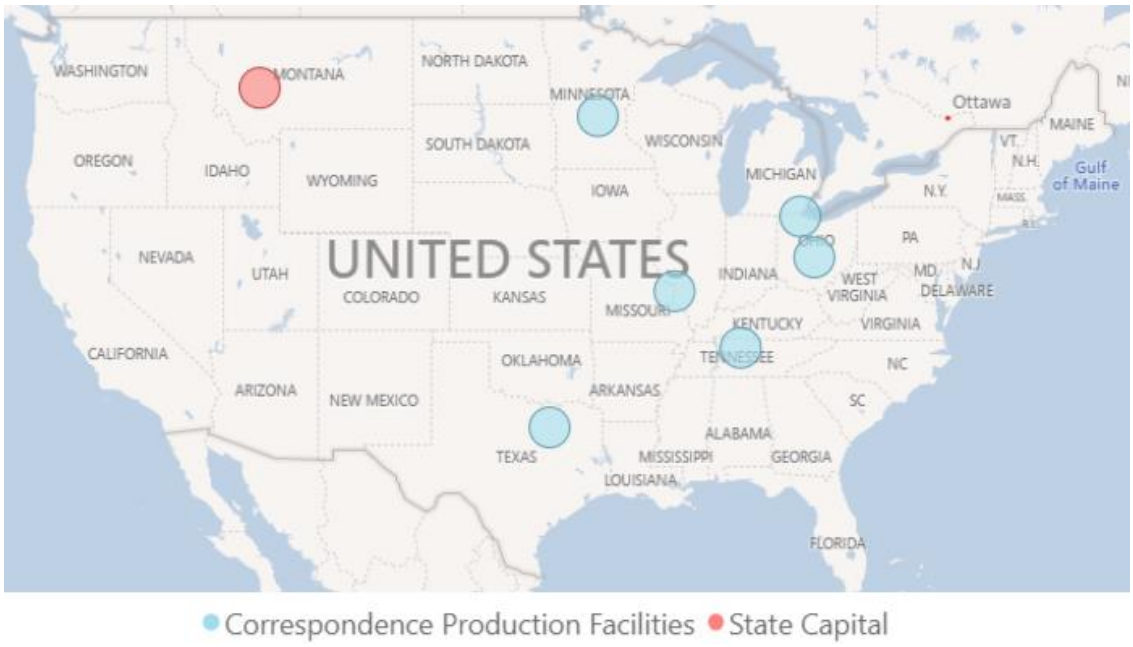


Figure 3-33: Correspondence Production Facility Locations

COR03

The Contractor's solution shall utilize industry standard barcode technology that is approved by the Department.

Team Wipro utilizes Department approved industry standard barcode technology.

Engage360 leverages intelligent mail barcoding in the automated production plants to manage the integrity of workflows and ensure USPS compliance. We use a 2D barcode for document tracking from print to insertion and throughout the USPS mail stream and USPS Intelligent Mail® Barcode

(IMb™) tracking. Team Wipro will work with the Department to ensure our barcode standards meet their expectations. Team Wipro and Department staff have access to date and time information when mail pieces enter the delivery stream and each time the mail is handled by the USPS, through to the final postal delivery point.

Additionally, we provide several address validation and cleansing services as part of our bar code solution, including Address Standardization (CASS) and NCOA Processing (National Change of Address) for all correspondence. As a Seamless Acceptance partner of the USPS, we maintain compliance to USPS's stringent requirements, including postal compliance bar codes.

The printing and fulfillment of correspondence is processed in an integrated, piece level, work-in-process production control and tracking system. The technology ensures that SLA, legal, privacy, and compliance requirements are met. Features include the following:

- 2D barcode and human readable code quality verification with inline camera verification
- Missing/duplicate piece identification
- Database comparison
- Front/Back web matching
- Registration verification
- "Track and Trace" audit trail reporting



COR04

The Contractor shall utilize letter, notification and other templates for correspondence that are approved by the Department.

Team Wipro utilizes letter, notification, and other templates for correspondence approved by the Department.

Template design is standard in our offering and systems. Our document composition tool allows our team to create and customize templates to meet the Department's needs. All form design updates apply automated versioning and are completed in a test environment to allow review prior to deployment. All templates are created with static and dynamic clear zones.

Current templates can be imported from the Department and normalized for our operating environment. There are no limitations to the number of templates created and stored in the system. Edits to the templates, including business rules and group rules, can be self-service by the Department, with validation and release controlled by our correspondence management team.



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).

Wipro EMaaS sends documents and the necessary indexing metadata to the modular integration platform for storage of documents in the enterprise content management solution (ECM).

Engage360 generates an image in standard format for all documents processed. The images are indexed and archived via the enterprise content management (ECM) solution within the Content360 component. Team Wipro will work with the Department to define index criteria for look-up and retrieval.

The required indexing metadata will be sent along with the documents to the State ECM, via Connect360 integration platform.

The documents are also made available through the Engage360 component for defined users through Connect360 integration platform, or stored in alternative platforms/servers for off-line retrieval.



COR07

The Contractor's solution shall store all sent or received documents in the ECM.

Team Wipro stores all sent or received documents in the ECM.

Engage360 generates an image in standard format for all documents processed. The images are indexed and archived via the enterprise content management (ECM) solution within the Content360 component. The images are stored for retrieval for 10 years as the CMS standard archive requirement, or the retention cycle can be defined by the Department.

The required indexing metadata will be sent along with the documents to the State ECM, via Connect360 integration platform.

The documents are also made available through the Engage360 component for defined users through Connect360 integration platform, or stored in alternative platforms/servers for off-line retrieval.



COR08

The Contractor's Correspondence Management Solution must be able to integrate variable data to maximize efficiency.

Wipro EMaaS integrates variable data to maximize efficiency.

Engage360 handles multiple file types (variable data) for the purposes of printing, imaging, and mailing. The variable data file types include comma delimited, fixed width, XML, print spool, and EDI files. We also process print-ready files, such as PDF, and postscript files.

Multiple technology tools are used for the creation of correspondence:

Group Rules Tables: This stores business rules that accompany each document, including customer service messages, ERISA messages, extra inserts, general messages, high dollar reviews, image definitions, overlay definitions, PPO messages, copy arrangements, provider/insured option messages, return address definition, signatures, social security number arrangements, and tax ID arrangements.

Form Designer (AFD): AFD is a Windows based tool with drag and drop capability that is used to create and change documents without programming resources. All format changes are accomplished with AFD, as well as, automatic repagination, sizing, and volume restraints (per envelope).

Dynamic Composition: Through the Dynamic Publishing solution, we create various correspondence materials based on data provided for different audiences. Variable templates are defined for each correspondence type and recipient type, and the variable fields are dynamically populated based on the data. Business rules for each outbound document are defined, and the variable data, upon receipt, is interrogated, business rules applied, data is mapped to the defined

template, the image is composed, and the document is manufactured and/or image rendered.

The figure below, Content360 Variable Data Handling Flow, provides a visual of the variable data flow within the correspondence management process.

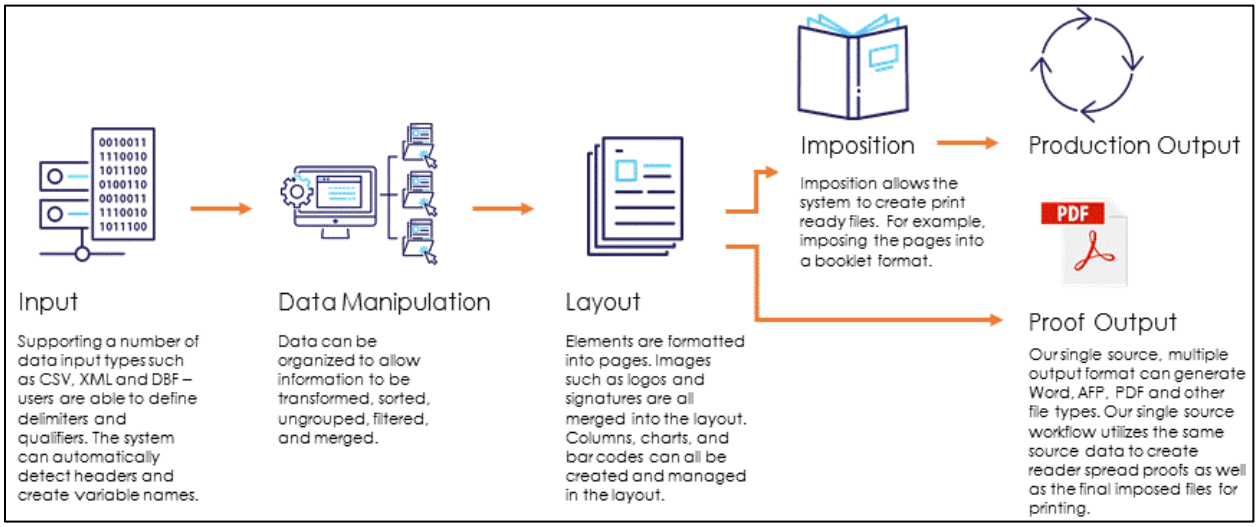


Figure 3-34: Content360 Variable Data Handling Flow

COR10

The Contractor shall generate applicable notices to members, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information).

Team Wipro generates applicable notices to members, providers, and other entities.

Wipro EMaaS initiates the creation, processing, and manufacturing of all applicable correspondence, including enrollment/disenrollment notices, requests for information, and program information.

The Engage360 component within Wipro EMaaS deploys a robust capability for the processing, composition, and manufacturing of correspondence material such as, pre- and post- enrollment materials, in multiple production locations. The processing and manufacturing of correspondence is 100% focused on healthcare related materials, including, but not limited to the following:

- Member enrollment kits
- Member enrollment/disenrollment notices
- Member summary of benefits
- Requests for information
- Program information guides
- Provider directories

All correspondence is generated using standard letters or forms, letter templates and free-from letters. Correspondence can be generated on periodic intervals or on-demand.

Engage360 delivers a scalable and reliable print and mail process, document and template design services, the production and distribution of all identified outbound communications, web-based workflow tools providing a reduction of postage expense.



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.

Team Wipro creates materials at between a sixth to eighth grade reading level and for a culturally diverse population.

Team Wipro understands the necessity for written information to be presented in a readable, culturally applicable manner, and at an appropriate reading level. Team Wipro's written materials are clearly legible with a minimum font size of twelve (12) point or a font size approved by the agency. Materials are written at a sixth to eighth grade reading level as determined by a readability formula such as the Flesch-Kincaid Readability Test. We utilize certified language specialists for translation of written materials for non-English languages as required by the agency. We use professional translators so that essential information is not lost in the document translation. A professional translator takes into account the culture and is aware of the subtle language differences and when it is appropriate to use the common idioms of the country.



COR24

The Contractor's correspondence engine shall be configured to generate, print, and mail enterprise correspondence.

Wipro EMaaS is configurable to generate, print, and mail enterprise correspondence.

Engage360 provides streamlined correspondence generation, printing and distribution process capabilities that result in accurate, high quality and efficient fulfillment. All correspondence is generated using standard letters or forms, letter templates and free-from letters. Correspondence can be generated on periodic intervals or on-demand.

Engage360 delivers a scalable and reliable print and mail process, document and template design services, the production and distribution of all identified outbound communications, web-based workflow tools providing a reduction of postage expense.

The configuration includes the following attributes:

- Experience supporting healthcare entities with varying technological, operational and service needs and requirements that meet CMS and state regulatory requirements.
- A data driven approach based on HIPAA-compliant processes and security controls developed to manage secure PII and PHI information.
- Automated batch feed process integrated within the workflow with compliance review designed specifically to meet the needs of mandated communications and the healthcare industry.
- A single-source web-based system featuring document management, content management, dynamic composition, workflow management through distribution and archiving, thus ensuring compliance, saving time, and automating the process.
- Advanced Multi-Channel Delivery enabling hybrid electronic/printed Centralized Correspondence Management (CCM) solutions.
- Integrity Manufacturing to ensure accuracy in a complex work environment.
- Centralized ISO Quality Management System Standard compliant production and

fulfillment facilities that provide extensive capacity and industry leading turnaround times.
- Web-based technology that supports marketing programs, brand standards, material management, ordering, fulfillment and reporting and is adaptable to the Department's requirements.
- Language Services that enable us to efficiently manage and track translation projects through automated workflows.



COR25

The Contractor shall ensure that correspondence, printing, and mailing expenditures that are approved by the Department will be handled as pass-through expenditures.

Team Wipro ensures that correspondence, printing, and mailing expenditures which are approved by the Department are handled as pass-through expenditures.

Engage360 Correspondence Management Solution can bundle or individually pass-through expenses for correspondence processing, material printing, and postage. These costs will be handled as pass-through expenses as approved by the Department.

3.10.1.9 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, the type of resource and necessary skill set(s) required for enterprise content management and configuration, and the change management processes associated with enterprise content management. In addition, the Offeror must describe in detail their approach to meet each of the Enterprise Content Management requirements in Attachment F, Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Wipro EMaaS Content360 includes Enterprise Content Management (ECM) solution which provides a full-featured ECM while remaining flexible and easy to integrate and extend across all Claims Processing and Managing Services components and options. Our solution provides the ability to send all documentation to the MPATH Integration Platform for storage in the centralized enterprise content management solution and meets the requirement described above.

> **EMaaS Content360**
> Powered by Alfresco Content Services incudes:
> - Document Management
> - Scanning and Capture
> - Enterprise Collaboration
> - Information Governance
> - Digital Workspace

Content360 has a complete enterprise content and document management solution powered by Alfresco Content Services.

Recognized as an industry leader, Alfresco Content Services, deployed on Amazon Web Services (AWS), provides open, flexible, highly scalable (ECM) capabilities that easily integrates with other business applications. Alfresco Content Services is built on an open source core with support for

open standards and open APIs that provide an out-of-the-box solution that is easily configurable to meet all the requirements of this RFP.

Content360 provides complete capability to configure, support, and maintain the entire content management solution by providing the following:

- Document Management to store, access, manage, control, and track electronic documents and electronic images of paper-based information that has been captured through document scanning technology.
- Scanning and Capture to collect or capture enterprise content, digitizing paper documents via document scanning with OCR/ICR and document extraction capabilities.
- Enterprise Collaboration provides robust version control features and allows collaboration across the extended enterprise.
- Information Governance controls the information life cycle from capture through retention to final destruction or archive.
- Intelligence and Analytics provides a way to automatically enrich content and gain valuable insights by leveraging Artificial Intelligence and Machine Learning (ML) services.
- Digital Workspace provides a robust, streamlined user interface that includes the functionality for uploading, downloading, search, collaboration, and much more.

In order to configure, maintain, and support the proposed Wipro EMaaS ECM solution, the dedicated resourcing needs and required skillsets identified by Team Wipro are the following:

- Content360 Administrator
  - Maintains and Administers Content Services.
  - Installs and configures content repository which includes creating object types, associating roles to users and groups, and creating content schema map on Windows Server, Linux, or UNIX operating systems.
  - Performs performance tuning on content repository, including memory, heap size, and garbage collection tuning.
  - Installs and configures search collections and indexing of documents and content.
  - Architects solution and overall application support using different network protocols and security, and best DevOps practices.
- Content360 Developer
  - Designs and develops solution, leveraging Alfresco - object model, security model, taxonomy, search, user interface, and workflow.
  - Uses Alfresco Business Processing Management (BPM) and implements business process workflows using Business Process Model and Notation (BPMN).
  - Builds and establishes Representational State Transfer (REST) Application Programming Interfaces (API) based services using Spring framework, etc.
  - Installs and configures content repository which includes creating object types, associating roles to users and groups, and creating content schema map on Windows Server, Linux, or UNIX operating systems.

Any changes needed to the ECM once implemented will follow the Change Management Plan.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



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).

Wipro EMaaS accepts, records, stores, and retrieves freeform or HIPAA attachment documents submitted with or in reference to claim submission activity.

Content360 receives and captures documents and data from nearly any source (upload, scan, fax, email, etc.). Documents and data can include almost any kind of content format, including text, audio, Microsoft Office file formats, PDF, and images. 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) are stored in Content360 with corresponding document identifiers (HIPAA transaction number, control number, provider identification numbers, etc.) along with defined metadata. Team Wipro will begin with using an internal control number (ICN) that corresponds with information in Claims360. Using the ICN, the document can be easily retrieved from the Content360 system through our Engage360 portals or Claims360 system, which is configured to provide short-cut links (URLs) to the corresponding attachment/document submitted with or in reference to the claim submission.

Team Wipro has a time-tested paper claims and attachment process that we use as the State of Missouri's MMIS fiscal agent. Our processes have been refined and automated to minimize manual handling and efficient orchestration of the documents. For paper correspondence received, we utilize QR codes and high-speed scanners to scan and image the documents into electronic images. As part of this imaging process, the unique Internal Control Number (ICN) is assigned to each document. Using cross-reference data tables, these documents are matched and mapped to the appropriate claims in the system for the user to easily view when accessing the claim.

The Wipro EMaaS solution methodically integrates components, Content360, Claims360, and Engage360 to facilitate the ingestion of data and the process of linking it to the affiliated claim.



ECM01

The Contractor will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management, Workflow, OCR/ICR) to meet the business needs of the State's enterprise.

Team Wipro configures, supports, and maintains Enterprise Content Management functionality, including document management, workflow, and OCR/ICR.

Wipro EMaaS provides fully integrated solution components, Content360, Connect360, and Engage360, to provide a complete ECM solution to allow entry of different forms of information and content in a variety of ways by offering the following:

- Document Management to store, access, manage, control, and track electronic documents and electronic images of paper-based information that has been captured through document scanning technology.
- Scanning and Capture to collect or capture enterprise content, digitizing paper documents via document scanning with OCR/ICR and document extraction capabilities.

- Enterprise Collaboration provides robust version control features and allows collaboration across the extended enterprise.
- Information Governance controls the information life cycle from capture through retention to final destruction or archive.
- Intelligence and Analytics provide a way to automatically enrich content and gain valuable insights by leveraging Artificial Intelligence and Machine Learning (ML) services.
- Digital Workspace provides a streamlined user interface that includes the functionality for uploading, downloading, search, collaboration, and much more.

Team Wipro has full life-cycle experience in designing, implementing, managing, and supporting a complete content management solution for healthcare claims, attachments, financial documents/checks, and all incoming and outgoing correspondence. Wipro's day-to-day working knowledge of the State's document management needs and deep domain knowledge in the area of Medicaid, combined with the Alfresco Content Services provides the State a modern, flexible, and configurable 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.

Wipro EMaaS Content360 supports all common document types and integrates seamlessly with the most common document viewing and editing tools.

Content360 supports the storage and management of all types of document/content formats including Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG. Most known format definitions are available in Content360 and are leveraged for storage and management of the content for these formats. As part of our document intake process, Content360 captures, indexes, labels and stores these documents in its document repository. For seamless downloading and content viewing by the Department, Content360 provides services to integrate with document viewing tools allowing documentation to be easily retrieved by agency staff and other authorized users. User-friendly search features are accessible through our Engage360 portals and Claims360 systems. The search is intuitive and various key parameters such as internal control number (ICN), file name, provider identifier, and cash control number can be used.

Content360 is built with easy integration in mind. Content and processes work hand-in-hand to optimize the flow and viewing of information throughout the Claims Processing and Management module.



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 Wipro EMaaS Content360 component allows users to access documents from any platform with all core features available across platforms. Content360 allows users to view all documents and images without the use of plug-ins.

Integrated components, Content360 and Engage360 provide a browser based document

management digital workspace that can be accessed from any desktop/operating system for all core content management functions. As a browser based interface, additional software, plugin, or ActiveX controls are not required to view content. Mobile applications available for iOS and Android are available and are natively compatible to perform core content management functions.

Wipro EMaaS has a modern, cloud native ECM solution that is designed to provide users access to information and functionality from wherever they have online or mobile access.



ECM04

The Contractor's ECM solution must support role-based control and access of documents, as well as including the following:

k. Granular authorizations for access, preview, editing and sharing.
l. Automatic access expirations for documents deemed sensitive by the Department.
m. Content security policy enforcement, such as unusual document access activity and sharing of documents with sensitive information of uploads/downloads of prohibitive data.

The Wipro EMaaS Content360 component supports role-based content control and access of documents including the following:

- Granular authorizations for access, preview, editing, and sharing
- Automatic access expirations for documents deemed sensitive by the Department
- Content security policy enforcement

Content360 provides the security models, audit trails, and roles needed to perform content security policy enforcement and confidently demonstrate compliance. The Department will define the requirements for granular control over security and permissions. Granular controls may be obtained through a combination of access controls, security clearance levels, and intelligent security classification and marks to automatically secure files and records as they are created, shared, and routed. Content360's robust information governance functionality includes the following:

- Role-based access for records management functions and permissions ensures the security of the agency's content and controls, who can see which records, and can work in different areas of the system by setting permissions on folders and categories for individual users, groups, or by records management role. The ability to assign users and groups the same level of functionality, assign a user to multiple roles at the same time, and manage roles to change capabilities is available.
- Configurable rules and metadata automatically drive what needs to be declared as sensitive while records remain easily accessible by sanctioned users.
- Detailed audit trail capturing the life cycle of documents including creation, access, sharing, powered by configurable rules and business processes help file, find, review and audit records.
- Configurable File Plans provide control over retention schedules for review, hold, transfer, archive, and the destruction of records.
- Integration between the ECM and the Security Information and Event Management (SIEM) tool, IBM QRadar, provides monitoring of all document access activities.

Team Wipro recognizes the sensitive nature of health information (ePHI, PII) must be managed in a secure and compliant manner. Content360 provides expansive and robust information governance to achieve HIPAA compliance while addressing the needs of the Department.

ECM05

The Contractor's ECM solution must include a flexible search engine, including document and content search capabilities.

The Wipro EMaaS Engage360 component includes a flexible search engine, including document and content search capabilities.

Engage360 leverages Solr, an enterprise search platform, providing document and content level search capabilities within the Content360 repository. Content360 creates and stores the indexes for the document, including both Department-defined metadata and document content. Once the indexing is complete, documents are available for search. Engage360 utilizes HTTP protocol and sends XML query parameters to Solr. Solr responds to the query by searching the search parameters in the repository, and responds by returning results in either XML or JSON formats. This interaction is depicted in the figure below titled Engage360 - Solr Integration.

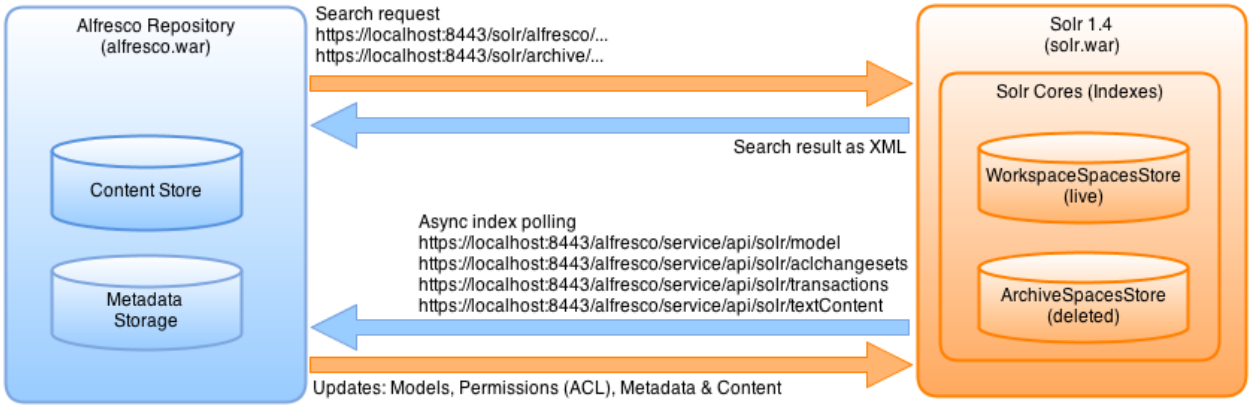


Figure 3-35: Engage360 – Solr Integration

Team Wipro's ECM solution provides a search platform that offers the user full-content search capabilities including phrases, wildcards, joins, grouping, hit highlighting, rich-document handling and much more.

ECM06

The Contractor's ECM solution must allow users to associate metadata with documents.

Wipro EMaaS allows users to associate metadata with documents.

Content360 provides the capability to categorize document types and allows metadata to be defined individually within the document types to classify and organize information. Team Wipro works with the Department to define different document categories (e.g. claims, attachments, financial checks, correspondence, etc.) and the metadata (e.g. member identification number, provider identification number, first date of service, etc.). Department-defined data within documents will be established to classify and organize information. Metadata extracting and indexing occurs automatically during creation/upload as well as allowing manual user entry.

Team Wipro believes that metadata management is essential to creating a stable and consistent Enterprise Content Management system.



ECM07

The Contractor's ECM solution must support simple integration with scanning solutions (support for bulk-scanning).

The Wipro EMaaS Content360 component will support simple integration with scanning solutions for bulk scanning.

Content360 provides end-to-end integration with different types of scanners for low volume and high volume (bulk) scanning with the Alfresco Document Capture and Scanning solution. The Scanning solution supports the Optical Character Recognition (OCR) capabilities to extract the data from scanned documents that is used for indexing and/or to identify/separate the documents during scanning. Content360 uses scanning features such as batch identifier (batch separator) to identify and separate the documents and scanner imprinting to print the document identifier on each page before scanning. Upon completing the scanning process, the scanned documents are then ingested into the content management functions within Content360.

Content360 offers intelligent, scalable, and out of the box scanning features to meet the needs of individual and bulk scanning.



ECM08

The Contractor's ECM solution must support version control.

Wipro EMaaS supports version control.

Content360 supports team collaboration with full document version control that maintains document versions and history, and provides site dashboard logs storing information regarding who modified which file and when documents are changed. By default, all content in Content360 has auto-version on. As a result, when content is updated, the version number is updated. The versions available for historical reference have tracking information such as why, who, and when the change was made. Team Wipro will maintain and provide information when requested about all versions and tracking information of the documents and contents in the Content360 repository.

Using established and dependable software version control tools and procedures, Content360 provides reliable and version control functionality.



ECM09

The Contractor's ECM solution must be configurable to comply with the Department's document retention policies.

Wipro EMaaS is configured to allow compliance with the Department’s documentation retention policies.

Content360 provides the creation of retention policies which can be applied according to configurable definitions. Based on Department-defined policies, the retention definitions will be created. Configurable definitions are flexible and can be based on a life-cycle events, document creation dates, document types, etc., in combination with defined retention scheduling.

Through automated records management, Content360 provides powerful and efficient retention functionality.



ECM11

The Contractor's ECM solution must scan all uploaded documents for viruses prior to storage.

Wipro's EMaaS Content360 component scans all uploaded documents for viruses prior to storage.

Content360 provides malicious code scanning on each opening or saving of documents prior to document storage. This will be performed by the Input or Output (I/O) model of scanning, where all documents that are going in or out of the operating system are scanned. Our anti-virus patching and update process ensures new releases are updated as per IT systems configuration policies and procedures.

By leveraging this model of scanning, complete coverage of each document that will be stored in Content360 is provided.



ECM12

The Contractor's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record.

Wipro EMaaS will index, link, and display incoming correspondence or uploaded documentation with the entity record.

Content360 functionality defines and captures document identifiers and defined metadata. The data/document identifiers can be a HIPAA transaction number, control number, check number, provider identification number, etc. During the capture process, document identifiers and metadata are created and then provided to Claims360. Claims360 is configured to provide short-cut links (URLs) that allow the user to easily view the incoming correspondence or uploaded documentation related to a claim or other entity record.

Team Wipro understands that providing a quick and efficient way to view related information is essential to efficient document storage and use.



ECM13

The Contractor's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM.

Wipro EMaaS sends all documentation to the Systems Integration Services module for storage in the centralized ECM.

Content360 Electronic Content Management solution provides a Bulk File System Export Tool that is configured to export the content with metadata stored in the repository to a file system. The file system can be a local or remote directory mapped on the server. This export utility uses a simple HTTP/GET call to a web script initialized by the system administrator. The exported content and metadata can be imported into the centralized ECM using the import utilities provided by the centralized ECM. Team Wipro will work with the Department and Systems Integrator to define the

configurable schedule, import utilities, etc.

By utilizing this export tool, Content360 systematically provides all documentation to the Systems Integrator while requiring minimal maintenance and support.



ECM17

The Contractor's solution shall have an integrated electronic document management solution to meet the business needs of the State's healthcare program enterprise.

Wipro EMaaS provides an integrated electronic document management solution that meets the needs of the State's healthcare program enterprise.

Content360 is Content Management Interoperability Services (CMIS) compatible. Being CMIS compatible allows for a common data model and file structure for integration with external content management systems and applications. Using these practices, we provide a solution that manages all documentation received, independent or in reference to claims submission activity.

Content360 provides open, flexible, highly scalable (ECM) capabilities that easily integrates with other systems and applications.



ECM18

The Contractor's ECM solution must support event based document workflows with configurable reviews/approvals (e.g., work type, role, priority, dollar amount) with the ability to collect digital signatures.

Wipro EMaaS supports event based document workflows with configurable reviews/approvals with the ability to collect digital signatures.

Content360 provides event-driven workflow capabilities based on a variety of configurable settings. This functionality facilitates all process events through the work type life cycle by looking at all possible events that occur for a specific process. Workflows can automatically be routed for reviews and/or approvals based on the type of documentation (claims, attachments, or correspondence) or values within the documentation (type of claim, value of billed amount, attachment value missing). Configuration settings allow documentation to be routed to a defined user, group, or work queue for action. Additionally, the flexibility for a user to manually trigger a workflow is provided in order to support the business process needs of the Department.

Depending on the task type and process being orchestrated, workflow may be contained within a single component or span across multiple systems. The Content360 workflow engine orchestrates work distribution across the components within EMaaS ensuring the Department has an accurate and transparent status of the work at all times.

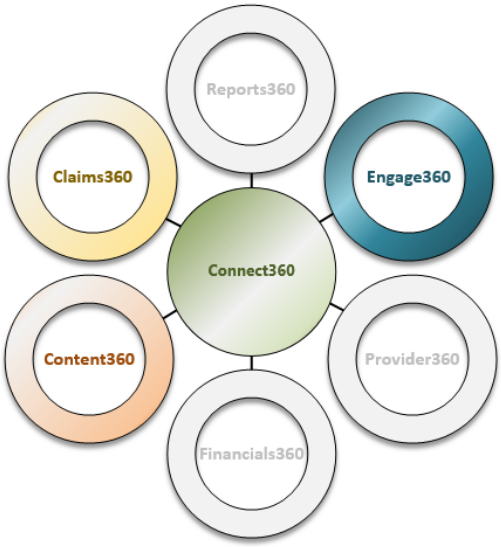
The Content360 application development framework allows digital signature capability to be easily integrated as part of Wipro EMaaS. Working with the Department, Team Wipro will identify the requirements for signatures (includes digital and/or electronic) within workflow functionality in order to implement the best-suited tool for the solution.

Team Wipro understands the importance of providing simple, yet flexible and straightforward workflow functions that focus on efficiency and accuracy. Wipro EMaaS provides a complete enterprise content and document management solution and workflow engine to meet the needs of the Department.

3.10.1.10 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 in detail their approach to meet each of the Workflow requirements in Attachment F, Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Wipro Enterprise Medicaid as a Service (EMaaS) provides a feature-rich set of Business Process Management tools. Processes may initiate in one component within EMaaS and conclude in another. Our solution provides enterprise wide automated business process orchestration and provides the Department an accurate and transparent status of work at all times through the following:



- A configurable runtime engine that facilitates events throughout the work type life cycle
- The ability to distribute/redistribute work based on multiple variables
- Business user-friendly interfaces that allow for drag-and-drop configurations utilizing the Business Process Model and Notation 2.0
- Scalability which allows for faster time to market
- Integration-ready via APIs with other systems in the MPATH environment
- Task management, including the establishment of work queues, task escalation, automated alerts, and user defined reminders



Figure 3-36: Business Process Management

Team Wipro has a global alliance with IBM Red Hat and has a significant pool of talent. The Business Analysts are trained to configure BPM.

Any changes needed to workflow management once implemented will follow the Change Management Process.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.

WKF01

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

Wipro EMaaS has business process orchestration in an event-driven environment within the Content360 component which provides a runtime engine that facilitates process events throughout the work type life cycle.

Content360 features Red Hat Process Automation Manager (PAM), which provides a powerful Business Process Manager (BPM) engine responsible for facilitating process events throughout the work type life cycle. Our full workflow capability allows for orchestration of short or long-term processes as well as automated and human task management. The core of PAM is a lightweight, extensible workflow engine written in pure Java that allows you to execute business processes using the latest BPMN 2.0 specification. This functionality facilitates all process events throughout the work type life cycle by looking at all possible events that occur for a specific process. These events are placed in a single process with the Content360 workflow engine and configured workflows is enacted to notify a user, group, or work queue that an action has occurred. Content360 also allows additional events to be considered without jeopardizing the existing process.

> **"Wipro is ahead of the game in recognizing and exploiting the shift to wide DPA deployments."**
> -Forrester Research Inc., 2018

Team Wipro was recognized by Forrester Research Inc. as a Leader in Process Technology and Digital Process Automation (DPA).



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.

The Wipro EMaaS workflow solution will provide configurable work distribution and redistribution based on work type, worker skill, priority, and age of work which can be configured by the State.

There are a number of reasons that can raise the need for work to be distributed or redistributed to a specific group or user. Content360 provides the following configurable variables.

- Distribution and Redistribution based on availability of the current assignee
- Skill set needed to complete the process
- Task escalation if approaching expiration
- Task type and priority distribution
- Email notification upon redistribution
- Manual task forwarding and delegation for exception processing

Depending on the task type and process being orchestrated, workflow may be contained within a single component or span across multiple systems and workload distribution can also be invoked via web service. The Content360 workflow engine orchestrates work distribution across the components within EMaaS ensuring the Department has an accurate and transparent status of the work at all times.



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.

Wipro EMaaS workflow solution will 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.

The Content360 process engine offers a web-based editor to support the graphical creation of business processes and case definitions (drag-and-drop). Our web-based editor is targeted towards business users and offers a graphical editor for viewing and editing business processes.

As an example, we have provided a screenshot below of a high-level process for submitting a paper claim via Engage360.

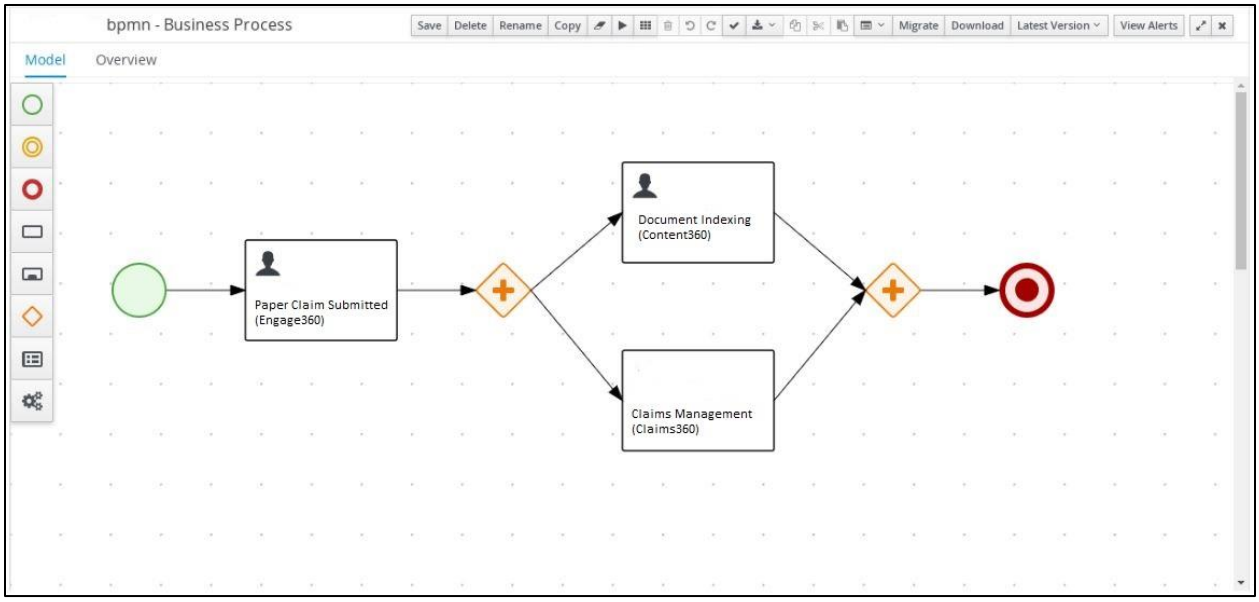


Figure 3-37: Example of Process Modeling for Paper Claims Submission

In conjunction with visual modeling, Content360 allows the user to edit all properties necessary for technical execution via the management console. The management console supports 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. The management console also enables users to manage process instances, task lists, and task forms needed to capture all the information needed by the workflow engine to execute the process. Content360 supports adaptive and dynamic processes that require flexibility to model complex, real-life situations that cannot easily be described using a rigid process.

Functionality includes the following:

- Process definitions management: view the entire list of processes currently deployed
- Process instances management: ability to start new process instances, define a filtered list of process instances, visual inspection of the state of a specific process instance
- Human tasks management: ability to view a list of all tasks, including details such as current assignees, comments, activity logs, and reminders
- Work distribution and redistribution: forward tasks to different users or groups
- Execution error management: view any execution error reports, inspect the details and perform any remediation activity necessary
- Jobs management: ability to view currently scheduled jobs and schedule new jobs

Team Wipro believes in bringing the control back to the business users by enabling them to decide which parts of the processes should be executed or if there should be a dynamic deviation. To assist with monitoring and management of deployed processes, Content360 provides business-friendly reports and dashboards to help identify process bottlenecks and provide insight for overall improvement.

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.

Team Wipro will support and assist the Department in mapping all business processes and subprocesses to the workflow application within Content360 through the Business Process Model and Notation (BPMN) 2.0 to assist in transitioning from manual to automated process execution.

Team Wipro has a deep expertise in identifying, mapping and reengineering Medicaid business processes, subprocesses, and exception processes. When opportunities for automation are discovered, Team Wipro collaborates with the Department on the requirements for process improvements. Given that process development begins with a visual diagram in Content360, the Department has a business-friendly mapping of all processes that can be easily understood. Team Wipro also ensures the Training and Communication Plans consider any impacts process automation will have on relevant stakeholders.



WKF05

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

The Wipro EMaaS solution fully supports work-type processing, including internal and external dependencies.

Our Content360 workflow engine can be accessed via REST or Java APIs in order to start instances, update tasks, and complete processes. Team Wipro develops and operates services that are completely decoupled from the workflow engine to account for external dependencies and are pulled in at defined intervals or when triggers or thresholds are met.



WKF06

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

Wipro EMaaS provides the ability to view alerts and reminders by user and work-type.

In Content360, during process development, alerts, reminders and task escalations are automated when certain thresholds are met (i.e. due date is approaching or has passed, unassigned tasks, etc.) and viewed by the assignee or other user with the appropriate access.

Every alert within Content360 is recorded and configured to send external notification whenever the alert is issued. Our solution also allows users to acknowledge alerts and the name of the user and time of acknowledgement are recorded within the alert details.



WKF07

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

Wipro EMaaS provides the ability to set alerts and reminders by user and work-type.

In Content360, during process development, alerts, reminders and task escalations can be automated when certain thresholds are met (i.e. due date is approaching or has passed, unassigned tasks, etc.).

There are three major configurations used when creating alerts. They are as follows:

- Information that identifies the specific alert definition: the name, priority, and status of the alert
- The conditions that trigger the alert
- Method and settings to use to send the alert

Content360 also allows users to set reminders that are not configured as part of the normal process to ensure timeliness on process deviations and exceptions.



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.

The Wipro EMaaS workflow solution will 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.

Team Wipro understands and fully supports this requirement. Whenever possible, Content360 utilizes automation to set the state of work items. The status of each work item can be based on the process step, external dependencies, or defined timeframes. We collaborate with the State to determine these triggers and thresholds. In the event that a human actor is necessary to complete a process, Content360 supports the creation of a human task node (BPMN2.0) which contains a separate task life cycle. This keeps the work item in a current and correct state while waiting for the user to complete the work item.



WKF09

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

The Wipro EMaaS workflow solution enables supervisory staff the ability to access and control of work by type and by user.

Content360 allows supervisors to view their teams, reassign work by type and user, and manage the health of the business process assigned. Users in the supervisory role can influence the progress of a task by performing administrative actions on the task instance. Content360 has easily configurable reports and dashboards by work type, user, queue and age of existing work and provides supervisors the necessary insight to make the correct decisions for queue health improvement.



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.

The Wipro EMaaS 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.

Content360 uses the Business Process Model and Notation 2.0 standard for business process modeling. Our workflow designs provide a graphical notation for specifying the business processes facilitated by the Wipro EMaaS solution. Our diagrams are intuitive for business users while

representing complex processes. Executable processes in BPMN consist of different types of nodes being connected to each other using sequence flows. The BPMN 2.0 specification defines three main types of nodes:

- **Events:** Used to model the occurrence of a particular event. This could be a start event (used to indicate the start of the process), end events (define the end of the process, or subflow) and intermediate events (events that might occur during the execution of the process).
- **Activities:** Define the different actions performed during the execution of the process. Different types of tasks exist, depending on the type of activity, you are trying to model (e.g. human task, service task, etc.) and as needed, activities could be nested (using different types of sub-processes).
- **Gateways:** Used to define multiple paths in the process. Depending on the type of gateway, these might indicate parallel execution or choice.

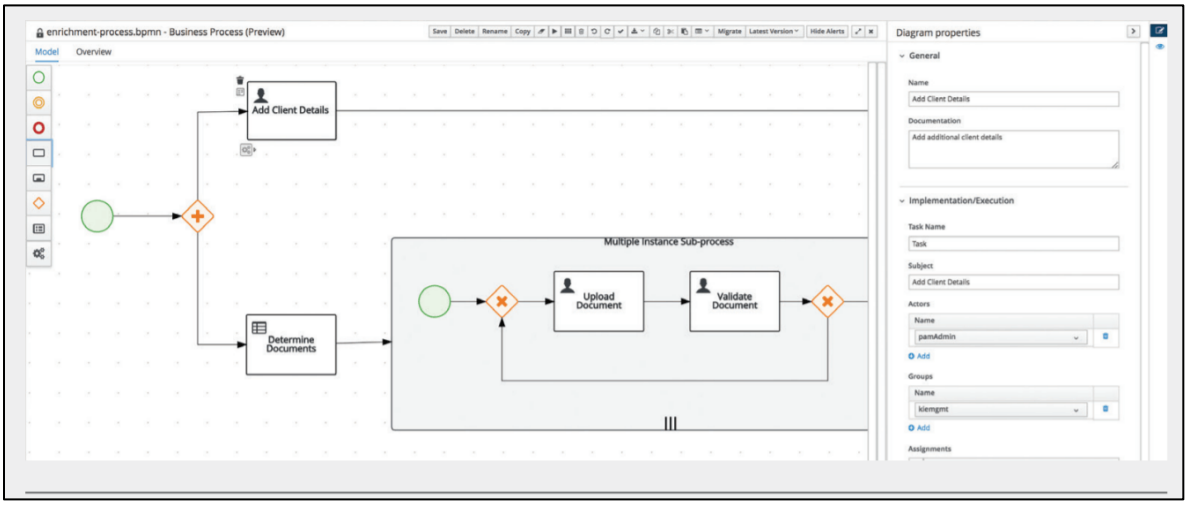


Figure 3-38: Drag and Drop BPMN Modeling

Content360 process modeler, as illustrated above, supports the following set of elements and attributes:

- Flow objects
  - Events
    - Start Event (None, Conditional, Signal, Message, Timer)
    - End Event (None, Terminate, Error, Escalation, Signal, Message, Compensation)
    - Intermediate Catch Event (Signal, Timer, Conditional, Message)
    - Intermediate Throw Event (None, Signal, Escalation, Message, Compensation)
    - Non-interrupting Boundary Event (Escalation, Signal, Timer, Conditional, Message)
    - Interrupting Boundary Event (Escalation, Error, Signal, Timer, Conditional, Message, Compensation)
  - Activities: Script Task, Task, Service Task, User Task, Business Rule Task, Manual Task, Send Task, Receive Task, Reusable Sub-Process (Call Activity), Embedded Sub-Process, Event Sub-Process, Ad Hoc Sub-Process, Data-Object
  - Gateways: Diverging (Exclusive, Inclusive, Parallel, Event-Based), Converging (Exclusive, Inclusive, Parallel)
  - Process constructs: Swim lanes, Pools
- Data

  - Java type language
  - Process properties
  - Embedded Sub-Process properties
  - Activity properties
- Connecting objects
  - Sequence flow

Content360 aligns business workflows for Medicaid and Exchange business operations and requirements by using BPM standards (e.g., Business Process Execution Language [BPEL]).

Team Wipro's goal is to create processes that are efficiently implemented by our build and configuration team and can be easily monitored and managed by the Department. Our objective is to provide design documents that are easy to understand for both business and technical users by providing notations that are intuitive yet represent complex process semantics.



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.

The Wipro EMaaS workflow engine is configured to support the establishment of work queues allowing in-process knowledge, data, and documentation to flow from one solution to another solution.

The Content360 workflow engine synchronizes all business processes within EMaaS by orchestrating a complete process flow from end-to-end. This means a single process can begin in one component within EMaaS and conclude in another and through Connect360 business process orchestration; we trigger the appropriate actions in the correct system. Through the APIs available, we allow in-process knowledge, data, and documentation to flow between components within EMaaS and when necessary, to external systems.



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).

The Wipro EMaaS solution provides a web-based console for configuration to support workflow access, assignments, and execution for all essential aspects of the business processes (e.g., provider enrollment, provider screening, client communications.

Content360 workflow engine, within Wipro EMaaS, is a user-friendly, simplistic tool that enables a user to define workflows for document management, claims routing and processing, and client communications, etc. Team Wipro collaborates with Department staff to define, map and develop the essential workflows and business processes facilitated by Wipro EMaaS.



WKF14

The Contractor shall configure, support and maintain a configurable document management, workflow, and ICR/OCR solution that meets the State's requirements. If the Contractor's solution does not include an integrated content management solution that meets the state's requirements, the Contractor will be required to leverage the State of Montana's Perceptive Content Management solution with their overall solution.

The Wipro EMaaS solution configures, supports and maintains a configurable document management, workflow, and ICR/OCR solution that meets the State's requirements.

Content360 is a complete, end-to-end document and content management solution. Within Content360, the following functionality is available.

- Multiple document ingestion methods, including scan, email, fax, SFTP, and upload
- Automatic indexing through ICR/OCR, QR codes, and barcodes and custom metadata
- Configurable workflows and queues based on document type, including prioritization, alerts, reminders, and escalation
- Document repository with configurable retention and information management policies
- Integration with State systems via REST and/or JAVA APIs

Content360 provides users a more efficient way to work by ensuring they have the right information exactly when they need it. Content360 is compatible with Content Management Interoperability Services (CMIS) and can easily integrate with other content management systems in the State's environment.



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.

The Wipro EMaaS solution provides automated business process/workflow management to support the establishment of work queues through 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. Our business process orchestrator, as part of Content360, facilitates the end-to-end processing of workflow for the multiple components within EMaaS ensuring the status of work is accurate and transparent at all times.

Given the components in the Wipro EMaaS solution and business processes required to administer a successful Medicaid program, our solution has established work queues and a portal in the following three components:

Claims360

The Claims workflow and business process management occurs within the Claims360 component of the Wipro EMaaS solution and is centered on workbaskets and assignment rules. Workbaskets are used to organize tasks that require some intervention related to entity records in the system. Examples include electronic claims, paper claims, member, provider, payment, and authorization. Workbaskets can be populated by system activities, such as an inbound 834 enrollment load or a failed claim adjudication event, as well as end-user activities. Workbaskets have automated

assignment rules that are configured to the agency's business needs. Queue priority and ordering can also be configured specific to criteria for each workbasket processing. Please references the following screenshots of the workbaskets as part of Claims360.

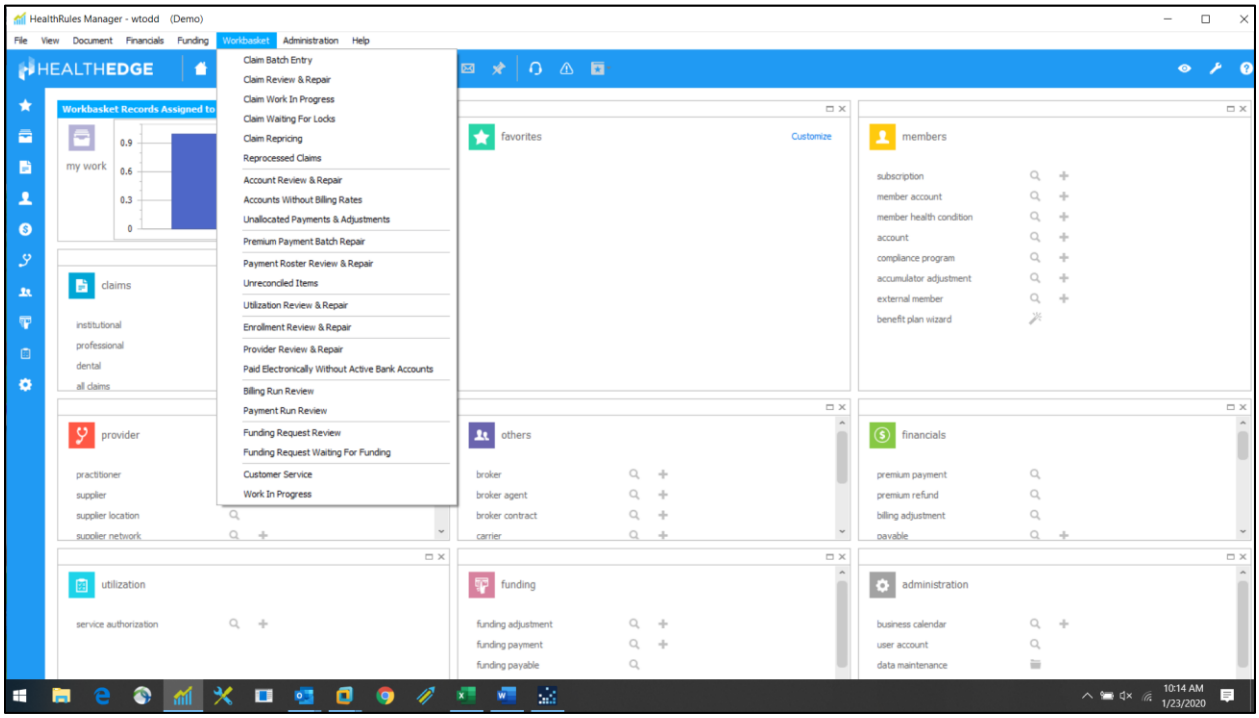


Figure 3-39: Selecting a Workbasket

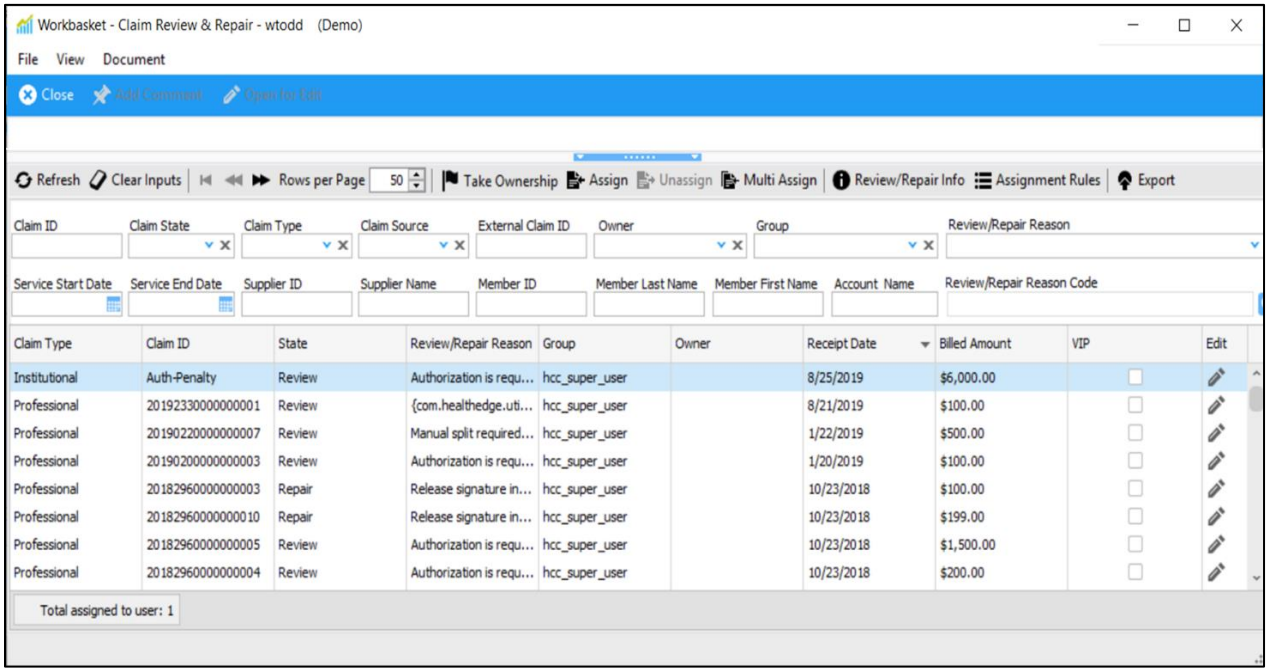


Figure 3-40: Selected Workbasket and Task List

Some of the workbaskets within Claims360 include the following:

- Claim Batch Entry: Lists the batch of claims that have not been processed.

- Claim Review & Repair: Lists the claims that did not pass successfully through the adjudication process.
- Claims Work in Progress: A user who did not have time to finish creating or editing a claim can save it in the Claim Work in Progress workbasket.
- Claim Waiting for Locks: This workbasket lists claims that are currently locked and waiting to be processed.
- Claims Repricing: Claims that require repricing are held in the Claim Repricing workbasket.
- Reprocessed Claims: Automatically reprocessed claims due to retroactive modifications in enrollment, authorizations, benefits, contracts, providers, etc.
- Utilization Review & Repair: Lists the utilization records that have not been processed.
- Enrollment Review & Repair: Lists the enrollment records that have not been processed.
- Provider Review & Repair: Lists the provider records that have not been processed.
- Payment Run Review: The Payment Run Review workbasket shows a list of payments that are ready to be included in the next payment run. Payment runs are displayed for one or more Payment Cycles.
- Service Request Issues: Enables the authorized user to create service request issues, trigger correspondence related to them and assign them to groups or individuals for handling.

Engage360

Engage360 includes business processes related to communication with participants and providers and offers the following functionality:

- Automated Call Distribution and queue assignment
- Chat queues via the member and provider portal
- Email queues for written correspondence and communications

Content360

Content360 document management solution provides the following functionality:

- Queues for exception processing
- Document routing and follow-up based on document type and class
- Ability to trigger workflows in other EMaaS components

Wipro EMaaS aligns business workflows with any provided by CMS in support of the Medicaid and Exchange business operations and requirements.

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 to support the overall enterprise. 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.

Team Wipro brings over 30 years of experience in successfully implementing and integrating complex, enterprise systems across industries, including healthcare and, specifically, Medicaid. Our decades of experience in managing the Medicaid Management Information System (MMIS) and Fiscal Agent operations for Missouri, with almost one million members and 60,000 providers, provides us with the expertise needed to make this engagement with Montana a great success. We bring the best of our experience and expertise to ensure successful completion of the Design, Development, and Implementation (DDI) phase and successful execution during the Operations and Maintenance phase. We will collaborate with the Department to define an integrated governance model and structure.

Guiding Principles:

- Maximum "configuration"
- Keep it simple
- Transparency
- Look for alternate options
- Drive user adoption

Team Wipro's Project Management framework closely aligns with the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK), Department of Health and Human Services (HHS), Enterprise Performance Lifecycle Framework (EPLC), and CMS IT eXpedited Life Cycle (XLC). Our program and project management working guidelines are based on our experience and best practices leveraging our Quality Management System, Veloci-Q which integrates ISO-9001 and Capability Maturity Model Integration (CMMI). Our Implementation approach is phased and collaborative. Considering the scope, scale and complexity of the initiative, Team Wipro treats this initiative as a program with key Project Manager responsible for the whole initiative. Team Wipro's key Project Manager and the individual team PMs own the entire project lifecycle from initiation through closure and partner with the agency's PM/PMO to ensure a successful project delivery.

Hybrid Agile blends the best of iterative and predictive approaches with specific checkpoints to ensure ongoing alignment with MPATH.

Team Wipro proposes "hybrid agile" methodology for this project. As a "hybrid" process, it blends the best of iterative and predictive approaches with specific checkpoints to ensure ongoing alignment with the State. For this project, we propose six phases spread across DDI and Operations and Maintenance which are closely aligned with the project phases. The below figure describes the different phases and at a high level what is covered under each phase.

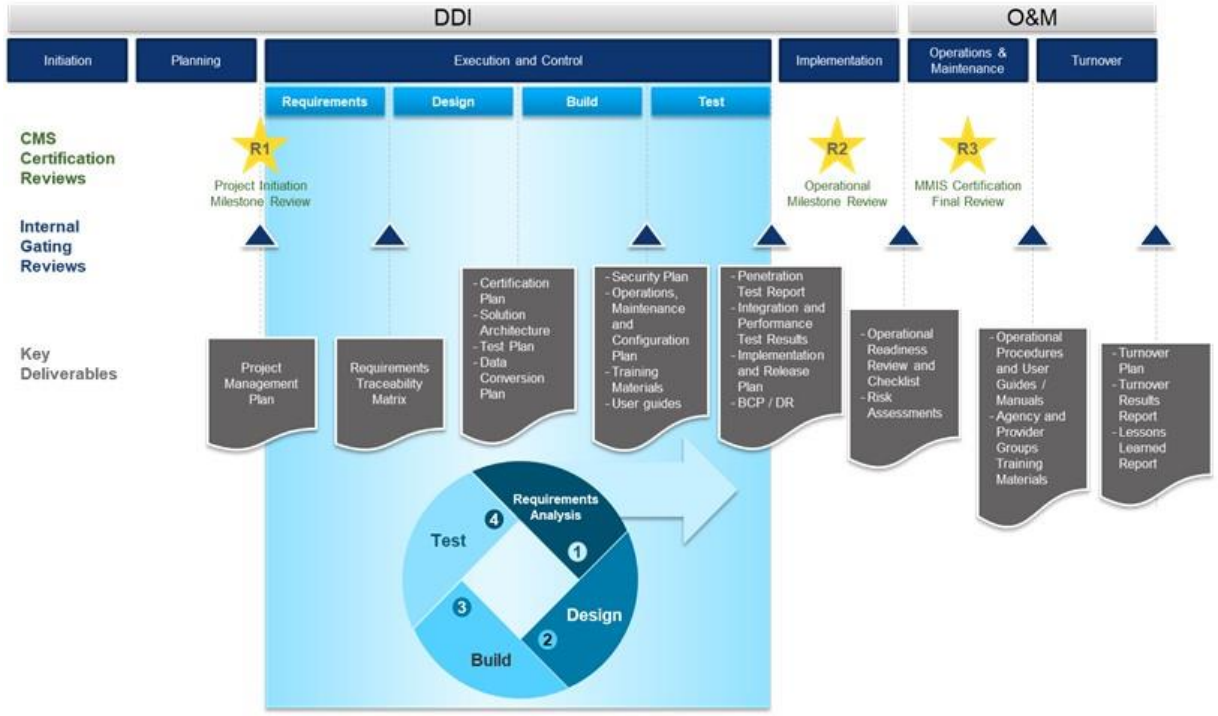


Figure 3-41: High Level Project Phases

1. **Project Initiation Phase:** Kicks off the project, defines objectives, determines scope, clarifies RFP requirements, and finalizes deliverables for each succeeding project phase. A kick-off meeting facilitates this process, proposes a high-level schedule, and identifies key stakeholders for the project. This phase also includes the configuration of the Wipro EMaaS solution according to RFP requirements. Team Wipro and the agency collaborate to ensure the RFP requirements are clarified as needed to ensure accuracy in the initial delivery of the solution. The requirement clarification leads to the creation of a backlog with acceptance criteria which is maintained throughout the length of the project.
2. **Project Planning Phase:** Planning proceeds with finalizing details to meet project objectives. The team identifies activities required to execute the project in detail for the Requirements phase and high-level for remaining phases for the project baseline. As the project evolves, Team Wipro continually breaks down high-level tasks in later phases as more clarity is known. Team Wipro formalizes the approach to project execution and creates deliverables and work product templates for all project phases. We work on project components including, the schedule, quality management, change management, risk and issues etc. Team Wipro works closely with the agency to define the timelines and milestones.
3. **Project Execution and Control Phase:** Executes the core work of the project subject to continuous monitoring and careful adjustments according to project needs. Key activities include requirements validation, design, build and testing. During requirements validation, agency staff has access to the system to get hands on experience. Different releases follow iterations/sprints during this phase to deliver additional functionality in controlled releases. Wipro EMaaS is a 100% SaaS solution which is a blend of Commercial Off-the-Shelf (COTS) products and SaaS components. As business functionality passes internal testing and is deployed into the User Acceptance Test (UAT) platform, initial user training is provided and system access is made available to aid in a gradual user adoption of the capabilities of the system. Data migration is also managed in this phase to develop a reliable mechanism to transfer and consume the data into the new system. Finally, this phase will execute various

forms of testing which ensures functional, technical, security, and performance requirements are met. Various artifacts to support CMS certification are also gathered.

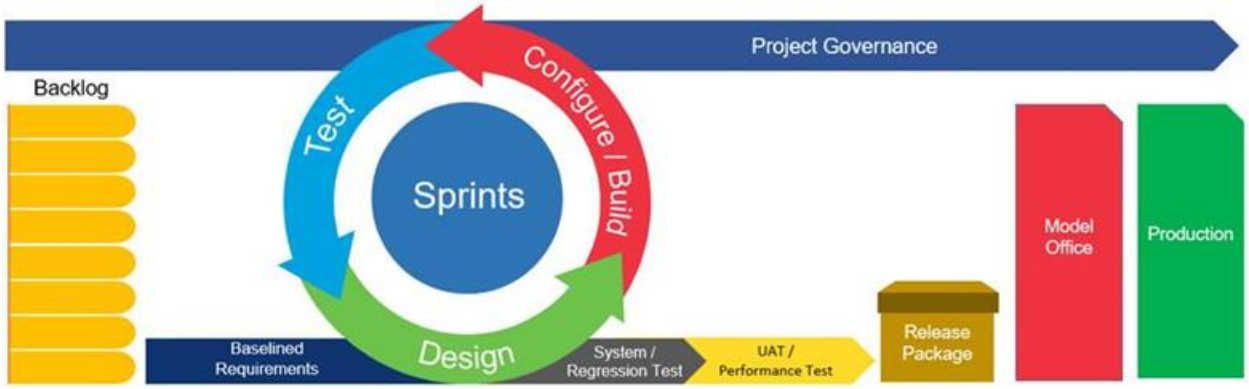


Figure 3-42: Hybrid Agile System Development Methodology

4. **Implementation Phase:** Installs the application onto the production system, performs acceptance testing, assesses operational readiness, and go-live with the application. Team Wipro provides close monitoring of the application immediately after go-live to handle requests by users during the transition from the previous system. Acceptance testing is coordinated with the State's QA-QC/testing resources and supported to ensure the system is adequately tested for release with appropriate adjustments made according to user feedback. Team Wipro supports R2 certification – Operational Milestone reviews during this phase. This stage concludes with the successful execution of the Implementation Gate Review and handshake from the DDI Project team to the Operations and Maintenance team.
5. **Operations and Maintenance Phase:** Encompasses the operation and ongoing maintenance of the newly developed system with ongoing assessments of the system and user experience. This includes monitoring the system, supporting continued operations, measuring system performance, operating and maintaining supporting systems, and responding to issues reported by users. New feature requests or changes that are not defects are addressed though the Change Request (CR) process, which goes through the agency's prioritization and approval. Team Wipro supports R3 certification – Final Certification Review during this phase.
6. **Turnover Phase:** Team Wipro provides a Turnover Plan to officially complete and close all work for the contract and deliver documents that confirm the project has met its assigned objectives. This stage concludes with the successful execution of the Closure Gate Review.

Key Assumptions

Our assumptions for the Claims Processing and Management project include:

- There is no expectation of the contractor to "harvest" the business rules from the existing MMIS.
- Requests for information or decisions to the State agency are addressed within five business days. Deliverable review cycles will be as per the requirement defined in the RFP.
- Adequate agency resources are available throughout the project life cycle to ensure timely reviews, approvals and clarifications.
- The agency will review and approve acceptance criteria for each deliverable as per the Deliverable Expectations Document (DED).
- User requests for modifications or additional requirements (including new regulatory requirements), which are not in the scope of the RFP, are addressed through a Change Request. Additional effort for the Change Request may be consumed from the enhancement

pool hours or through contract amendment.

- Team Wipro plans for a 24-month DDI duration, as per Montana's schedule for MPATH.
- State will provide sample test data from the current system during the project initiation phase for development and testing purposes.
- State or State's SI must notify Team Wipro, a minimum of 90 calendar days, of any upcoming releases from the vendors supporting other agency subsystems, in accordance with the Change Management plan.
- Organizational Change Management (OCM) will be performed by the State or State's Systems Integrator. Team Wipro will only support the OCM activities relevant to the Claims Processing and Management system.
- The DR plan and scope of the annual DR testing is limited to the Wipro EMaaS solution. Any support required for DR testing outside of Wipro EMaaS will be coordinated separately.
- State or State's SI will manage and triage incidents/problems, across all subsystem vendors, in a timely fashion.
- APIs or interfaces to agency subsystems will be available at the time of system integration testing with Wipro EMaaS.

3.10.2.1 PROJECT MANAGEMENT

The Contractor shall submit in their response, a high-level project schedule that represents the overall implementation timeline of their proposed solution. The high-level schedule must include key dependencies and all phases of the project from project initiation and kick-off through certification of the system (approximately one year following the implementation of all DDI Contract requirements). The Contractor must adhere to the Project Management Institute (PMI) or similar industry-standard project management standards and approach throughout the Contract term and will be required to deliver a Project Management Plan and Project Work Plan in addition to other project planning deliverables. The offer must describe in detail their approach to meet each of the Project Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro's Project Management framework is in close alignment with PMI PMBOK5, Department of Health and Human Services (HHS), Enterprise Performance Lifecycle Framework (EPLC), and CMS IT eXpedited Life Cycle (XLC). Our program and project management working guidelines are based on our experience and best practices leveraging our Quality Management System, Veloci-Q which integrates ISO-9001 and Capability Maturity Model Integration (CMMI).

Team Wipro's key Project Manager and the individual team PMs own the entire project lifecycle from initiation through closure and partner with the agency's PM/PMO to ensure a successful project delivery. We facilitate or co-lead with the agency's PM for regular project status meetings and stakeholder meetings. Team Wipro PMs provide timely status reports and manage risks and issues throughout the project. Our Project Managers ensure the project team is adhering to the methodology approved by the agency. Our PMs are hands-on and engaged with the project, providing subject matter expertise where applicable. Through our Project Governance, we leverage a comprehensive set of templates and checklists that provide key guidelines and measurements throughout the project.

Team Wipro has a dedicated Project Management team to ensure delivery excellence. Our Project Managers partner with the agency to agree on Key Performance Indicators (KPIs) to be monitored and set expectations regarding criteria for success. Team Wipro uses hybrid agile development

principles to define our project plans. The initial deployment focuses on the RFP configured application, created in sprint iterations. After requirement validation and gap identification, Team Wipro jointly prioritizes requirements for implementation based on schedule and budget. This approach is critical for ensuring stakeholder buy-in and confidence in the solution.

Team Wipro has an established Project Management Plan (PMP) template, which is tailored after consultation with the agency to ensure personalized customer needs are met. Each plan is generated as separate documents, but collectively represents a comprehensive governing PMP to provide guidance to the Wipro EMaaS team throughout the course of the project.

Depicted in the figure below is a sample representation of individual plans that roll up to the PMP.



Figure 3-43: Project Management Plan (PMP)

Project Work Plan

Team Wipro's Project Work Plan is developed using Microsoft Project, which is updated with input from the agency and other stakeholders (e.g. IV&V, SI) during the course of the project. The phases of the project life cycle are governed and managed based on joint decisions between the agency and Team Wipro project team members with escalation going to the Project Steering Committee. After the Project Initiation and Start-Up phases, Team Wipro's approach to the Execution and Control phase of the Project Work Plan is to logically categorize the work items into sprints. Our project management methodology allows multiple teams to work simultaneously and iteratively to release new functionality to production. The individual sprint teams communicate frequently to ensure that the items selected from the project backlog are chosen by functional priority.

Our abridged Project Work Plan in Work Breakdown Structure (WBS) format for DDI has been uploaded in eMACS under Questions 1.3 titled MPATH Claims Processing and Management Services Module – Draft Project Work Plan as instructed.

Project Schedule

Our high-level project schedule through Implementation and Certification is as follows:

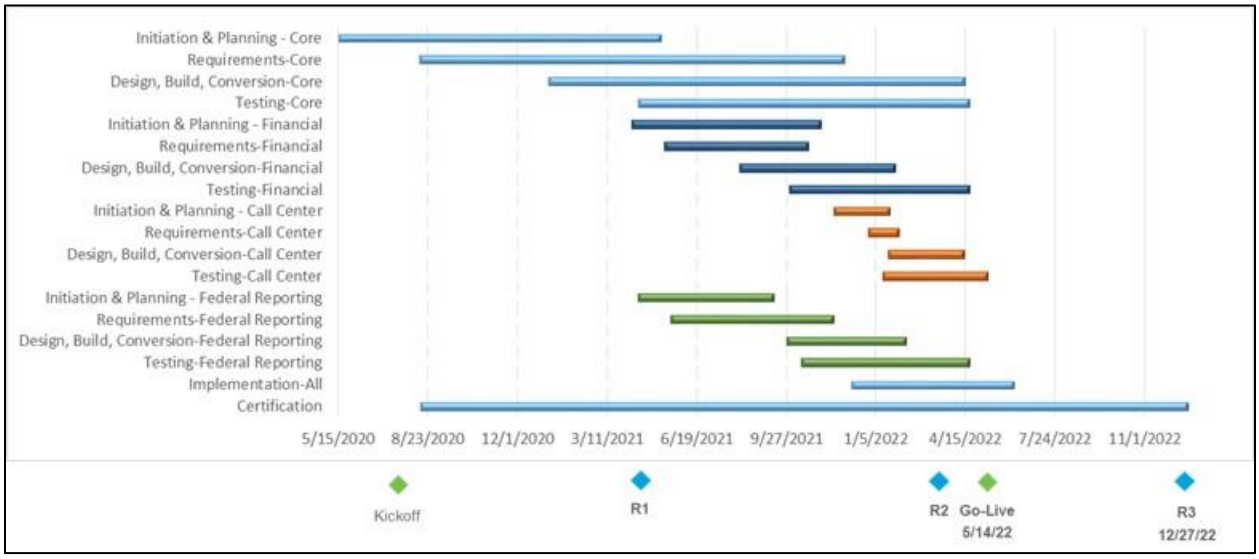


Figure 3-44: High Level Project Schedule

Project Organization Structure

Our teams are on-boarded during the Initiation phase of the project and will be adjusted throughout, as staffing needs change. The following figures outline the representative project organization during the DDI and Operating and Maintenance phases.

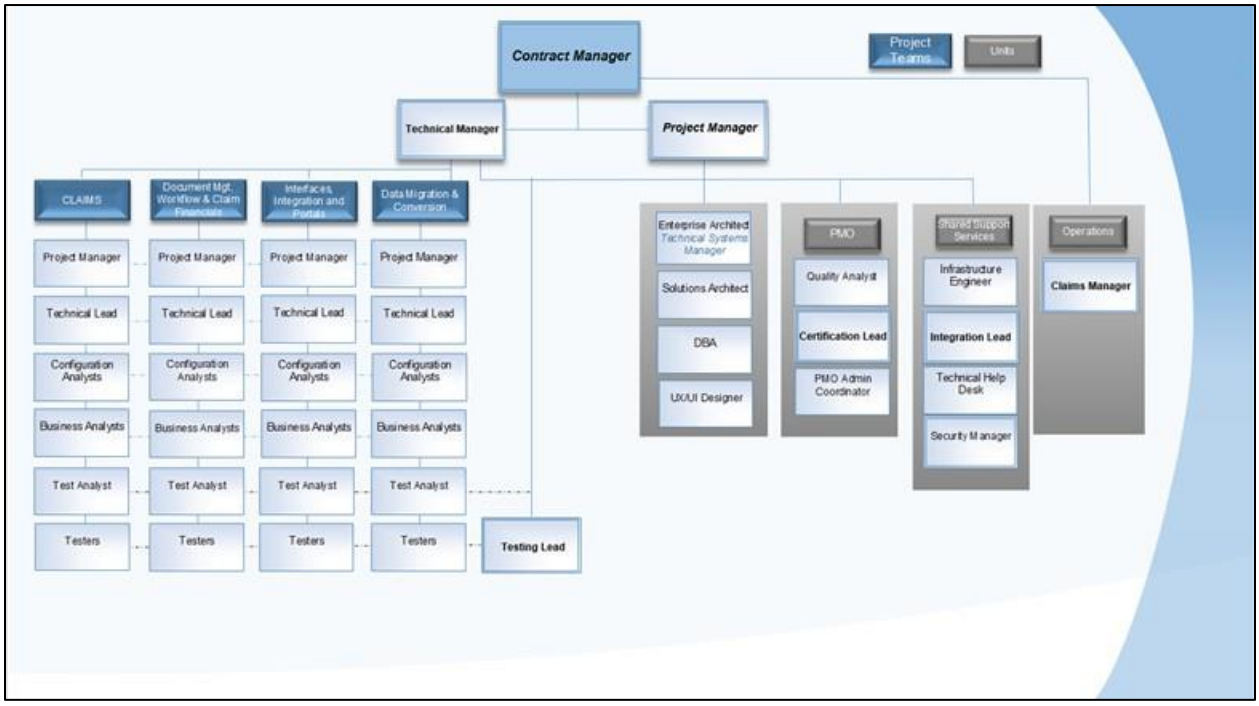


Figure 3-45: DDI Representative Organization Chart

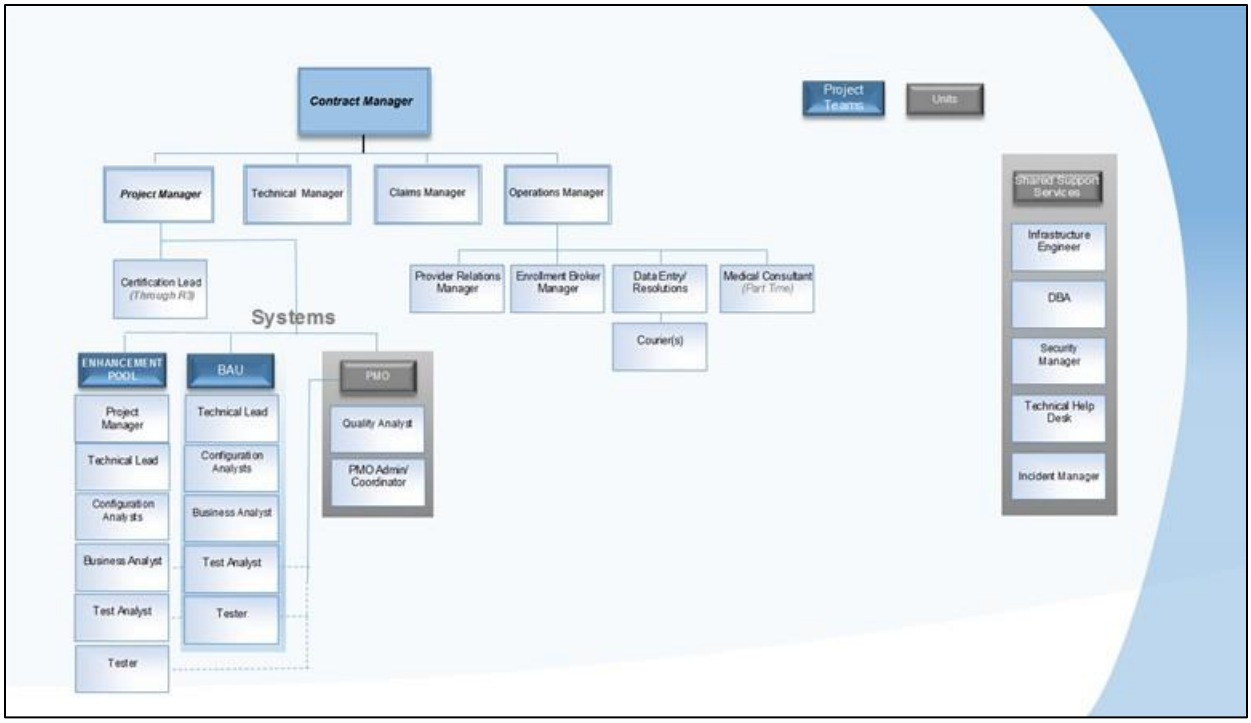


Figure 3-46: O&M Representative Organization Chart

Project Governance

Project governance is essential to providing oversight and management of the implementation. The governance component focuses on the guidance and support that the Claims Processing and Management (CPM) project receives from stakeholders and executives to make key decisions. The proposed project governance structure is depicted below and is used throughout the project lifecycle, including Operations and Maintenance. The objective of the governance model is to ensure executive oversight, progress reporting, approval of deliverables, escalation/decisions.

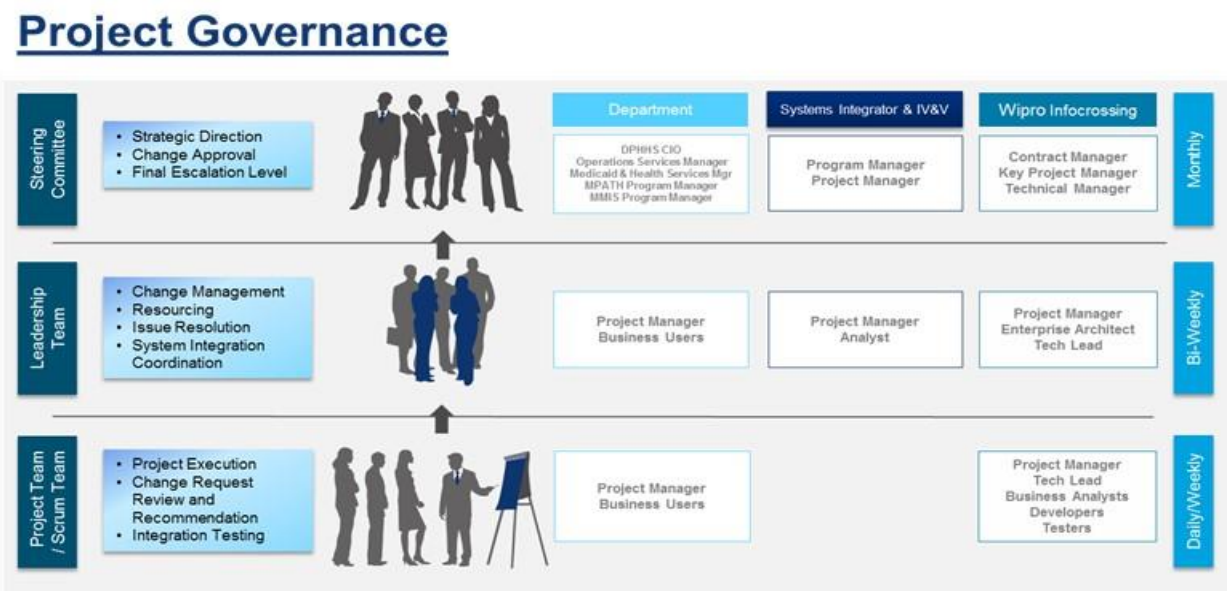


Figure 3-47: Project Governance Framework

Progress Reporting

Team Wipro is experienced in providing both high-level and detailed status reports to stakeholders. We track the project progress using Microsoft Project and produce ongoing reports to the agency. We work with the agency to ensure a user-friendly status report template is used to provide all necessary information. Other information or additional ad hoc reports can be provided as required by the agency or deemed relevant by Team Wipro.

Deliverable Approval Process

Providing timely and accurate deliverables is indicative of our commitment to producing a quality solution. The term "deliverables" includes all work products contractually scheduled for delivery to the agency. Team Wipro has identified steps at various levels for review and approval of project deliverables. All due dates and deliverable review periods are based on the agency's requirements and are identified during project planning.

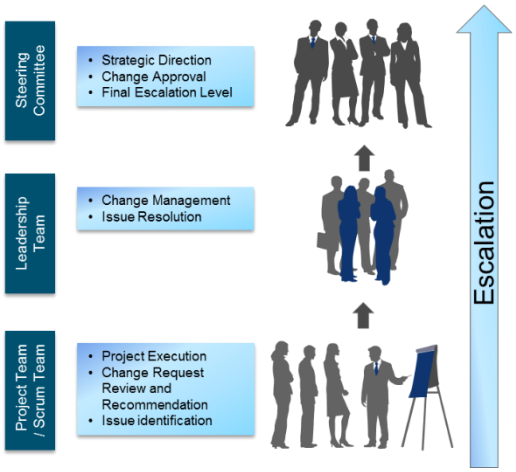
The Deliverable Expectations Document (DED) confirms both parties understanding of the expectations of the deliverables prior to submission. Team Wipro creates templates for all deliverables required for each phase of the project and submit them to the agency for review and approval.

Escalations and Decisions

Issues and problems may occur during large-scale projects and day-to-day operations of complex systems. The escalation process addresses the situations when an issue may arise or an agreement cannot be reached between the project team and one or more of its stakeholders in a timely manner.

The high-level escalation and decision-making process is outlined as follows:

- Team Wipro empowers the project team to attempt to resolve any concern first before escalation proceeds.
- The first point of escalation is the Leadership team.
- If the Leadership team is not able to resolve the concern, the project team member escalates the issue to the Steering Committee.



Escalation procedures are defined during the initial stages of the project. An escalation matrix provides the points-of-contact, paths, and levels for the project. The plan defines the process of handling potential problems and how to document decisions. Team Wipro creates and maintains the Decision Log.

Communication Management

Throughout our extensive project experience, Team Wipro has learned the importance of constant and effective communication among all the project stakeholders. Our philosophy is that “early and often” communication is instrumental for a successful workload transition. Our plan facilitates expectations, performance, and strong business relationships among all parties impacted by the project.

During the initial stages of start-up and planning, the Communication Plan is developed and is based on previous project experience and proven practices. We meet with the customer to confirm communication needs. We finalize and submit the Plan for approval in accordance with deliverable

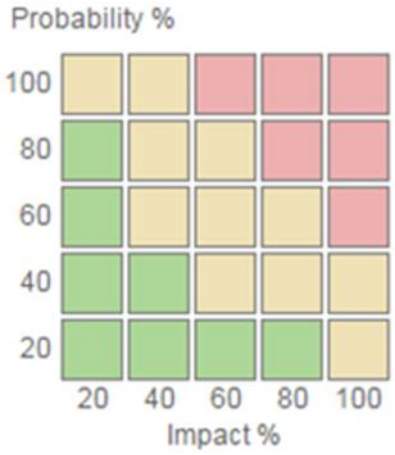
processes. As needed, updates to the Plan are made throughout the life cycle of the project.

Our strategy ensures communication paths and decision processes are fully understood by all entities. Input and feedback provide an awareness of how change is affecting stakeholders, work processes, and the environment. This plan provides guidance on:

- Roles and responsibilities for communicating aspects of the project. Team Wipro encourages open lines of communication among all team members to increase the speed of information sharing
- Types of information to be communicated, such as project schedule, input from the customer, status of sprints, and issue resolution
- Communication methods, such as Jira dashboards, email, and Project Repository in Content360
- Recommendations for scheduled meetings

Risk Management

The risk management process is integral to achieving project success. The Risk Management portion of the Project Management Plan governs the risk management activities during the project.



The Project Manager is responsible for reviewing identified risks and ensuring their consideration while open. At a minimum, Risk/Issue assessment meetings occur monthly, with high-rated risks assessed weekly. The figure titled Risk Probability/Impact Scoring Diagram visually represents the scoring mechanism used to determine the rating and is based on probability of risk occurrence and impact if the risk occurs. Every activity taken toward mitigating or closing a risk is documented in the Risk Register for future use. The risk planning process does not end until the project is complete.

As risks are identified, the Project Manager communicates the risks and mitigation plans to the agency. All potential risks and issues are reviewed during monthly evaluation meetings and available in the Project Repository for review.

Quality Management

Our basic principle for Quality Management (QM) holds all employees accountable for the quality of their work. Quality is the responsibility of both management and all project personnel who perform work and provide services and products to the agency. Veloci-Q, our quality management system, integrates ISO-9001 and Capability Maturity Model Integration (CMMI) standards to ensure our deliverables leverage the industry best practices.

The Quality Management Plan (QMP) identifies the quality requirements and standards for the project and its deliverables and documents how the project demonstrates compliance. The QMP also defines the activities and metrics used to monitor the quality of the project's processes and outcomes. These activities facilitate continuous improvement throughout project delivery. This includes management through the use of peer inspections, reviews and retrospectives, and encourages continuous implementation of opportunities for improvement.

The Project Quality Management Framework for the project includes:

- Quality Planning
- Quality Assurance

- Quality Control and
- Continuous Improvement activities

We evaluate an internal database of lessons learned to continue successes and avoid risk. The lessons learned are compiled from all phases of previous projects. Team Wipro takes great effort to ensure our projects deliver quality work in a timely and cost-effective manner. We continually monitor and track deadlines to ensure the overall project is on target and provide updates to the agency regarding Service Level Agreements (SLAs) based on the guidelines in the contract.

Change Management

The purpose of Change Management is to enable the project team to control and manage change during the execution of the Project Plan. The Change Management process identifies potential changes to the project's scope, schedule, or cost and determines how these should be resolved. The Change Management process is undertaken to ensure each change introduced to the project environment is appropriately defined, evaluated, and approved prior to implementation.

The table below describes the roles and responsibilities throughout the Change Management process.

Table 3-2: Change Management Roles and Responsibilities

Role	Responsibilities
Requestor	• Identifies the change needed and notifies the Project Manager • Completes the Initial Change Request form
Wipro Project Manager	• Reviews and revises the Initial Change Request form • Reviews supporting documentation from the Impact Assessment, as provided by the Technical Lead • Submits the Final Change Request form to the Change Control Board • Informs stakeholders of the decision made by the Change Control Board • Monitors and Implements the change if approved • If necessary, revises the Change Request form, if the change is not approved
Wipro Technical Lead	• Performs an Impact Assessment • Provides supporting documentation and attaches to the Change Request form • Revises the supporting documentation, as needed
Agency Project Manager	• Reviews the Change Request • Submits the Change Request to the Project Leadership Team
Project Leadership Team/Steering Committee	• Reviews the Change Request • Approves or Denies the Change Request • Project Leadership Team approves Change Requests until a threshold, above which Steering Committee approval is required

Team Wipro utilizes Jira and Content360 to log and track the Change Request forms for the Change Management process. The Change Request form ensures Team Wipro's Project Manager provides all applicable information for management teams to assess the Change Request. The information

contained in the form may include:

- The Change Request number, detailed description of proposed change, business impact and justification of the change
- Implication of not making the change
- Impact to scope, cost, resource, schedule and deliverables
- Dependencies to implement the change priority

Project Management Tools

Our suite of powerful project management tools organizes, documents, communicates and monitors all aspects of the Wipro EMaaS project. Throughout all project phases, the same consistent, repeatable approaches and processes are facilitated by using tools such as SharePoint for collaboration and document management; Jira to plan, track, and manage software development projects; and MS Project for project planning and management.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



PMT01

The Contractor shall provide licenses as required by the Agency to allow users access to perform all necessary business functions.

Team Wipro provides licenses as required by the agency to allow users access to perform all necessary business functions.

Team Wipro has listed all the software and associated licenses in the Attachment L - Technology Matrix, which includes the version, license type, number of licenses and other requested information. The Technology Matrix is maintained throughout the contract to reflect the latest configuration in production as changes are made through the approved change management process.

For the SaaS, PaaS, IaaS or COTS licenses that are part of Wipro EMaaS solution, Team Wipro will maintain all necessary licensing agreements and comply with the same.



PMT02

The Contractor shall support the Department in all program governance activities as necessary.

Team Wipro will support the Department in all program governance activities, as necessary.

Team Wipro understands the importance of program governance to provide oversight and management to the implementation of the project. The governance component focuses on the guidance and support needed from project stakeholders and executives to make decisions for the project and program level. The proposed project governance structure is depicted in the diagram below and will be used throughout the project lifecycle. Our governance model ensures executive oversight, progress reporting, approval of deliverables, and escalation and decisions for issues that may arise. During the planning phase the governance framework is mutually discussed and agreed upon and documented in the Communication Plan.

Through this governance model, our team provides multiple forums for the Department and Team Wipro to perform the following:

- jointly share best practices
- participate in collaborative discussions
- provide inputs to the integrated schedule
- reduce risks and resolve issues
- drive decision making to the lowest appropriate level
- empower a culture of responsibility and authority to act decisively

The Team Wipro Governance Model ensures effective collaboration with the Systems Integrator and IV&V services to meet federal requirements and to support the Department in successful execution of the project. Team Wipro provides the Systems Integrator and IV&V contractor necessary artifacts for validation purposes of the Team Wipro delivered product.

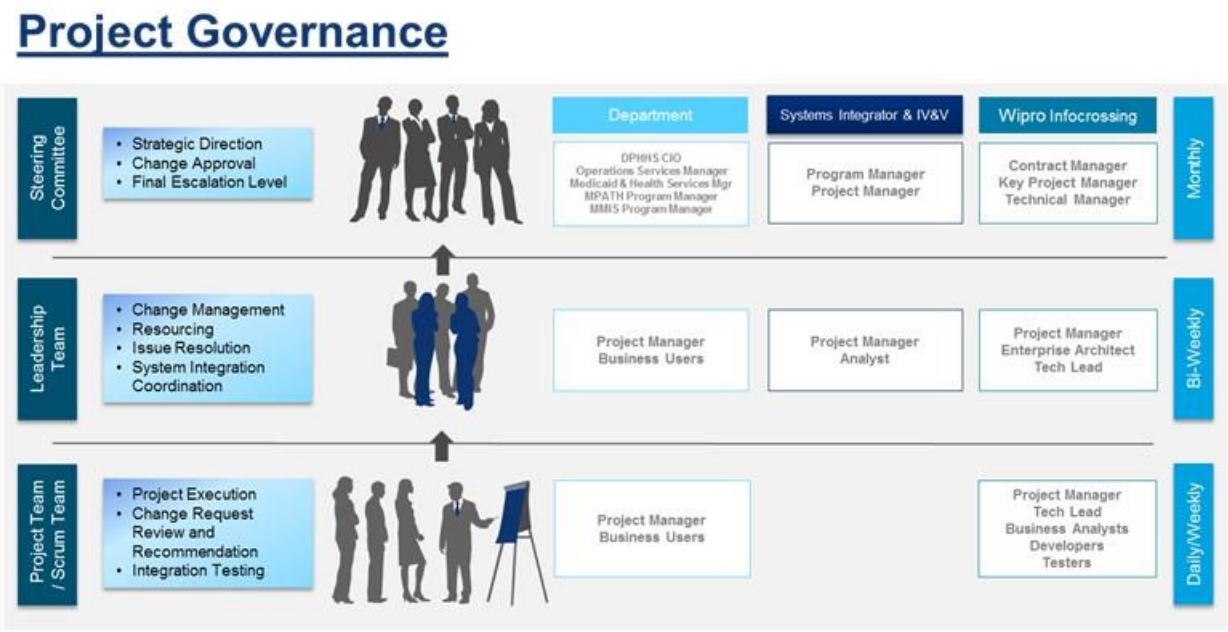


Figure 3-48: Project Governance

Our Project Governance Model is the foundation for supporting the Department in implementing the Wipro EMaaS solution. Through an established methodology of communication and visibility, the status of the project is available to the Department, the SI, and other vendors at any time. Team Wipro engages in a Monthly Release Coordination meeting to ensure that other vendors are aware of upcoming changes.

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.

Our Project Managers are accountable for the creation, maintenance, monitoring and communication of all project management related artifacts. They are also responsible for publishing documentation, creating meeting agendas and taking meeting minutes and publishing them at the

agreed upon SLA timeframes.

Team Wipro utilizes our Project Repository Content360, to publish meeting agendas, minutes, and other documentation related to the project. Content360 allows us to easily version documents, disperse agendas and minutes, send documents through workflows for approval, and collaborate on any document with the Department and other team members.



PMT04

The Contractor shall participate in necessary meetings with the stakeholders and/or other Contractors.

Team Wipro will participate in necessary meetings with the stakeholders and/or other contractors.

Team Wipro facilitates project meetings and manage scope, schedules, resources, and project control activities, such as issue tracking, risk management, and project reporting, in accordance with the Communication Plan.



PMT05

The Contractor shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the Department.

Team Wipro will provide the approved deliverables and documentation as defined in the PWP and approved by the Department.

Team Wipro maintains the PWP deliverable and documents in our Project Repository in Content360 which provides version control, workflows and easy access to authorized users.

Team Wipro provides mutually agreed deliverables and documents within the specified schedule in the PWP. Specific deliverables and planned delivery dates are discussed during the planning phase.



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).

Team Wipro will support the State and its IV&V Contractor to meet federal requirements and to support the MECT Certification activities for the successful execution of the project.

Team Wipro provides the IV&V contractor necessary artifacts and functionality evidence for validating the Wipro EMaaS. Team Wipro understands the importance of a transparency in management and governance of state IT projects, and collaboration with the IV&V team to assist with monitoring and performing activities. The State and IV&V team are an integral part of our project governance approach and methodology.



PMT09

The Contractor shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs).

Team Wipro will conduct monthly status meetings with the Department to discuss project tasks and activities.

Team Wipro conducts monthly status meetings with Steering Committee stakeholders to review project status, discuss risk and mitigation strategies, review CRs, and provide strategic direction to the overall project.

Team Wipro provides an agenda, which includes deliverables, milestones, issues, risks, and SLAs. Meeting minutes are communicated promptly and according to agreed-upon timelines. Variances from the SLAs are added to the Issue Log to ensure visibility and that remediation steps are defined including Plans of Action with Milestones (POAMs).

Team Wipro is experienced in providing both high-level and detailed status reports to state agencies through regular status meetings. Team Wipro uses these meetings to not only provide status, but to collaborate actively with the stakeholders to exchange information needed to successfully execute the project.



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.

In addition to a monthly Status Report, Team Wipro will conduct weekly meetings and provide the Department with Weekly Project Status Reports. The weekly meetings facilitate discussions on issues, risks, progress, solution, resource changes and any other areas specific to the scope of work.

Team Wipro conducts weekly status meetings with the project Leadership Team to review project status and action plan to ensure success of the project.

Team Wipro's communication approach promotes visibility with stakeholders, which includes working collaboratively and sharing information as needed. Team Wipro works with the agency during project initiation to agree on the status-reporting cadence and the desired format for the status reports and presentations.



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.

Team Wipro will employ the most suitable project management approach for the scope of work for all 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.

We understand that in a modular strategy, it is imperative for all vendors to collaborate to achieve the common goals and objectives of the Department. Adjustments in project approach or schedule is made after evaluating the impact and risk across all stakeholders.

We utilize project management practices to proactively look for events which might impact the schedule, such as risk identification and mitigation strategies, continual evaluation of the plan against the baseline, and lessons learned to reduce the chance of schedule impact. All changes to the project is governed through the Change Management process.

Team Wipro has significant experience in working in a multi-vendor environment to successfully deliver on projects.



PMT12

The Contractor shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team.

Team Wipro will conduct a kick-off meeting with all key stakeholders and the State's project team.

At the start of any project, we begin with an internal kickoff and alignment of the project team around the key business, technical, and organizational goals and requirements. This time allows the team to clarify scope, requirements, plans, and business and technical goals. This is followed by an external Project Kickoff with the State's project team to ensure we hit the ground running with significant knowledge, understanding, and insight.

The kick-off meeting agenda includes a proposed high-level schedule, defining roles and responsibilities, identifying additional stakeholders for the project, and agreeing on an initial communication plan.



PMT13

The Contractor shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects.

Team Wipro will implement procedures and tools for tracking project action items, decisions, issues, risks and defects.

Through the use of proven techniques and powerful project management tools, our methodology is directed to organizing, documenting, performing, and monitoring all aspects of a project. During the Project Planning and Startup phase, Team Wipro utilizes a comprehensive set of processes, procedures, and tools to support our methodology for tracking project action items, decisions, issues, risks, and defects. Incorporating best practices and using the most effective automated tools available in the marketplace ensures a robust approach to project management. Throughout all project phases, consistent, repeatable approaches and processes are used.

Team Wipro uses the following tools:

Table 3-3: Project Management Tools

Project Management Tool	Purpose
SharePoint	Utilized to facilitate collaboration between the agency, System Integrator, IV&V, Team Wipro, and other project stakeholders Team Wipro SharePoint site provides an effective and streamlined

Project Management Tool	Purpose
	workflow functionality for reviews and approvals Provides a web-based access to documents such as project deliverables, agendas, meeting minutes and status reports Repository for the Risk Register, Issue Log, Change Log, and Decision Log Action Items contain workflow and email alerts to ensure that the users that have the next task are notified promptly. Due dates are used to ensure assignees are aware of the importance to the overall project needs. Review of open action items are a living agenda item to ensure they are addressed. Role-based access to users ensures restricted access to identified project stakeholders
Jira	Team Wipro has established a framework in Jira to assist with planning, organizing, and tracking the work to be completed for software development projects Test management, test case repository, test results, and approval is maintained in Jira Requirements management platform to log and validate requirements, and provide bi-directional traceability throughout the SDLC Utilized to log, track and prioritize defects Jira Dashboards give real time information on the status of each ticket, whether it is a project work/action item, a test case, or a defect
MS Project Schedule/Work Breakdown Structure (WBS)	MS Project assists in developing plans, assigning resources, and tracking progress of the project WBS is utilized to assist in making deliverables more precise, reducing the risk of missing work Alterations to the schedule as a result of risk contingency and mitigation plans are added to the Project Schedule as needed.

Team Wipro has successfully delivered on several large-scale enterprise projects using our comprehensive and proven project management processes, best practices and tools.



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.

Team Wipro will utilize SharePoint in the Content360 component as the electronic document repository for project documents and deliverables. Team Wipro, Department staff and other contractors with the appropriate security level has the ability to upload/attach new or revised versions of documents. The repository performs version control and allow users to view all prior versions.

Role-based access control manages user permissions for uploading or attaching new or revised versions of documents. The project document repository is easily accessible using web-based access. We collaborate with the Department to define and assign individuals to specific permission and security groups. These permission and security groups are assigned by specific areas within the Project Repository, giving us the ability to fine-tune individual access to various documents.

Team Wipro uses SharePoint's automatic versioning to ensure prior versions of all documents are available to users. In this way, the Project Repository includes both current and historical versions of stored documents.

Our extensive experience in deploying and managing the SharePoint platform for collaboration and document management has been the cornerstone of successful project management and execution across our clients.



PMT16

The Contractor shall provide deliverables that at a minimum meet the following quality standards:

a. Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable.
b. Ensure appropriate technical level for the audience.
c. Utilize correct grammar, spelling, and versioning.
d. Ensure diagrams are clear, concise, and value added.
e. Follow industry-related standards.
f. Appropriately define and reference information.

Team Wipro will provide deliverables that at a minimum meet the quality standards listed in the above requirement.

Team Wipro provides deliverables to the Department that meet high quality standards. Providing accurate, complete, timely deliverables is a visible indication of our commitment to producing a quality solution. Team Wipro has identified steps at various levels for review and approval of project deliverables. We collaborate with the Department during project planning to define deliverable due dates, walk through due dates, and Department deliverable review periods.

To ensure quality, Team Wipro maintains standard templates for deliverables and modifies the templates based on Department' or project needs. Veloci-Q, our quality management system, integrates ISO-9001 and Capability Maturity Model Integration (CMMI) standards to ensure our deliverables leverage the industry best practices.

Team Wipro develops and maintains templates and quality checklists, which are used by all Team Wipro's deliverable writers and reviewers to ensure all quality standards are met. This checklist, at a minimum, includes the items listed in the requirement above.

Team Wipro uses SharePoint to host project documents and deliverables and utilizes workflow for deliverable review and approval. The following outlines how quality is integrated in our deliverable approval workflow:

- Technical/PM reviews
- Quality reviews
- Review and approval by the Department

Our checklists, templates, guidelines, and process documents are detailed and tailored to the needs of specific State requirements and projects. We use our decades of experience to ensure high quality deliverables across projects.



PMT17

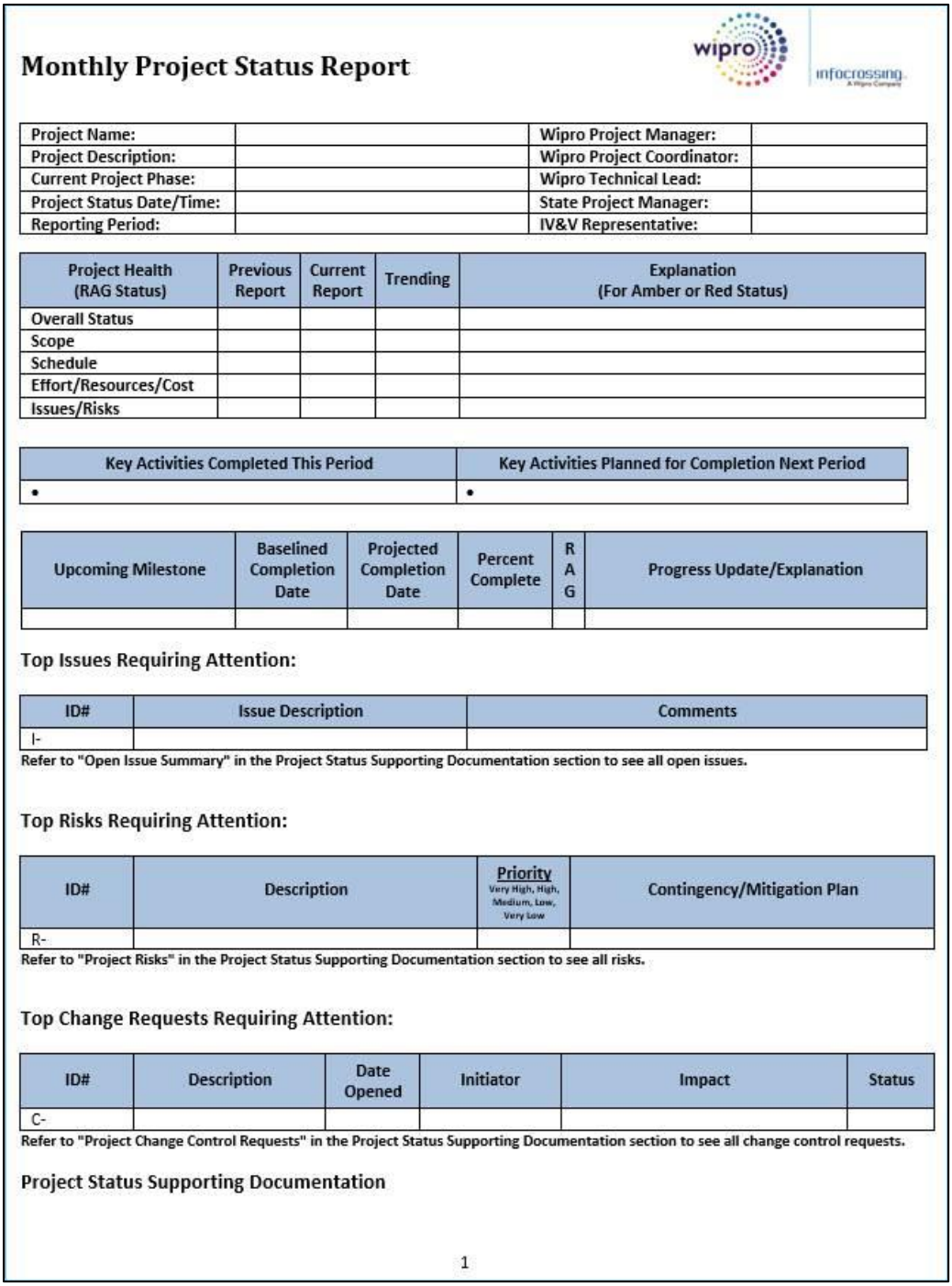
The Contractor shall submit a monthly status report. The monthly status report must contain, at a minimum:

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.
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.
c. Planned tasks and activities for the next month.
d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks.
e. Identification of any staffing issues or changes in the Resource Allocation Matrix.
f. An updated status on all issues being monitored.
g. An updated status on all risks being monitored.
h. Provide metrics necessary to support the State CIO's Legislative Finance Committee (LFC) reporting requirements.
i. Provide testing status and metrics.
j. Provide System enhancement hourly pool total hours used and total hours remaining.
k. An updated status on all SLA being monitored.

Team Wipro will submit a monthly status report to the Department to include the items listed above, at a minimum.

We are experienced in providing both high-level and detailed status reports to the Department and stakeholders. For the requested monthly status reports, Team Wipro will provide the Department with a project status report, which gives a comprehensive status of the health of the project. Team Wipro collaborates with the Department to ensure the status report includes the required information in a user-friendly format. The monthly reports are easily available to authorized users in our project repository in the Content360 component.

Below is a sample of a Monthly Status Report:



Monthly Project Status Report

Project Name:		Wipro Project Manager:	
Project Description:		Wipro Project Coordinator:	
Current Project Phase:		Wipro Technical Lead:	
Project Status Date/Time:		State Project Manager:	
Reporting Period:		IV&V Representative:	

Project Health (RAG Status)	Previous Report	Current Report	Trending	Explanation (For Amber or Red Status)
Overall Status				
Scope				
Schedule				
Effort/Resources/Cost				
Issues/Risks				

Key Activities Completed This Period	Key Activities Planned for Completion Next Period
•	•

Upcoming Milestone	Baselined Completion Date	Projected Completion Date	Percent Complete	R A G	Progress Update/Explanation

Top Issues Requiring Attention:

ID#	Issue Description	Comments
I-		

Refer to "Open Issue Summary" in the Project Status Supporting Documentation section to see all open issues.

Top Risks Requiring Attention:

ID#	Description	Priority (Very High, High, Medium, Low, Very Low)	Contingency/Mitigation Plan
R-			

Refer to "Project Risks" in the Project Status Supporting Documentation section to see all risks.

Top Change Requests Requiring Attention:

ID#	Description	Date Opened	Initiator	Impact	Status
C-					

Refer to "Project Change Control Requests" in the Project Status Supporting Documentation section to see all change control requests.

Project Status Supporting Documentation

1

Figure 3-49: Sample Monthly Project Status Report



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.

Team Wipro will 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.

The Project Management Plan (PMP) is intended to be an overarching document that encompasses other project related plans and provides an overview of project activities. In certain cases, the overviews in the PMP refer to separate documents that provide much greater detail. All required plans, as listed in the requirement above, are part of the complete PMP. The PMP is a living document that is updated as the project is executed to ensure that it serves as the overarching guidepost for the team during the course of the project. The PMP is housed in the Project Repository in Content360, to ensure all stakeholders and team members have real-time access to the plans.

Our Project Work Plan in Work Breakdown Structure (WBS) format is incorporated in the PMP.

The purpose of Project Management processes are to systematically establish and evolve project management and its subsidiary plans, support the consistent execution of projects, and assess progress and control of the project throughout its life cycle.

The PMP defines, coordinates, and integrates all subsidiary plans into a comprehensive plan. The schematic below depicts how the major project management processes integrate and interact with each other.

Project Management Processes Integration

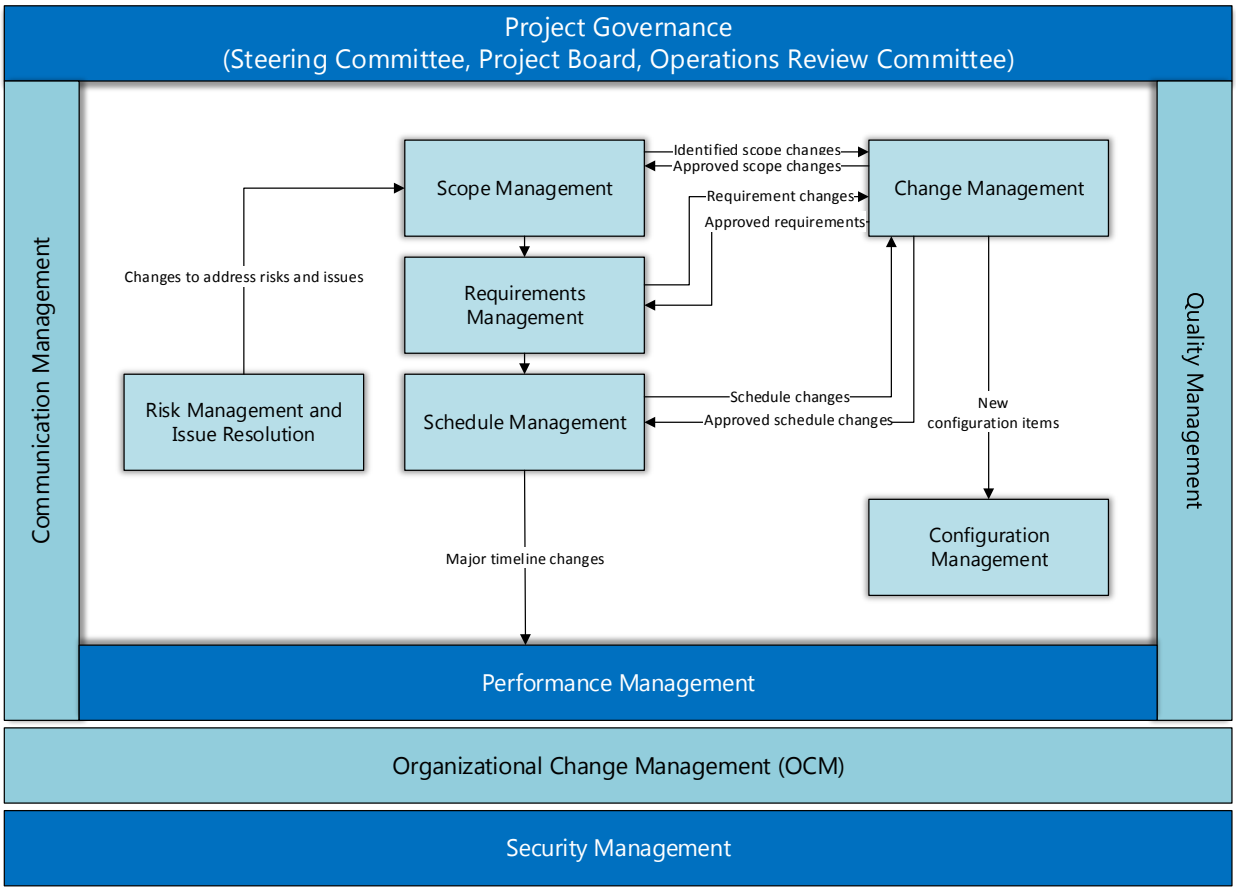


Figure 3-50: Project Management Processes Integration

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.

Team Wipro will coordinate with the Department and module vendors as required to support the program-level change management process consistent with the Enterprise Change Management Plan.

During the project Initiation and Planning phase, Team Wipro collaborates with the Department to ensure our Change Management Plan aligns with the Enterprise Change Management Plan. We recognize that in a modular and multi-vendor environment a consistent approach to change management is critical to ensure effective coordination and collective success.



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.

Team Wipro will work collaboratively with the Department and System Integrator to provide schedule information for the IMS. Team Wipro believes in being transparent with schedule information, including phase timeframes, milestones, external dependencies, and other information needed to align tasks with the overall roadmap of the State's Medicaid enterprise systems.

Using MS Project generated reports, Team Wipro will ensure that sufficient information is available for the LFC reporting. Team Wipro is experienced in working with State agencies and various vendors to coordinate project schedules.



PMT27

The Contractor shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department.

Team Wipro will coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the Department.

Team Wipro has found that walkthroughs, such as document deliverables, test results, and solution options, are helpful in ensuring that all parties are given the chance to ask questions and feel familiar and confident with the information as the project progresses. For some artifacts and modules, a personal, hands-on approach expedites the decision-making process. During regular team interactions, Team Wipro collaborates with the Department to determine which artifacts and modules require a walkthrough and coordinate timeframes that allow for these activities. As configurations are applied to the pre-production environments, Team Wipro conducts walkthroughs with Department staff to complement the training sessions. Personalized walkthroughs ensure staff are informed and prepared to use the system prior to production release, which reduces the impact when cutting over from the existing system to the new solution. Team Wipro coordinates with the Department and System Integrator to participate in module walkthrough sessions with other vendors.



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.

Team Wipro will provide a System Enhancement Pool report on a monthly basis that includes the required details.

We have detailed time-keeping processes in place to capture and extract information needed for each project and activity level. We have a strong knowledge and understanding of the reporting needs for Medicaid agencies. Team Wipro collaborates with the Department and customizes our template to

provide the ticket details that are required, including the hours used and remaining, for the Department's approval.



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.

Team Wipro will provide the State's PMO and the IV&V contractor accurate reporting on the status of the project.

We work closely with the State's PMO and the IV&V contractor to determine the format and structure of the project status reports. The reports will be published as per the agreed Communication Plan and will be available in the project repository in Content360 for easy access to the authorized users.

Our Project Manager promptly responds to any concerns and issues presented by IV&V and takes appropriate corrective action to resolve any issues. Leveraging our comprehensive governance process we regularly engage with the State's PMO and IV&V teams review project status, action plans and other agenda items.



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.

As project artifacts including those listed in the requirement are created and documented, Team Wipro will provide these to the State's and/or the System Integrator Services collaboration site, so that all stakeholders and interested parties may gain access and share information.

Wipro EMaaS Content360 component which houses the project repository can be integrated with the State's or SI's collaboration site to enable share project artifacts listed in the requirement.



PMT36

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, and the resulting contract. The PWP must identify detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones. The dates and hours in the approved PWP form the project baseline. Once established, the baseline will only be modified with approval from the State. Additionally, the PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting.

From the approved work plan, the Contractor must calculate the required information necessary to meet the Department's reporting requirements to the Legislative Finance Committee (LFC) which include: the work percent complete, SPI, CPI, earned value, planned value, schedule variance, planned amount paid, actual amount paid, and cost variance.

Team Wipro 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 this RFP, and the resulting contract.

Team Wipro's PWP is developed using Microsoft Project, which identifies detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones.

Once the initial work plan is approved, a baseline is set, which is used to begin tracking any variances. Any approved changes to the plan are monitored by subsequent baselines as well. The project repository includes both current and historical versions of the Project Work Plan for comparative reporting.

Microsoft Project has the internal tracking and tools necessary to produce the reporting requirements for the LFC, and Team Wipro will generate this information into a format identified by the Department.

Team Wipro has an established PMO group that has vast experience in creating comprehensive work plans for large, successful projects.



PMT37

The Contractor shall provide toll-free or call-back telephone and WebEx web-based conferencing capabilities (or an alternative solution approved by the Agency) to support contract activities.

Team Wipro will provide Webex (or an alternative solution approved by the agency) for all conferencing needs which includes a toll-free number that will be included with each meeting invitation.

Our current Webex instance allows users to setup meetings efficiently and utilizes a plug-in

integrated with our email client which provides all attendees the conference information the moment the invitation is received.



PMT38

The Contractor shall establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the following:

a. Review cycles, which will be conducted and scaled to the size and complexity of the deliverables. Security-related deliverables will have a 20-day review by the State after first submission, 10-day review cycle by the State after second submission; 5-day review cycle by the State after the third submission. All other deliverables will have a 10-day review by the State after first submission, 5-day review cycle by the State after second submission; 5-day review cycle by the State after the third submission)
b. Deliverables will need to reflect coordination with the overall modular program and will follow agreed upon change control processes.
c. Informal reviews and walkthroughs of draft and final deliverables are encouraged.
d. Queuing up excessive deliverables for simultaneous review is unacceptable to the Department.

Team Wipro will establish and utilize a deliverable review and acceptance process agreed upon by the Department that incorporates the requirements listed above.

Team Wipro has well defined templates for the deliverables needed by the Department. We will work with the Department to tailor the templates for all deliverables required for the project. Team Wipro will develop and submit required deliverables identified in the Project Work Plan for review and acceptance.

Team Wipro maintains a project repository in Content360, which facilitates the review and acceptance process using workflow and collaboration functionality. When establishing the workflow, Team Wipro will collaborate with the Department to identify steps at various levels for review and approval of project deliverables. Using role-based access control (RBAC), authorized users participate in deliverable workflows to view and edit documents, provide comments, and grant approval. All deliverable due dates, walk through due dates, and the Department's deliverable review periods are based on the Department's requirements and identified during project planning.

Team Wipro generates deliverables and completes the first stage of peer reviews using quality checklists to self-validate. Depending on the deliverable, relevant team members are involved in the peer review. The reviewer completes the review and returns the document to the author with changes or approves the deliverable. The Quality Analyst then reviews and returns the document with changes or approves the deliverable.

A walkthrough of the draft deliverable with the Department facilitates a preliminary review of the deliverable to seek feedback on the necessary corrections.

Deliverable is updated and submitted for review and approval by the Department; the Department reviews and provides modifications or approves the deliverable.

Team Wipro is cognizant of the effort needed to review project deliverables while many of the Department's staff are still committed to maintaining their day-to-day activities. During the Planning phase, the project schedule takes into account the review timeframes, depending on the particular deliverable, to ensure a reasonable project schedule.

3.10.2.2 SYSTEM DEVELOPMENT METHODOLOGY

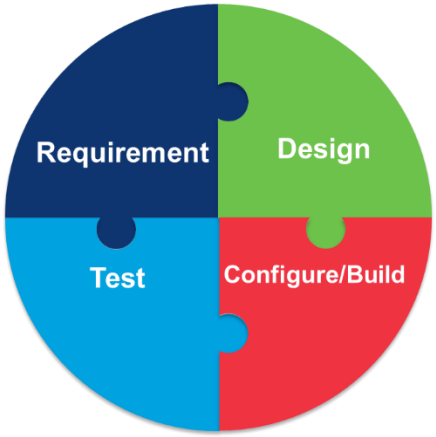
The Contractor will be expected to follow an industry-standard systems development methodology for the initial implementation of the proposed solution and throughout the Contract term. The project management deliverables, activities, and nonfunctional requirements are required regardless of the Contractor proposed system development methodology, unless agreed upon and managed through the change management process. The Offeror must propose a System Development Methodology approach that achieves the expected outcomes of the SDLC-based activities stated below.

Team Wipro follows an industry-standard systems development methodology for the initial implementation of the Wipro EMaaS solution and throughout the Contract term. We understand that the project management deliverables, activities, and nonfunctional requirements are required regardless of the proposed system development methodology, unless agreed upon and managed through the change management process.

Team Wipro understands and has extensive knowledge in all phases of the Software Development Life Cycle (SDLC), and has experience in both traditional and agile methodologies. Our checklists, templates, guidelines, and process documents are tailored to the specific needs of the project. We use our experience to ensure deliverables are of a high quality and meet or exceed your expectations.

System Development Methodology Approach

Our "hybrid agile" system development methodology provides timely and continuous delivery of tested business requirements. In this approach, requirements confirmation activities are more sequential while the configuration/build, test, and implementation phases are run as frequent, iterative sprints. Given our experience implementing multiple enterprise-wide systems, we believe a hybrid process is best suited for this project as it blends the best of iterative and predictive approaches, with frequent checkpoints to ensure ongoing alignment with the State. We leverage our Jira platform to manage the SDLC from requirements through implementation.



The implementation of Wipro EMaaS is executed by multi-functional project teams performing in parallel. Each project team focuses on delivering specific business and functional area solutions that align with optimal agility, flexibility, and speed while maintaining continuous coordination and communication with other project teams and stakeholders. Team Wipro's self-contained team model enables us to make localized decisions and provides the opportunity to pivot quickly if an unexpected change is presented.

During Design, Development, and Implementation (DDI) of the base solution, Team Wipro generates the project backlog, based on the RFP requirements, in Jira. Related requirements are organized under individual team backlogs to be refined by our multiple, self-contained project teams. Each of these self-contained project teams prioritize their RFP requirements and generate a Requirements Traceability Matrix (RTM) in Jira. In order for the solution to be considered acceptable, each requirement's functional and non-functional acceptance criteria is defined using the RFP requirements and publicly available policy documents, manuals, and fee schedules. Team Wipro engages the key stakeholders per the approved Communication Plan to clarify or elaborate on requirements when necessary in support of confirmation activities. Based on feedback received, the

project team refines each requirement's acceptance criteria for baseline in Jira. As requirements are refined, the RTM is continually updated and baselined for bi-directional traceability.

Each of our DDI project teams perform sprint planning as part of initial delivery to identify the requirements to be configured during each sprint based on prioritization. As the frequent, iterative sprints are completed, business functionality is migrated through our dedicated test environments and synced with other work streams for deployment into our Model Office environment through the release management process.

During the start of DDI, Team Wipro utilizes the Minimum Viable Product (MVP) concept from Lean startups to identify an MVP. Team Wipro executes an initial set of two sprints, which we call a "spike" to showcase the identified MVP to the State. Early demonstration of the solution during the Initiation phase, as it is being configured, is key to developing confidence and excitement for the upcoming changes that staff adopts into their day-to-day work. At the end of this phase, Team Wipro showcases the fully functional Wipro EMaaS application including associated documentation to the agency and begin the requirements validation process. The figure below depicts the hybrid agile system development methodology.

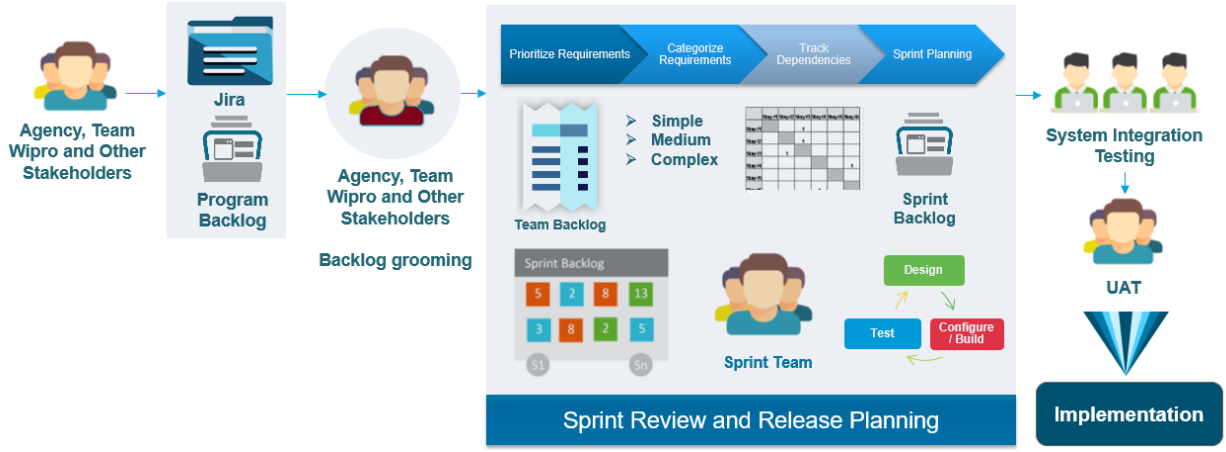


Figure 3-51: Hybrid Agile System Development Methodology

Team Wipro engages the agency during the Requirements phase, through requirements validation sessions, to demonstrate the fully functioning Model Office environment. The Model Office is initially configured based on the requirements defined during the Initiation and Planning phases. Designated agency staff are simultaneously provided user training and access to the Model Office environment to become familiar with the solution and perform requirements validation via independent testing.

Hybrid Agile

- Reduced delivery cycle
- Improved quality
- Reduced wastes and wait times

As the fully functioning base solution is demonstrated, we validate each requirement's acceptance criteria for agency review and approval using Jira. In addition, we walk through our pre-built end-user scenarios and use cases to explain how each business scenario is met by the configured solution. As the base solution is demonstrated, the RTM is continually updated based on feedback received and baselined upon agency approval.

Any gaps identified in requirements validation are logged in Jira and associated to the requirement for bi-directional traceability. This includes a detailed description, any documentation related to gap resolution, and associated test cases and exhibits. Resolution follows our "hybrid agile" approach in performing the necessary activities to address each gap. The project team conducts collaborative design sessions with the agency to prioritize the gap, recommend solutions in-line with efficiency and modularity, and determine the appropriate course of action that produces the desired business outcomes.

The approved gap resolution is included in our iterative agile sprints, configured, migrated through our dedicated testing environments, and synced with other work streams for deployment into our Model Office environment through the release management process for requirements validation. The figure below titled DDI Testing Environments Flow, depicts the natural progression of configurations from one environment to the next higher environment during requirements validation DDI. Please note that not all environments, such as conversion and parallel testing, apply for base configuration of the solution prior to requirements validation.

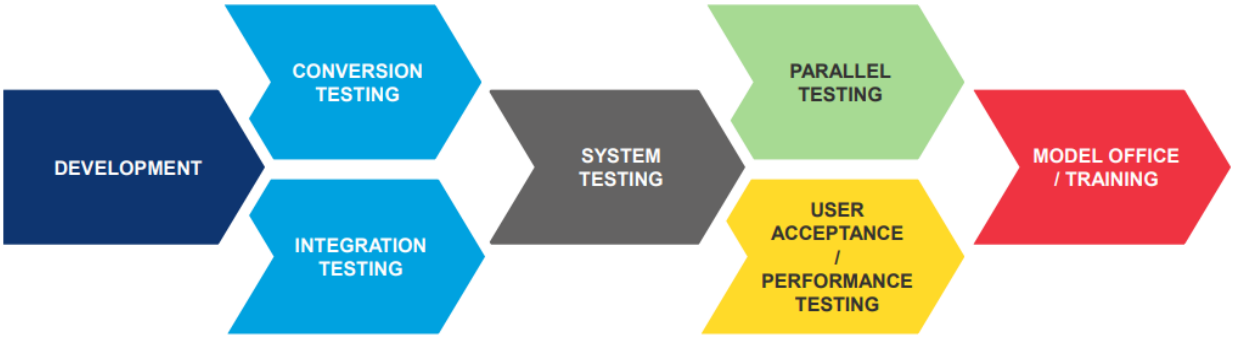


Figure 3-52: DDI Testing Environments Flow

Model Office

Our fully functioning Model Office serves as our stable, production-like environment for Team Wipro and the agency to validate requirements. Team Wipro provides designated agency staff with access to the Model Office environment, user training, and supporting documentation so that they may become familiar with and gain hands-on experience using the features of the initially configured

Wipro EMaaS solution. Team Wipro utilizes Model Office to demonstrate the fully functioning base solution and deliverables realized from the RFP requirements. As the Wipro EMaaS solution is demonstrated, we review each requirement's acceptance criteria with the agency and validate if the solution produces the desired business outcomes. As they approve each requirement it will be baselined for implementation, and any gaps identified are logged in Jira and associated to the requirement for bi-directional traceability.

"Hybrid Agile" Methodology

Team Wipro utilizes a "hybrid agile" methodology approach in performing the necessary activities to confirm requirements as well as address any gaps identified in requirements validation. Both requirements and gaps are logged in the program backlog in Jira to be refined and addressed by one of our multiple, self-contained project teams.

At the end of each sprint, the unit conducts a sprint review with the agency to demonstrate completed functionality and ensure desired sprint goals and outcomes are met. Following sprint review, each unit completes a sprint retrospective meeting to reflect on what went well, mitigate any roadblocks, and look for improvement opportunities in the next sprint iteration.

Once the necessary sprints/iterations are completed to address the requirements identified for the release package, the completed requirements and supporting documentation follow the Master Test Plan into system test and then UAT for agency validation.

Implementation

After all sprints are completed and testing is approved, in this phase we install the system onto the production environment, perform acceptance testing, assess operational readiness, and go live with the solution. All Wipro EMaaS artifacts and documents are made available to CMS for the Operational Miles Stone Review – OMR R2. Implementation proceeds following the approval of this Milestone review. Team Wipro provides close monitoring of the application immediately after go-live to handle requests by users during the transition from the previous system. This stage concludes with the successful handshake from the DDI Project team to the Operations and Maintenance team.

Operations and Maintenance

During Operation and Maintenance phase, the required system artifacts and documents are gathered and made available for the CMS Certification Final Review (CFR) R3. All Wipro EMaaS functionality is demonstrated to attain CMS certification.

Additional enhancements and modifications follow hybrid agile methodology to ensure consistent and predictable processes are followed. The approved changes are then be configured and migrated through our dedicated testing environments, synced with other work streams for deployment into the Model Office environment, and installed into the production environment. The below diagram depicts the natural progression of configurations from one environment to the next higher environment post go-live.

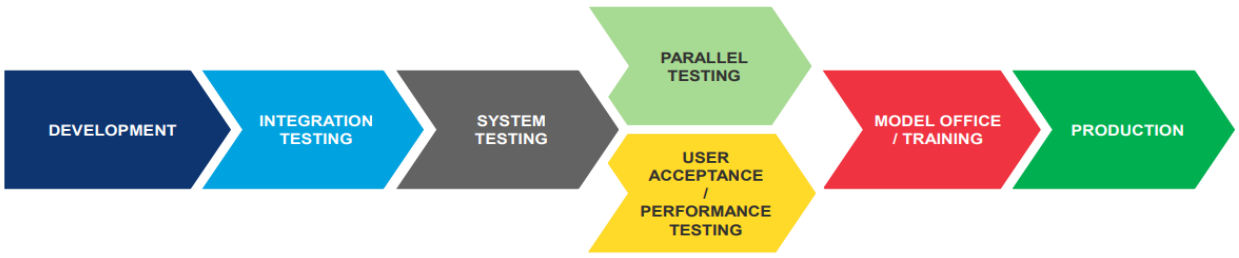


Figure 3-53: Post Go-Live Testing Environments Flow

3.10.2.3 REQUIREMENTS MANAGEMENT

The Contractor must work with the MPATH Team and other DPHHS business owners 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 Department expects requirements confirmation activities to occur during the initiation phase of the project to ensure there is clear understanding regarding the requirements purpose and how it is met within the Contractor's solution. The Offeror must describe in detail their approach to meet each of the Requirements Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has read and acknowledges the documentation deliverables outlined in RFP 3.10.2.3. We will work with the MPATH teams and other DPHHS business owners during the initiation phase to confirm our understanding of the RFP requirements and to reconcile the RFP requirements for the scope of work against the proposed solution. We describe in detail our approach to meet each of the Requirements Management requirements in Attachment F – Requirements Response Matrix.

To meet the requirements described in the RFP, Team Wipro establishes multiple, self-contained project teams for Design, Development, and Implementation (DDI). Each team focuses on specific business and functional areas that align with optimal agility, flexibility, and speed while maintaining continuous coordination and communication with other project teams.

Team Wipro utilizes a "hybrid agile" system development methodology, where requirements confirmation activities are more sequential while the configuration, test, and implementation phases are run as frequent, iterative sprints. Given our experience implementing multiple enterprise-wide systems, we believe a hybrid process is best suited for this project as it blends the best of iterative and predictive approaches, with frequent checkpoints to ensure ongoing alignment.

Requirements Management Approach

Our requirements management process seeks to understand the link between business and project objectives and specific requirements that come from them in such a manner that any change or clarification in the objectives result in a revised set of requirements. The goal of our requirements management process is to baseline the requirements and maintain a shared understanding of the requirements between the agency, Team Wipro and other stakeholders.

We perform stakeholder analysis to create a stakeholder registry. Once the stakeholders have been identified, we facilitate a joint kick-off meeting to introduce the key objectives of the requirements analysis phase, review phase-specific roles and responsibilities, review the critical phase activities and timeline, and collaborate to ensure the RFP requirements are clarified as necessary for accuracy in delivery of the solution.

The baselined requirements serve as input for the initially configured solution. Each of our project teams generate backlog and prioritize the requirements, and then configure and test the requirements during our frequent, iterative sprints. As business functionality migrates through Development, Integration, System/Regression, and User Acceptance Test (UAT)/Performance testing phases during each sprint, it will be synced with and deployed into the Model Office environment through the release management process for requirements validation.

Requirements Traceability Matrix (RTM)

Team Wipro develops, maintains, and submits a Requirements Traceability Matrix (RTM) to show bi-directional traceability with applicable business requirements and their realization throughout all

project phases. The RTM is developed and maintained in Jira. The RTM maintains relationships between important facets of requirements, such as the following:

- Relation to business objectives
- Relation or dependency to other requirements
- Relation to team deliverables, such as use cases and test cases
- Relation to solution components, such as modules and documentation

The RTM indicates how each requirement is realized (e.g., configuration, custom development, or base functionality). The RTM is submitted to the agency and baselined for initial configuration. As the base solution is demonstrated, the RTM is continually updated based on feedback and baselined upon agency approval. The agency has access to Jira in order to view bi-directional traceability of the requirements and receive notification of updates in real time.

Requirements Validation

During the requirements validation sessions, Team Wipro demonstrates a fully functioning solution that has been initially configured based on our understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules. As the initially configured solution is demonstrated, we validate each requirement's acceptance criteria (outcomes and conditions that must be met in order for the solution to be considered acceptable) and deliverables for agency review and approval. Given that Wipro EMaaS is a Software-as-a-Service (SaaS) solution it supports configuration in real time, providing frequent and numerous opportunities to reconfigure and validate requirements during the sessions. Authorized agency staff have the ability to access the fully functioning environment to become familiar with the solution and validate that each requirement produces the desired business outcomes.

Upon approval, the requirement is baselined in the RTM for implementation. Any gaps identified between the initially configured solution and the business requirements are logged in Jira. Gaps show bi-directional traceability with applicable business requirement(s), design, test cases, test results, and Medicaid Enterprise Certification Toolkit (MECT) criteria and certification artifacts.



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 requirements validation sessions, Team Wipro will demonstrate a fully functioning solution that has been initially configured based on our understanding of the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules.

As the fully functioning base solution is demonstrated on the Model Office environment, we validate each requirement's acceptance criteria for agency review and approval using Jira. In addition, we walk through our pre-built end-user scenarios or use cases and explain how each business scenario is met by the initially configured solution. As the base solution is demonstrated, the RTM is continually updated based on feedback received and baselined upon agency approval.

The agency has access to Jira in order to view bi-directional traceability, be notified of and assigned revisions in real time, and review and approve the revisions. Any information in Jira, including the RTM, can be exported and provided as needed. Any revisions to the RTM are submitted to the agency for review and approval.



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.

Team Wipro will work with the Department to confirm understanding of the requirements and to clarify and/or elaborate each requirement's acceptance criteria, prioritization, dependencies, and relationship to other requirements where necessary to achieve the desired business outcomes.

Team Wipro establishes multiple, self-contained project teams for DDI. Each team focuses on specific business and functional areas that align with optimal agility, flexibility, and speed while maintaining continuous coordination and communication with other project teams.

Each of our project teams log requirements and develop a RTM in Jira, our requirements management tool. Each team develops a Communication Plan, which is tailored to their individual needs and the requirements being addressed, for approval by the agency.

Per the Communication Plan, the project team works with the agency and key stakeholders to confirm understanding of the requirements and to clarify and/or elaborate requirements as necessary to achieve the desired business outcomes. As each requirement's acceptance criteria is confirmed, the requirement is baselined in Jira and serve as input for the solution.



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.

Team Wipro will document any gaps between the initially configured solution and the business requirements.

Team Wipro's requirements management tool, Jira, has the ability to manage requirements traceability throughout all project phases in support of producing the team deliverables and solution components.

Our project team members are actively engaged in both the creation and execution of test cases that trace bi-directionally with applicable business requirement(s), design and configuration, test results, and MECT criteria and certification artifacts. This enables early detection, tracking, and resolution of any gaps identified.

When any gaps between the initially configured solution and the business requirements in Jira are identified, the gap is logged in Jira and associated to the requirement. The gap information includes a detailed description, any documentation related to its resolution, and associated test cases and exhibits. The agency has access to Jira in order to view bi-directional traceability of the requirements and any gaps identified, and the status and progress of gap resolution.



RQM04

The Contractor shall, during requirement validation, provide designated Department staff access to a fully functioning environment to become familiar with the solution.

Team Wipro will provide designated Department staff access to a fully functioning environment during requirements validation so that they may utilize and become familiar with the base solution as described in the RFP requirements. User training and documentation for the base solution is also provided to educate staff on the new solution. The designated agency staff have access to the RTM in Jira, our requirements management tool, in order to view bi-directional traceability of the requirements, create and execute test cases, log identified gaps, and provide feedback.



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.

Team Wipro utilizes project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. We track all requirements within our RTM to show bi-directional traceability, and maintain related design, configuration, testing, and certification artifacts in both Jira and our Project Repository in Content360. Jira ensures approved changes to requirements are linked back to the approved change request. The agency has access to the RTM and related artifacts throughout all project phases and is provided with real-time project dashboards and email notifications for full transparency of project status and changes.



RQM06

The Contractor shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing and certification (MECT) checklist items). 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.

Team Wipro will develop, maintain, and submit an RTM to the agency. During the Requirements Analysis phase, the functional and non-functional requirements will be baselined in the RTM using Jira, our requirements management tool.

All project phase deliverables (such as use cases and test cases) and solution components (such as design documents and modules) are linked within the RTM to show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing and certification (MECT) checklist items). The RTM includes how each requirement is realized (e.g., configuration, custom development, base functionality).

The State has access to the RTM in Jira in order to view bi-directional traceability, be notified of and assigned revisions in real time, and review and approve the revisions. Any information in Jira, including the RTM, can be exported and provided as needed. Any revisions to the RTM are submitted to the State for review and approval.



RQM07

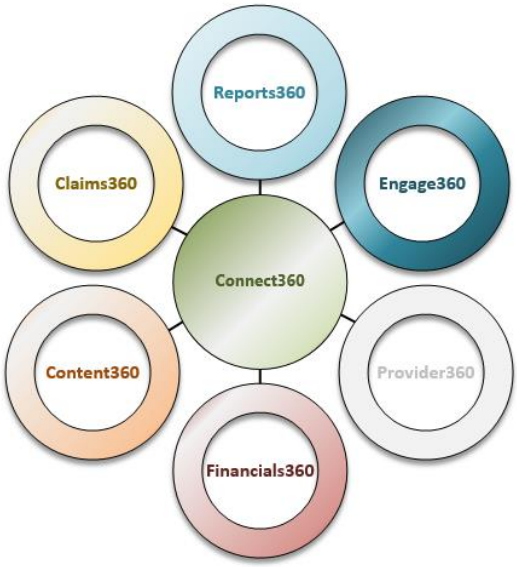
The Contractor's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and MECT checklists.

Team Wipro's requirements management tool, Jira, has the ability to manage requirements traceability throughout all project phases. Our established Jira framework enables the tracking and management of requirements traceability by module(s), MITA business area, MITA business process, and MECT checklists. Jira provides real-time information regarding the status of projects, their deliverables, and the solution components/modules.

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 in detail their approach to meet each of the Design, Configuration, and Build requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro will undertake activities to resolve gaps between the RFP requirements and our proposed solution. Once designs are approved by the Department, we will configure and/or customize the solution based on the desired business outcomes.



Our Software-as-a-Service (SaaS) solution is highly configurable, flexible, and agile. It features many customer communication channels, seamless integration, comprehensive online help, and is easily scalable to meet the requirements of various States across all tiers.

To implement and support the Wipro EMaaS solution, Team Wipro establishes multiple, self-contained Design, Development, and Implementation (DDI) project teams. Each team focuses on specific business and functional area solution components/modules that align with optimal agility, flexibility, and speed while maintaining continuous coordination and communication with other project teamwork streams and the overall Wipro EMaaS project.

Our project teams constantly evaluate the implementation as it evolves in a "hybrid agile" system development methodology environment. This iterative approach allows for early delivery of business value, frequent opportunities for learning and improvement, full transparency to the Department, and agility in responding to any changes or gaps identified. Our project team members are actively engaged in both the design and execution of test cases that trace bi-directionally with their business requirements in Jira, our requirements management tool. This enables early detection, tracking, and resolution of gaps identified.

Our project teams proactively schedule, provide supporting artifacts for, and conduct collaborative design sessions with the Department to address all gaps identified. During our collaborative design sessions, we recommend solutions for each configuration gap in-line with efficiency and modularity for Department approval. As the Department approves the designs, solutions are configured based on the desired business outcomes, and migrated promptly and frequently through our testing levels into the release package for demonstration of the completed functionality using our fully functioning Model Office environment.

Wipro EMaaS SaaS Solution

- Configurable, Flexible, Agile
- Seamless Integration
- Comprehensive Online Help
- Easily Scalable

Please reference the following for Team Wipro's detailed responses to our approach in meeting the Design, Configuration, and Build requirements outlined in Attachment F – Requirements Response Matrix.



DCB01

The Contractor's solution shall accommodate customer preferences for communications by electronic inbox, written correspondence, email, text, and phone.

The Wipro EMaaS solution accommodates customer preferences for communications using a variety of communication channels, including but not limited to electronic inbox, written correspondence, email, text, and phone.

The Engage360 component within EMaaS enables members and providers to use their preferred method of communication leveraging a variety of communication channels. All these modes of communication are consistent with HIPAA privacy guidelines. The Engage360 component logs any kind of communication that was exchanged with the member or provider.



DCB03

The Contractor shall conduct collaborative design sessions to address all gaps identified during requirements validation.

Our project teams will conduct collaborative design sessions with the Department to address all gaps identified during requirements validation.

Team Wipro works with the Department to schedule design sessions with key stakeholders. We provide an agenda which outlines the Jira tickets to be discussed. These Jira tickets include the identified gaps, their impact, and solution recommendations.

All gaps identified are logged in Jira, our requirements management tool, and linked to the requirement for which the gap was identified. The gap information includes a detailed description, any documentation related to its resolution, and associated test cases and exhibits. The Department has access to Jira in order to view bi-directional traceability of the requirements and any gaps identified, and the status and progress of gap resolution.

During the collaborative design sessions, our project team and the Department review the logged gap information and its bi-directional traceability with associated requirements and recommend

solutions that produce the desired business outcomes.



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.

Team Wipro will attend design sessions and recommend solutions for each configuration gap, as defined in requirements validation, which will produce the desired business outcomes. We understand if a gap cannot be addressed via configuration, the Department may consider making policy changes before approving customizations to the solution.

Our project teams constantly evaluate the implementation as it evolves in the "hybrid agile" system development methodology environment. This iterative approach allows for early delivery of business value, frequent opportunities for learning and improvement, full visibility to the Department, and agility in responding to any changes or gaps identified during requirements validation. Our project team members are actively engaged in both the design and execution of test cases that trace bi-directionally with their business requirements in Jira, our requirements management tool. This enables early detection, tracking, and resolution of gaps identified.

When a gap between a requirement's acceptance criteria (outcomes and conditions that must be met in order for the solution to be considered acceptable) and its test case result is identified, the gap is logged in Jira and linked to the requirement for which the gap was identified. The gap information includes a detailed description, any documentation or testing steps related to its resolution, and associated test cases and exhibits. The Department has access to Jira in order to be informed in real time of any gaps identified, easily view their bi-directional traceability with associated business requirement(s), and be updated as they are addressed.

In order to address each configuration gap we will perform the following:

- Review the logged gap information and its bi-directional traceability with associated business requirements for prioritization and identification of potential solutions.
- Conduct collaborative design sessions with the Department to prioritize the gap, recommend solutions in-line with efficiency and modularity, and confirm resolution/acceptance criteria.
- Perform the necessary solution configurations or customizations upon Department approval to address each gap based on the desired business outcomes.
- Retest the gap and associated business requirements through our project team testing levels to confirm the desired business outcomes.
- Deploy the solution configurations or customizations via the release management process into Model Office.

If a gap cannot be addressed through configuration, Team Wipro collaborates with the Department for identification of alternative solution(s) to produce the desired business outcomes, including possible policy changes, or customization based on approval from the Department.

Team Wipro leverages its over 30 years of experience in SDLC with other Medicaid state agencies. Our gap analysis techniques are time tested and meet the Department's need.



DCB05

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

Team Wipro will demonstrate completed functionality frequently as the solution is configured/built, using a fully functioning environment.

To implement and support the Wipro EMaaS solution, Team Wipro establishes multiple, self-contained project teams. Each team focuses on specific business and functional areas that align with optimal agility, flexibility, and speed while maintaining continuous coordination and communication with other project teamwork streams and the overall project.

As a result, the project is organized into multiple tracks and utilizes a "hybrid agile" system development methodology, where requirements confirmation activities are more sequential while the configuration, test, and implementation phases are run as frequent, iterative sprints. Given our experience implementing multiple enterprise-wide systems, we believe a hybrid agile process is best suited for this project as it blends the best of iterative and predictive approaches, with frequent checkpoints to ensure ongoing alignment.

The Department has a continuous role in our frequent, iterative sprints. As business functionality migrates through project team testing levels during each sprint it is synced with and deployed with the release package into the Model Office platform. Model Office provides designated Department staff with access to a fully functioning environment and supporting documentation. As the solution is configured/built, the designated Department staff uses Model Office to become familiar with the completed functionality. We work closely with Department staff as they validate each requirement's acceptance criteria. Based on feedback, we work with the Department to reconfigure, test, and deploy the approved solution into Model Office through the release management process so that the Department may validate that the requirement produces the desired business outcomes.

At the end of each sprint, the project team conducts a sprint review session with the Department, where the functionality configured/built during the sprint is demonstrated to ensure each requirement's acceptance criteria is fully realized.



DCB06

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

Team Wipro will work collaboratively with the Department and applicable contractors to migrate completed releases promptly through various testing levels all the way to UAT.

Team Wipro proposes individualized testing for each iteration, enabling each project team to develop a Test Plan that aligns with the overall Test Plan for the project. Individualized Test Plans encourage frequent iteration and early detection and resolution of gaps. Each Test Plan focuses on system and UAT testing specific to the iteration, including integration, stress, performance, and regression testing. All gaps are tracked and logged in Jira, our requirements management tool, for each iteration of the overall system and UAT test.

Our project team members are actively engaged in both the design and execution of system test cases that trace bi-directionally with their business requirements. As business functionality migrates

through project team testing levels during each sprint is synced with and deployed into the Model Office platform through the release management process. Model Office provides designated Department staff with access to a fully functioning environment and supporting documentation. In this manner, Department staff may utilize and become familiar with the completed functionality, as the solution is configured/built.

The figure below depicts the natural progression of releases through the various testing levels.

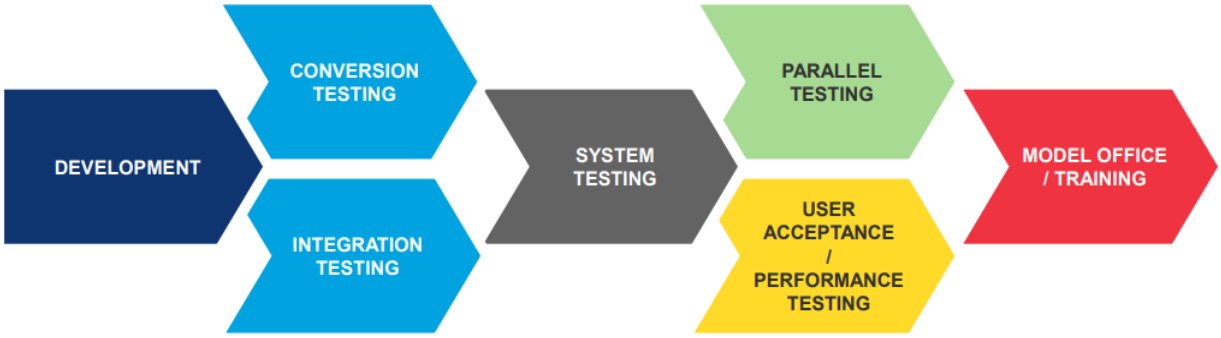


Figure 3-54: Testing Progression

DCB07

The Contractor shall provide the design for online help approach and documentation, as appropriate.

Team Wipro will provide the design for online help approach and documentation, as appropriate.

Team Wipro provides extensive online help for both external and internal users and provides ongoing updates to ensure the information is accurate and timely.

The Wipro EMaaS solution provides comprehensive, context-sensitive online help on screens throughout the system. Examples of online help include, but are not limited to (and vary by specific role, application, or process) tooltips, pop-up help screenlets, online manuals, searchable tutorials available onscreen, frequently asked questions, web announcements and help functions, and Integrated Voice Response help functions.

Team Wipro provides the base solution design for online help approach and documentation, and develops and delivers configured documentation that represents the solution specific to the needs of the Department. The online help documentation provides a complete reference for users to understand and navigate the system and interfaces. Online help documentation is built in an iterative process. As configurations are deployed, online documentation is maintained to include any future modifications.

DCB08

The Contractor shall work with the Systems Integrator and the Department to establish required interfaces as defined in the detailed scope of work.

Team Wipro will work with the Systems Integrator and the Department to establish the required interfaces as defined in the detailed scope of work.

Team Wipro collaboratively works with the Systems Integrator to define the interface endpoints, APIs and is exposed to the State's Integration Platform. Wipro EMaaS service end points for the Integration Platform are provided through the Connect360 ESB. The Wipro EMaaS standards-based integration approaches use protocols, including REST, SOAP, and standard APIs, which enable the system to receive and submit messages through the Connect360 Integration Platform. The ESB is implemented to enable interchange of information within our solution and the external interfaces. This same architecture enables Wipro EMaaS to receive and send the required data to the other modules within the enterprise through the State's Integration Platform.

Team Wipro EMaaS Connect360 component is a robust, enterprise-class integration layout that provides real-time and batch access to all system data and functionality, enabling the Wipro EMaaS solution to seamlessly integrate with approved systems and partners for a complete enterprise system.



DCB09

The Contractor shall provide office space for Contractor staff and meeting rooms as necessary to support the scope of work and contractual obligations.

Team Wipro will provide office space within 10 miles from the main DPHHS location in Helena, MT for our core project staff, with supporting staff located in our development centers in Jefferson City, Missouri and Hyderabad, India, among others. The secure facility includes adequate space to accommodate the Wipro staff core to the project. Access to multiple conference rooms is available to accommodate meetings with the project team, the agency and stakeholders.



DCB11

The Contractor shall develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting requirements.

Team Wipro understands the importance of and agrees to develop auditing and general controls to ensure the effective use of the technical architecture and data in meeting requirements.

As part of our internal processes, Team Wipro continually ensures our solutions align with the MITA 3.0 business, information, and technical architectures. Team Wipro uses standard SDLC processes to document the technical and functional requirements. Team Wipro ensures that our solution is developed and documented in Technical Specification documentation. These documents are developed during the design and development phase and reviewed and approved by all stakeholders and quality teams and also approved by the agency. The technical specifications elaborate the details of the system architecture, data architecture, and interface details.

Our releases are well reviewed, tested and audits are performed on regularly scheduled intervals to ensure that all our technical architecture and data produced meet the stipulated requirements and design. Our review processes include self (unit test and review) review, peer review, team lead review, quality team review and business analyst reviews (system test and review). These processes ensure all requirements are met before delivery and deployments. Ongoing and regularly scheduled quality control inspections and/or audits are conducted by the quality team to ensure that all work products and services meet the requirements. Results are formally published, corrective actions identified, and root-cause analysis performed to help avoid repeated issues. Any corresponding checklists are updated to incorporate lessons learned from the review and audit findings. The audit

reports and event notifications include aggregated and integrated information.

Well-documented Technical Specifications and well-tested interfaces with the State's Integration Platform ensure the effective use of technical architecture and reliable data exchange to meet the agency's requirements.



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.

Team Wipro understands the importance of and will provide all technology and equipment necessary to support and complete the scope of work and the contractual obligations described in the RFP.

All of our team members are provided with and/or have access to the appropriate software, communication, and collaboration tools including phones, projectors, servers, laptops/desktops, printers, fax machines, routers, and all related software and equipment to perform efficiently and at the highest level.



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.

Team Wipro will be responsible for operating and maintaining any software needed to support all module components and project tools in use by our staff.

Team Wipro monitors software licenses/agreements to ensure software is kept up-to-date and/or procure software as needed. We leverage our Assets management tools, Configuration Management

Database (CMDB) and procedures, which maintain a complete inventory of all hardware and software licenses. This inventory is maintained throughout the contract to reflect the latest configuration and license information. We ensure that all software is updated with latest security patches, updates and version upgrades are performed in timely manner.



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.

Components such as Content360, Engage360, Financials360, and Reports360 of Wipro EMaaS solution have the ability to print properly formatted representation of the entire screen (including sections not displayed without scrolling) and associated data in the application.

Wipro EMaaS uses rich User Interfaces (UI) and user controls on our screens. These controls provide the user an easy ability to print a properly formatted view of the entire screen. These controls also have an ability to render the screen in a Printable document format (PDF), which ensures that even the sections typically not displayed without scrolling can be printed. The PDF can also be viewed through the browser and a copy saved locally for further reference or printing. Appropriate links are provided to download the PDF viewer if needed.

By using the best UI practices, Wipro EMaaS ensures that the UI representation of data can be easily printed.



DCB15

The Contractor shall provide recommendations for simplified business rules and business processes to the Department.

Team Wipro will provide recommendations for simplified business rules and business processes to the Department.

With over 30 years of success in managing MMIS and Fiscal Agent services, Team Wipro has extensive knowledge regarding Medicaid business rules and business processes. We work collaboratively with the Department to recommend process improvements or modifications, as needed. Our proven expertise in LEAN and process automation enables us to simplify business rules and processes in coordination with the Department. We have successfully delivered on several process improvement and automation initiatives over the years, resulting in significant savings and enhanced stakeholder experience.



DCB18

The Contractor shall configure, support and maintain all components of the solution in a manner that reflects performance expectations described in this RFP.

Team Wipro will configure, support, and maintain all components of the solution in a manner that reflects performance expectations described in the RFP.

To ensure that initial and future configurations of the Wipro EMaaS solution meet the requirements of the RFP, Team Wipro follows project management and system development processes throughout the life of the contract including DDI and O&M phases. Team Wipro understands and has extensive knowledge in all phases of the Software Development Life Cycle (SDLC), and has experience in both traditional and agile methodologies.

Enhancements and modifications follow hybrid agile methodology to ensure consistent and predictable processes are followed. The approved changes are then configured and migrated through our dedicated testing environments, synced with other work streams for deployment into the Model Office environment, and installed into the production environment. Team Wipro utilizes Model Office to demonstrate the fully functioning base solution and deliverables realized from the RFP requirements. As the Wipro EMaaS solution is demonstrated, we review each requirement's acceptance criteria with the agency and validate if the solution produces the desired business outcomes.



DCB19

The Contractor's solution shall be free of any software components that are the result of legacy code transformation.

The Wipro EMaaS solution is free of any software components that are the result of legacy code transformation.

Wipro EMaaS is built entirely on modern Software-as-a-Service (SaaS) and Commercial-Off-the-Shelf (COTS) based modular solutions. The solutions are built using open standards and Service Oriented Architecture (SOA) that aligns with the Medicaid Information Technology Architecture (MITA) framework.



DCB20

The Contractor's solution shall provide Web based content that is supported by standard web browsers and are mobile and tablet compatible.

All member and provider facing portals are supported by standard web browsers and are mobile and tablet compatible.

Using responsive design capabilities of the Salesforce platform, our Engage360 web portals automatically respond to and render the content to adapt to computer, mobile and table device screens. This enables the users to avoid scrolling through multiple areas on a single page, and allows touch screen functionality.



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 Wipro EMaaS solution allows the Department to edit and change any static text in the application and correspondence templates. Team Wipro will work with the Department to ensure that approvals are acquired for all the static text published in the application and correspondence templates.

Wipro EMaaS is a highly configurable system. Static text associated with the correspondence templates or the web portals in Engage360 are reviewed, edited as necessary, and approved by the Department. The Department staff has the ability to edit and change the user defined fields and messages in the Claims360 component.



DCB27

The Contractor shall develop and submit a design and configuration schedule, agendas, and minutes for review by the Department.

Team Wipro will develop and submit a design and configuration schedule, agendas, and minutes for review by the Department.

Team Wipro ensures that all the agendas, minutes, and initial design and configuration artifacts are submitted in accordance with the Project Work Plan and Service Level Agreement (SLA) timeframes. Sessions are scheduled to accommodate Department preferences and ensure key stakeholder participation. Agendas and supporting artifacts are provided ahead of each session. The Department is encouraged to seek clarification regarding the agenda and supporting artifacts prior to the design and configuration sessions with the project team. During design and configuration sessions, Team Wipro documents the minutes and provides for Department review and approval.

The Project Repository in Content360 will be used to publish and store meeting agendas, minutes,

and supporting artifacts.

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.

Active and historical data will need to be converted from several source systems, (e.g., MMIS, SAMS). The Offeror must describe in detail their approach to meet each of the Data Conversion, cleansing and migration requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Data conversion is a critical process in the migration of current and historical information from existing or legacy source systems into the Wipro Enterprise Medicaid as a Service (EMaaS) solution. This process involves an iterative approach with many facets, including planning, development, integration, testing, reconciliation, and validation. The conversion and migration strategy for Team Wipro falls into three main phases, which are Planning, Data Extraction and Transformation, and Data Validation.

Planning

During this phase, the planning process begins with joint collaboration with the stakeholders to perform the following:

- Determine the systems affected
- Discuss data to be converted
- Establish conversion business rules
- Understand data compatibility (source to target)
- Perform risk analysis
- Discuss documentation

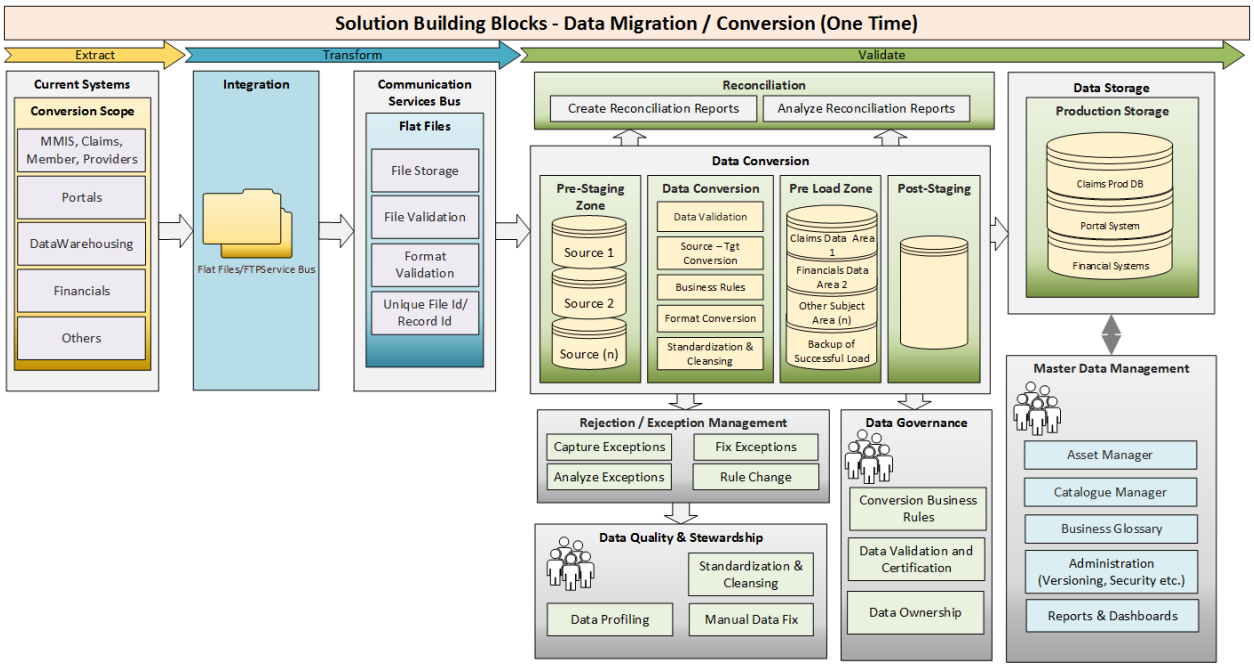


Figure 3-55: Solution Building Blocks

Data Extraction and Transformation

In this phase, determinations will be made by the stakeholders regarding the file format and layouts. Mapping documents are needed for data to be extracted from the source system and the target locations are identified. The mapping documentation process aids in field-by-field analysis to ensure that data integrity, format, and field values, along with any anomalies, are maintained. Mapping rules will also be applied when cleansing any data that is deemed necessary.

Source system data is loaded into a staging or test region in preparation for processing to the target system. Checks are made regarding the file layouts and formats. Once the data has moved to the target source, audit statistical data is collected to ensure the target information matches the source information to continue to maintain data integrity.

In the event that data is missing or mismatched, Team Wipro will reconcile by implementing Extract/Transform/Load (ETL) business rules to process the data or will manually populate the necessary tables with the data. In addition, unit and system testing is executed during this process. This aids in identifying any issues relating to the transformation process and allows for any changes or adjustments to be made prior to the data moving to the production environment.

Data Validation

The Data Validation phase involves various reports that work in conjunction with testing to verify the converted data is correct prior to the data moving to production. Comparisons are continually made between source and target data to ensure the data correctly transfers, works in the target destination, retains its integrity, and continues to be consistent. All testing results and reports are shared with the stakeholders.

Final conversion only occurs after all testing and reports validate expected outcomes, and all stakeholders have signed off on the final product. Even after conversion, validation of the conversion process continues for the time established by the State.

ETL Platform

Wipro EMaaS leverages Talend, a market leading, open-source ETL solution for data conversion, cleansing and migration. Talend's unified approach to solving data integration and data integrity challenges across hybrid and multi-cloud environments for a full range of IT and business roles led Gartner to position Talend in the Leaders quadrant for the 4th year in a row. Team Wipro has significant experience and expertise in using Talend.

Our Experience

Team Wipro has extensive experience with transforming data for various significant Medicaid projects including:

- Data warehouse Business Intelligence (BI): We developed/deployed a data warehouse solution that included migration/conversion of six years of claims history, provider, member and other key master files
- T-MSIS: Supported the State of Missouri with the Source-to-Target mapping effort to ensure the data was populated accurately for T-MSIS data used by CMS



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.

Team Wipro provides the authorized Department or other designated staff access to an environment to validate converted data and provide support for the data validation effort.

Team Wipro works collaboratively with designated Department staff to transform (convert) and load data from the various data sources and legacy systems. We work with all necessary technical/business teams along with Subject Matter Experts (SMEs), to perform thorough data and system analysis prior to converting and loading data. This also includes jointly reviewing and confirming record layouts, data elements, and valid values. A test environment will be provided allowing for review, validation, and sign-off of the conversion data prior to becoming production-ready. Our technical/business teams and SMEs are available for support of the data validations efforts and respond to any queries or action items from the agency or its partners.

In addition, we work together to verify that the necessary scrubbing and transformation align with the approved conversion plan. The plan encompasses using data queries to identify areas of concern by the Department and Team Wipro staff. Team Wipro uses Jira as a log tracking system to identify issues and needed research. The use of Jira allows a central repository of issues relating to specific areas that can be accessed by all designated staff. This centralized process tracks the status of specific issues along with resolution, so items are not overlooked or missed. It also provides an audit trail of activities relating to the issue.



DC03

The Contractor shall work with the State to identify the data elements that will be converted into the Contractor's solution. For legacy data elements that cannot be converted into the Contractor's solution, the Contractor shall work with the State to achieve desired business outcomes using the data elements in the Contractor's solution.

Team Wipro works with the State to identify all of the data elements needed for conversion. In the event some tables in the legacy source data system might be missing required fields, Team Wipro coordinates with the State to write and implement business rules to populate the missing data.

In addition, some data fields and tables within our solution might not have the same corresponding legacy source data. If this happens, Team Wipro develops ETL business rules to map legacy source data to the appropriate data fields and tables. In the instance where existing legacy data elements cannot be converted into Wipro EMaaS, we will work with State staff to determine the course of action needed for mapping the legacy data to the target solution.



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.

Team Wipro works with the State to identify data elements or fields in Wipro EMaaS that are not available for conversion from the legacy system, and whether the conversion programs should fill them with default or initial values.

Fields and data elements determined to no longer be needed are documented for audit purposes and available in the event future decisions are made to include those fields or data elements. For data elements or fields that have been identified for conversion, joint decisions will be made to determine if field values will be assigned, calculated, or set as default.

We will collaborate with the stakeholders to create mapping and translation rules for each field or data elements. In addition, system validation and testing is performed to ensure the rules are performing as expected and the source to target mapping is correct.



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.

Team Wipro performs all necessary test conversion runs to validate that the entire conversion process is ready for implementation in production. Conversion test runs ensure data mapping, quality and consistency are all maintained.

After each test run is completed, we meet with Department staff to review the file and table validation results. This may require meeting with various functional teams, depending on the validations needed. Based on the meeting results, any necessary adjustments are made and retested.

The trial conversion is accomplished using an iterative process. Various levels of complexity from low to high is agreed upon and assigned by the stakeholders. Low-level trial conversions in unit and system testing are performed first. Results are validated and shared with all stakeholders. Once agreed to, conversions are executed at the next level of complexity, along with repeating previous levels to ensure data integrity. This is repeated for the next level of complexity until the entire conversion process has been tested prior to final conversion. Results of all testing levels are compared to legacy data and made available for all stakeholders.



DC06

The Contractor shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process.

Team Wipro produces reports validating that the conversion process is meeting the State's expectations. We have the expertise to create all reports needed to validate the data conversion process. We will work with the State to identify the needed reports. Team Wipro houses all reports in our project document repository, which is accessible by the Department.

These reports, generated using the ETL tool, ensure that the data being converted is in the correct format, has transferred correctly, and retains its quality. In addition, current legacy reports with source data can be compared to the same report with target data to ensure integrity and ascertain any problems or anomalies that can be jointly addressed by the Department and Team Wipro.

The ability to demonstrate that adequate checks and balances are met involves producing the following types of reports:

- **Business Report:** Tailored to what validation criteria based on preset guidelines has been established by the stakeholders. This involves capturing output information from the source data load. Report data is then compared to the corresponding source data ensuring results match and all data is accounted for.
- **Control Reports:** These reports, based on the preset criteria established by the stakeholders, display what was done with the source data processing. For example, these reports display the following:
  - The total count of records loaded into the EMaaS solution
  - A count of how many records successfully processed
  - A count of the number of records failed or errored out
  - Additional information, including the number of records added, updated, and deleted is recorded on the report
- **Error Reports:** Based on preset guidelines, these reports provide information about what failed during source data processing. Information such as line number, type of transaction, and an error message written in business language displays. All errors will be reviewed, corrected, and resubmitted for re-processing. This continues until all errors have been resolved.



DC08

The Contractor shall convert electronic documents identified by the Department in a format approved by the Department.

Team Wipro converts electronic documents identified by the Department in the required format.

We collaborate with the State to identify electronic documents that need to be converted. Prospective conversion formats will be discussed and agreed upon by the stakeholders. Pre and post-converted documents are compared to ensure all data is present, correctly displayed, and accessible by the designated users. Documents will be inventoried and shared with all stakeholders for review and approval. We will leverage the EMaaS Content360 component to help in the conversion and storage of the documents.



DC16

The Contractor shall provide access to converted electronic documents in their solution from systems being replaced.

Team Wipro provides access to converted electronic documents from systems being replaced.

Content360 component within Wipro EMaaS stores the electronic documents which are made available to authorized users based on role-based access controls.



DC17

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).

In addition, the Contractor 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), drug rebates, and service frequency limits as defined by the Agency.

The Contractor shall produce comparative reports for all converted data. Any data quality issues will be addressed by the State within each source system.

Team Wipro converts data relating to members and providers that have been active within the last three years. The three years will be determined by the Department along with applicable parameters for data conversion. We understand that the three years also includes operational data from the source legacy system.

Team Wipro has the ability and flexibility to capture current and historical record data for areas deemed necessary by the Department. We work with the stakeholders to determine what data needs converted, along with any specified time periods and parameters encompassing the conversion process. Our procedures support additional data conversion on an exception basis to support ongoing business needs. Team Wipro will also convert all data related to: once in a lifetime events, active SURS or TPL cases, future TPL case, drug rebates, and service frequency limits as defined by the agency. We will produce comparative reports of all converted data. This is accomplished by producing reports reflecting what is in the current source legacy system for the designated source system. These reports are validated by balancing and reconciling data records, reviewed, and approved by the Department prior to executing the conversion process.

Once approval is given for the pre-conversion reports, the same reports will be generated after the conversion process and made available to the Department. The pre and post reports will be compared and any issues arising from the comparison will be addressed by Team Wipro and Department staff. In the event issues, problems, or anomalies are discovered, we will regenerate any pre and post conversion reports deemed necessary by the Department for reconciliation.

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 in detail their approach to meet each of the Testing requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

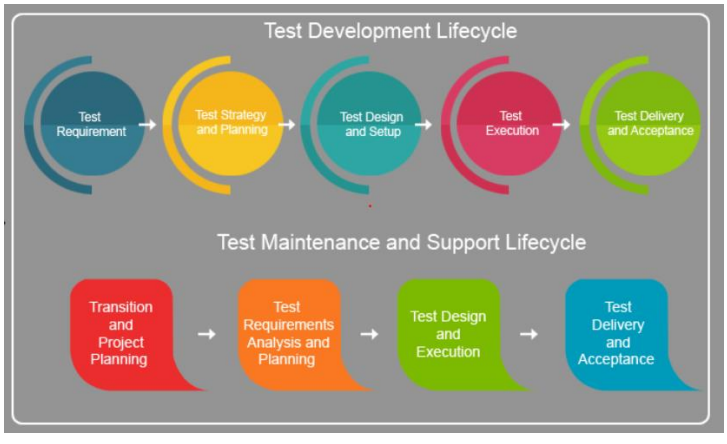
Testing is critical for the successful implementation and configuration of the Wipro EMaaS solution. We provide an in-depth, process driven, fully documented testing process to ensure all implementation and configuration changes within the Montana Healthcare Program enterprise are implemented seamlessly. Our testing activities include planning, managing and executing a comprehensive testing effort from Unit Testing through Integration and User Acceptance Testing (UAT). Team Wipro will ensure all required tests are performed and provide evidence that each component meets or exceeds all relevant functional, technical, security and performance requirements provided. Team Wipro has a dedicated business unit for providing Testing services in conjunction with time-proven Medicaid domain testing experiences and established procedures. Team Wipro has a strong understanding and knowledge of testing complex, large-scale, enterprise Medicaid solutions.

Team Wipro's testing processes align with the principles and methodology presented within the CMS Testing Framework and are fully documented and agreed upon with the agency in the Master Test Plan during the Planning phase. The Master Test Plan is the governing document that outlines all testing activities, including strategy, planning, design and setup, test execution, test delivery and acceptance. Using the governance outlined in the Master Test plan, individual test plans for each release of the project are created to provide a focused and methodical approach for each release.

This approach, reduces unnecessary or redundant testing, focuses on specific testing needs, and in turn provides effective testing that result in fewer defects.

Team Wipro uses a Test Development Life Cycle as depicted in the figure below titled Test Development Life Cycle that runs in conjunction with the SDLC for the project. Phases in the Test Development Life Cycle include:

- **Testing Requirement -** During the initiation phase our testing team works alongside the project team to determine the Testing Requirement through the refinement of the requirement and acceptance criteria. This phase involves gathering and analyzing the requirements for testing.
- **Test Strategy and Planning -** This phase involves establishing the test estimation - scope, effort, schedule and



resources. Team Wipro defines the Individual Test Plan for each release package.

- **Test Design and Setup -** This phase involves designing of test cases, test procedures, and test scripts. Various test design techniques are used to derive test cases for level of testing. During this phase, test data is prepared and automated testing framework is designed and setup.
- **Test Execution -** This phase involves activities of test execution and defect tracking and closure. Test execution may be carried out manually or by using automated test tools. Execution of tests are carried out as per the Individual Test Plan and test execution plan. Team Wipro analyses test results and ensures they meet the defined acceptance criteria for the requirement, if need a defect is logged. Defects are analyzed and resolved within this phase.
- **Test Delivery and Acceptance -** This phase involves final delivery of the System Testing to the agency to perform UAT testing. Team Wipro prepares the test summary report.

Throughout the Test and Software Development Life Cycles, Team Wipro adheres to the exit criteria outlined in the Master and Individual Test Plans before changes are deployed to UAT or Production.

Our comprehensive testing effort for all implementations and configuration changes along with the following testing types are detailed in the Master Test Plan.

- Unit Testing
- System Testing
- Regression Testing
- Performance Testing
- Parallel Testing
- Integration Testing
- User Acceptance Testing

All testing activities within the testing types described above are tracked in Jira, ensuring all required tests are executed, documented, performed, and approved. Traceability to all relevant functional, technical, security, and performance requirements are included with the test case in Jira. This traceability provides evidence that all changes have been tested according to the Master and Individual Test Plan.

Team Wipro strategically executes comprehensive and efficient testing of the Wipro EMaaS solution. The tools below are used to assist with achieving our testing goals:

- **Jira with Zephyr Plug In** – Test case management solution used to track all testing activities. This use of Jira with Zephyr provide complete testing coverage that includes the following:
  - Test case creation, execution, and approval
  - Defect tracking and resolution
  - Testing status, quality metrics, and project management monitoring
- **Tricentis Tosca -** A test automation tool used to complete end-to-end testing in a user-driven environment. This tool combines test case design, test automation, test data, and analytics to help decrease the time to test. Today, Team Wipro's



Testing Service has over 7,000 Tricentis Tosca certified professionals across many engagements, making us the world's largest player in test automation.

- **Parasoft SOATest –** An API testing and analysis tool for testing and validating APIs and API-driven applications.
- **Parasoft Virtualize -** A service virtualization product that can create, deploy, and manage simulated test environments. This tool simulates a behavior of a dependent resource that is unavailable for testing.
- **NeoLoad -** An automated Performance Testing application that can simulate traffic of thousands of users testing and analyzing the performance and response times under a load. In pinpointing potential areas in the applications in which the user might see slower response times, it allows Team Wipro to correct the issue before a production implementation.
- **Job Access With Speech (JAWS) and Non Visual Desktop Access (NVDA) –** Used to test screen readability. The JAWS screen reader integration contains the following functionality for users with visual impairment.
  - User selected high-contrast designs
  - Automated speech output
  - Configurable keyboard shortcuts
  - Icons that are distinguishable based on design and not color
- Although Wipro EMaaS is integrated with JAWS, Team Wipro also thoroughly tests with Non Visual Desktop Access (NVDA), a popular free full function screen reader. While JAWS has more features, it is important to test with NVDA as the screen reader of choice for external users.
- Claims360 component within the Wipro EMaaS provides an automated testing tool that includes three files that automatically generate and process test claims and provide resulting data and reporting that identifies any variances between the expected and actual results.
  - User Test Cases (UTC) file – contains the claims data, member data, supplier data, and provider data for the individual claims to be tested
  - Expected Results (ER) file – contains the expected results for each test case in the corresponding UTC file
  - XML file – contains the scripting information to be executed in Linux, which dictates which UTC file, ER file, Supplier Network, and Benefit Plan the test is executed against

Team Wipro's testing approach to meet all of the Testing requirements in Attachment F – Requirements Response Matrix is outlined in the requirement responses which follow.



TEST19

The Contractor shall develop test criteria and algorithms for expected outcomes prior to production of reports.

Team Wipro will develop test criteria and algorithms for expected outcomes prior to producing reports.

Team Wipro develops comprehensive testing criteria using the approved requirements and acceptance criteria documented in Jira. Each requirement is evaluated to determine what type of testing is needed in order to ensure that the expected outcome is achieved. A Risk Impact Assessment is performed to evaluate the impact the requirement has to the overall solution to develop the test case, test method, and define the amount of testing required.

Positive and negative testing is performed using Black Box Functional Testing Methodology, i.e. the requirement's acceptance criteria is tested without the tester understanding the design and configuration of the solution. This ensures unbiased functional testing is completed from a user's point of view.

Decision tables are created to confirm that Team Wipro and the agency share the same expected outcome for each requirement. The decision tables capture various combinations of actions that could result from the requirement, thus ensuring that the test criteria developed captures multiple outcomes.

Our test management tool, Jira with Zephyr plug in, captures all automated and manual testing performed and provides insight and metrics to ensure testing outcomes are achieved prior to the submission of reports.



TEST02

At a minimum, the Contractor shall provide sufficient segregated environments to support testing processes that are equivalent to the following:

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.
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.
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.
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.
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).
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.

Wipro EMaaS has dedicated testing environments to conduct integration, system, regression, parallel, performance and load, and user acceptance testing.

Team Wipro supports multiple segregated test environments, such as Development, System Test, and UAT and the infrastructure necessary to implement and operate the systems throughout the entire Software Development Life Cycle (SDLC). The data is synced across the various environments and de-identified on an as needed basis. The security level of these environments mimic the required production data and maintain data integrity. Some permissible variations in the data (snapshot of large database tables) is allowed but we ensure that the functionality and access controls of the environments are not affected. We work with the agency to ensure that the variations in the test environments are acceptable and approved by the agency.

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.

Team Wipro will identify potential interdependencies and provide a plan for resolution during the early phases of project planning by constantly collaborating with the State or System Integrator. This ensures that there is adequate time to review and approve the strategies to resolve interdependencies. Team Wipro will work with the State to ensure that the strategies to resolve interdependencies are review and approved by the State.

Team Wipro uses a Dependency Structure Matrix (DSM) in Microsoft Excel to identify the inter-modular and external interface dependencies. This analysis technique provides a compact and clear representation of Wipro EMaaS and the interfaces between external modules and helps in sequencing the activities based on the dependency. The DSM facilitates prioritizing the effort and schedule for testing to enable early defect detection. An example of the DSM is depicted in the below figure titled Example Dependency Structure Matrix (DSM).

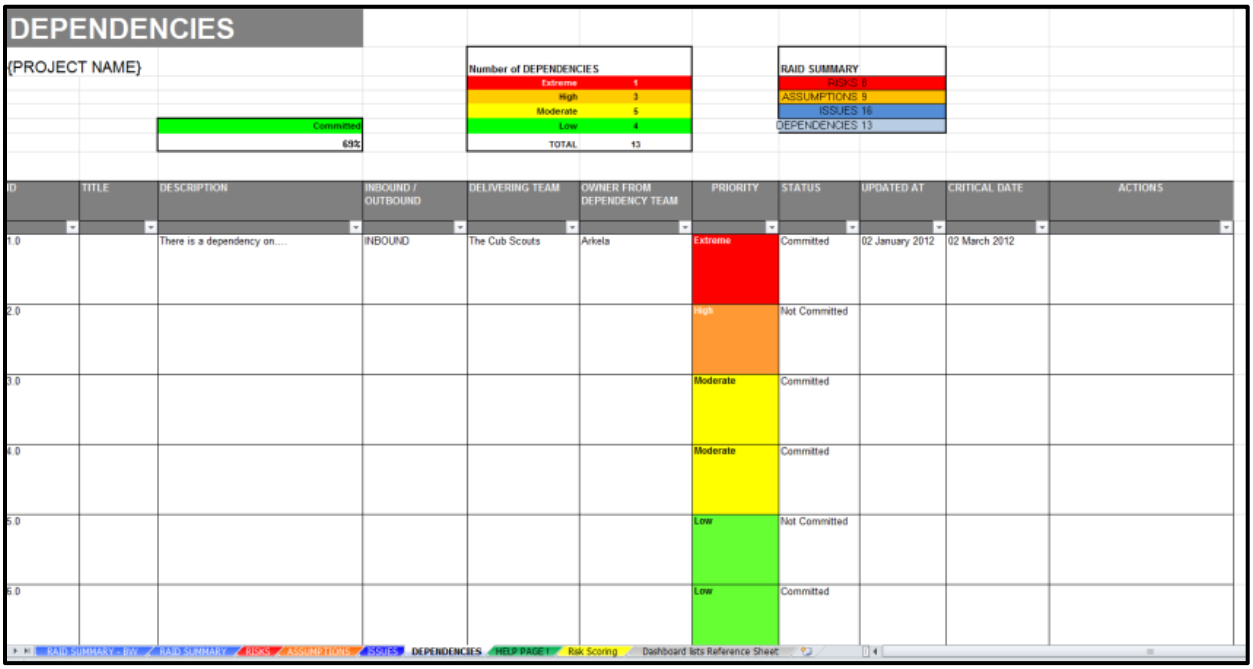


Figure 3-56: Example Dependency Structure Matrix (DSM)

Team Wipro will work with the State to ensure that the strategies to resolve interdependencies are reviewed and approved by the State. We ensure that all module owners are aware of the test strategy and any concerns are resolved in a timely manner.

Team Wipro uses best testing practices such as DSM to analyze dependency scenarios better, thus giving our testers a precise visualization of the dependency between Wipro EMaaS and other enterprise modules or module component. In turn, changes in one module or component that will affect the others is identified and executed.



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.

Team Wipro will perform testing and present the results for each of the following types of testing: Performance, System, Parallel, Regression, and Integration Testing and provide test results that are traced to use cases, user stories, and design documentation.

Team Wipro utilizes a suite of testing tools to complete exhaustive manual and automated testing. The following provides a summary of the EMaaS testing types.

- Integration Testing consists of end-to-end Performance Testing to expose defects in the interfaces and interactions between integrated module components or other systems. Integration Testing also validates the system's readiness to meet non-functional requirements.
- System Testing demonstrates that a program, function, or integrated component meets the acceptance criteria and objectives as defined for the requirement.
- Regression Testing includes previously tested functionality following modification to ensure that defects have not been introduced or uncovered, as a result of the changes made. Regression testing is performed each time the software or the environment is changed.
- Parallel Testing validates the new functionality or new version of the application performs correctly. Team Wipro will work with the State or System Integrator to provide guidance with Parallel Testing on a legacy system.
- Performance and load testing verifies the Wipro EMaaS performance meets service level agreements. Team Wipro will also analyze the performance and response times of Wipro EMaaS with increasing load.
- User Acceptance Test (UAT) is conducted by the user or customer to determine whether or not the Wipro EMaaS system satisfies the defined user acceptance criteria. Team Wipro coordinates UAT activities with the State and System Integrator.

Team Wipro traces test results to the requirement, use case, user story, and design documentation using Jira with Zephyr plug in and the Requirements Traceability Matrix (RTM). As part of each release, Individual Test Plans are completed to identify all of the specific testing needs planned for the release. Test cases are written for the identified test scenarios and a test case Jira ticket is used for test case execution, tracking, review, approval, and status updates. Designated testing dashboards provide real-time data in Jira for the agency to monitor.

The designated testing dashboards are configurable to display all desired fields, thus providing the agency testing status and the assurance that all requirements are tested and verified according to the Individual Test Plan.



TEST05

The Contractor shall provide sufficient environments and resources for the following:

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.
b. Synchronize the software and the data from the production environment and training environment following software deployments.
c. Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems.
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.
e. Provide State, Contractor, and IV&V staff a minimum of read-only access to all environments and tools.
f. Provide sufficient resources to support the execution of automated regression testing.
g. Provide comparative analysis support of regression testing results.
h. Conduct testing of approved system configuration changes, corrections or enhancements or before implementation.
i. 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.

Team Wipro will provide sufficient environments and resources essential for successful testing of the Wipro EMaaS solution, including the support for data, access to environments, and tools to satisfy the items listed below.

- 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.
  - Team Wipro understands the importance of synchronizing the software and data from production environment to test regions. Non-production environments can be refreshed or loaded with data using a configuration tool to load specific data sets to enable the testing or modeling. In addition, environments are refreshed with a snapshot to restore to a previous configuration. The synchronization is completed on a quarterly basis or at the discretion of the Department.
- Synchronize the software and the data from the production environment and training environment following software deployments.
  - Team Wipro understands the importance of synchronizing the software and data from production environment to the training environment. Non-production environments are refreshed or loaded with data using a configuration tool to load specific data sets to enable the testing or modeling. In addition, environments are refreshed with a snapshot to restore to a previous configuration.
- Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems.

- Our test regions are a mirror copy of the production region and are always available to all authorized users. These regions provide users the ability to test all functionality available in production including 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.

  - Team Wipro provides technical and functional support to create and analyze "what-if" scenarios. With the testing tool integrated into Claims360 and other testing tools, the Department has the ability to initiate scenarios by utilizing the three test files below:

    - User Test Cases (UTC) file – contains the claims data, member data, supplier data, and provider data for the individual claims to be tested
    - Expected Results (ER) file – contains the expected results for each test case in the corresponding UTC file
    - XML file – contains the scripting information to be executed in Linux, which dictates which UTC file, ER file, Supplier Network and Benefit Plan the test is executed against

    Using these files, the system automatically generates and processes test claims based on the configuration in the environment. The resulting data is incorporated into a report that identifies any variances between the expected and actual results.

- Provide State, Contractor, and IV&V staff a minimum of read-only access to all environments and tools.

  - Wipro EMaaS provides a fully functioning test environment for all components and applications within our solution, to which designated Department Staff have at a minimum read-only access. Team Wipro works with the Department to determine permission levels for individuals and roles for all environments and tools within Wipro EMaaS.

- Provide sufficient resources to support the execution of automated regression testing.

  - Team Wipro has dedicated test resources, besides the dedicated test environment and tools, which are identified in the Master Test Plan and supporting Individual Test Plan.

- Provide comparative analysis support of regression testing results.

  - Using comparative analysis Regression Testing results provided by Tricentis Tosca, Team Wipro parallels the existing functionality against the release package to verify there are no unexpected differences.

- Conduct testing of approved system configuration changes, corrections or enhancements before implementation.

  - All aspects of testing are a priority to Team Wipro in order to provide an outstanding solution to the Department and to all users of Wipro EMaaS. Team Wipro utilizes a suite of testing tools to complete exhaustive manual and automated testing to provide an outstanding solution to the Department and to all users of Wipro EMaaS.

- 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.

- Wipro EMaaS provides a fully functioning test environment for all components and applications within our solution which designated Department resources and contractors have the ability to create and edit data to support testing efforts. Team Wipro works with the Department to assign permission levels to individuals who need create and edit access within the testing environment.



TEST06

The Contractor shall ensure, in order to release code to UAT or production, it must meet the minimum acceptable defect levels:

- Critical: 100% have been resolved.
- High: 100% have been resolved.

Team Wipro ensures that 100% of critical and high defects will be resolved prior to releasing code to UAT or the production environment. Team Wipro follows a well-defined defect management process as described in the Master Defect Management Plan, providing timely identification and resolution of defects.

Team Wipro:

- Manages defects in Jira, providing complete visibility.
- Ensures resolution times are met according to the agreed upon timelines depending on severity and priority of the defects.
- Performs Root Cause Analysis (RCA) during the retrospective meeting led by the QA team in collaboration with the development and business users.

Team Wipro uses the following process when defects are encountered during testing:

- The tester enters the defect in the Jira. The Lead Developer is automatically informed through email.
- Lead Developer reviews the defect for clarity and completeness and assigns the defect to the appropriate developer to resolve the issue.
- Team Wipro facilitates business prioritization meetings as needed where defects are prioritized and categorized in collaboration with the State. This serves as a guide to ensure defects are remediated timely and in the order most important to the State.
- The developer resolves the issue and performs Unit Testing.
- Team Wipro's tester performs a retest to validate the fix. The defect is either closed or returned to the Lead Developer for further analysis.
- Lead Developer determines timeline when the fix is implemented into production based on the priority or dependencies, etc. The defect Jira ticket is updated accordingly.

Team Wipro defines stringent exit criteria ensuring that all Critical and High defects are completely resolved before the changes are deployed to the UAT or Production environments. In addition, before every major release, all configuration is processed through a code/configuration analyzer and automated test scripts are executed against them. Any critical findings are addressed before the change is released to the UAT or production.



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.

Team Wipro ensures that the UAT environment is set up on a separate, dedicated environment and will not impact the Department's ability to conduct continuous UAT.

Wipro EMaaS provides a dedicated UAT/Performance test environment. The shared test environment provides the Department the ability to conduct continuous UAT.

Team Wipro collaborates with the Department to identify a plan for UAT for all releases as part of the contract. The UAT environment provides full access to all features and data necessary to perform UAT, as well as independent and validation testing. The overall test strategy and test approach is documented in the Master Test Plan including how Team Wipro supports the agency during UAT. This includes sharing the test cases used during System and Integration Testing and training authorized users to conduct UAT of the system. UAT is conducted in a separate, controlled, and appropriately sized environment. The UAT environment utilizes data synchronized from Production to conduct testing.

Team Wipro utilizes the UAT environment to complete Performance Testing. We coordinate and schedule Performance Testing with the Department in order to avoid interruptions to UAT testing.



TEST09

The Contractor shall facilitate UAT as follows:

a. Provide test cases and scripts from previous test levels.
b. Assist the Department in developing UAT test cases.
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.
d. Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule.
e. Provide test data.
f. Provide a mechanism for the Department to enter defects into the online defect-tracking tool.

Team Wipro facilitates and supports the Department in preparing and executing UAT. At a minimum supporting UAT includes:

- Providing pre-defined functional test cases, system integration test cases, test scripts, test data, and other testing artifacts to the UAT Team. These items can be found in and exported from Jira.
- Guiding the UAT Team in test preparation and execution. Requirements and Acceptance Criteria defined in Jira enables for the creation of more concrete scenarios of what the application should do based on the Department's needs. Using the criteria defined in Jira enables the tester to identify issues faster with the help of test requirements and documentation.
- Providing a dedicated and well-maintained environment for continuous UAT throughout design, configuration, build and testing.

- Refreshing data, executing processes, and migrating releases or code fixes as requested or on an agreed-upon schedule.
- Providing the Department access to Jira for defect tracking throughout the SDLC.
- Analyzing issues reported by the UAT Team and carrying out an RCA.
- Updating test cases to reflect changes arising from the UAT Team, if any.
- Testing defect fixes and Change Requests arising from the UAT Team.

Team Wipro has extensive experience facilitating UAT and triage of defects identified by the UAT team. We understand that users will be new to the system, so our UAT cycle begins with training. The training is specific to UAT test cases to ensure the users can perform UAT efficiently, which makes UAT effective.

The overall test strategy and test approach is documented in the Department approved Master Test Plan, and governs how Team Wipro approaches supporting the Department during UAT.



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.

Team Wipro provides the Department resources or designee necessary access to the test management tools and defect management tool, Jira with Zephyr plug in, which manages test cases, test results, and defects. The Department is able to review and inspect all testing artifacts at any time.

The Department has access to Jira throughout all project phases to view bi-directional traceability. Approved requirements, test cases, any defects, and test case results are viewable within Jira at any time. As each requirement is demonstrated, the RTM is updated and, upon approval, the requirement is baselined. Any information in Jira, including the RTM, can be exported and provided as needed. Team Wipro will work proactively and collaboratively with the Department by providing visibility into all test cases, test results including exhibits and artifacts, and defect tracking using Jira.



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.

Team Wipro will provide all necessary support to the Department for successfully conducting independent testing for verifying the functionality of the solution. The support includes providing necessary test environments, test data, and any other technical support by constantly communicating with the Department or its designee.

Team Wipro collaborates with the Department to develop an individual test plan for all releases. The UAT environment provides full access to all features and data necessary to perform UAT, as well as independent and validation testing. The UAT environment is available to the Department to conduct independent testing of the EMaaS solution at any time and we work with the Department or its designee to support the testing. In addition to the UAT region, the Department has access to a Model Office environment, which is a stable environment for the Department to complete independent testing. The overall test strategy and test approach is documented in the Department approved Master Test Plan.



TEST12

The Contractor's Performance and UAT test environments shall be sized to be capable of mirroring the production System in its infrastructure, files, databases, processing, and reporting.

Team Wipro provides a test environment for Performance Testing and UAT that mirrors the production system in its infrastructure, files, databases, processing, and reporting, to ensure that the system is sized to be capable of performing at expected levels of performance.

Team Wipro provides test environments that are appropriately sized to support testing activities. The test environments are mirrors of the production system infrastructure, files, databases, processing, and reporting which ensures that the system is capable of performing at expected levels.



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.

Team Wipro will proactively work with the State’s designated testing resources to review all the test results, provide system and functional information, create verification procedures, and user acceptance test cases.

Team Wipro performs Performance, System, Parallel, Regression, and Integration Testing and provides the test results in Jira to maintain the bi-directional traceability to the requirements. The State’s designated testing resources have access to Jira which provides full transparency to the data, results and artifacts on test cases completed by Team Wipro. The State’s designated testing resources utilize this information to create verification procedures and user acceptances test cases.

The State creates UAT test cases that are loaded to Jira to track the life cycle of a UAT test case. Using the dashboards in Jira, the agency has real-time access to the testing status and confirmation that all requirements are tested and verified according to the Master Test Plan.

Team Wipro works closely with the State during the walkthrough/review of the test results and creation of UAT cases. We answer any questions or address any concerns that are presented.



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.

Team Wipro will create the Project Work Plan to ensure State has sufficient time to conduct the UAT activities relative to the detailed scope, requirements and gaps. We will consider the number and complexities of manually executed test cases and module integration while preparing the Project Work Plan. Team Wipro understands that we are responsible for extending UAT if the proposed testing duration is not sufficient for the State to validate the module.

Utilization of the Master Test Plan assists with managing the Project Work Plan to allocate enough

time for UAT testing activities to ensure success of implementing the Wipro EMaaS with minimal to no defects. The modularity and configurability features of the Wipro EMaaS solution enables faster time to production and reduces testing time. However, if it is realized during the UAT phase that the allocated time is not sufficient for the State to validate the functionality of the module, we work with State to alter the Work Plan to mutually agreeable timelines.



TEST22

The Contractor shall plan and execute testing for all inbound and outbound interfaces, ensure accurate and secure data transmission between the contractor's solution and the State's Integration Platform and coordinate with external entities as appropriate.

Team Wipro will plan and execute testing for all inbound and outbound interfaces along with their associated integrations while ensuring accurate and secure data transmission between Wipro EMaaS and the State's integrated systems. We will also coordinate with external entities and ensure the transmissions are secure.

Using the Dependency Structure Matrix (DSM) to identify the inter-modular and external interface dependencies, Team Wipro works with the Department and other vendors to approve the acceptance criteria for test cases for inbound and outbound interfaces. Test activities between the systems include the following:

- Real time and batch process checks
- Schema level validations
- Contract tests
- Scenario tests
- Data integrity validations

Team Wipro will collaborate with the System Integrator to plan and perform testing for all inbound and outbound interfaces, ensuring accurate and secure data transmission between the contractor's solution and the State's Integration Platform. Roles and responsibilities while conducting Integration Testing are documented in the Master Test Plan. Details of the approach and test activities will be developed in collaboration with the System Integrator during test planning.



TEST23

The Contractor shall coordinate with the Department, Systems Integrator, and specific module component vendors to conduct integration testing.

Team Wipro will coordinate with the Department, Systems Integrator, and specific module component vendors, in order to facilitate and conduct Integration Testing.

To assist with Integration Testing we utilize the Dependency Structure Matrix (DSM) to provide visualization of the Integration Testing requirements. The DSM identifies the inter-modular and external interface dependencies, provided by Team Wipro, by capturing the interactions, interdependencies, and interfaces between system elements (systems and modules). DSM helps:

- Identify all the dependencies between interfaces, sub systems, requirements, and environments.
- Sequence the activities based on the dependency.
- Analyze the relative complexity of the system components.

- Identify sub systems, requirements, and interfaces that have the highest probability of defects based on the complexity due to interdependencies.

Integration Testing processes, roles, and responsibilities for conducting testing are defined in the Master Test Plan. Release specific details are developed in collaboration with the Department, System Integrator, and module component vendors in the Individual Test Plan. During the execution of the Integration Testing Team Wipro will work with the Department, System Integrator, and specific module component vendors to successfully execute Integration Testing. The completion of this testing ensures the Wipro EMaaS solution integrates seamlessly with other module component vendors.

3.10.2.7 TRAINING

The Contractor shall provide training staff to develop, organize, lead, and conduct training and education activities (e.g., provider, state staff, and state designees) as defined by the Agency. The Contractor must provide training to achieve an understanding of the new system, services, or release. Additionally, the Contractor must provide initial and ongoing training on the Claims Processing and Management solution. The training should be configurable for diverse groups of users based on their role (e.g., administration, State staff, providers). 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 in detail their approach to meet each of the Training requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro provides training staff to develop, organize, lead, and conduct initial and ongoing training and education activities required to achieve an understanding of the Claims Processing and Management solution. Training is configurable for diverse groups of users based on their role and ensure they become proficient in using and viewing information in Wipro EMaaS to achieve effective and efficient business operations and service delivery.

Our training approach draws upon our experience preparing staff members for successful transitions. Wipro's methodology follows an established and proven process for developing training plans, materials, and conducting sessions for meeting the needs of the State staff and other stakeholders in the Medicaid program.

To deliver a robust training program for implementation of Wipro Enterprise Medicaid as a Service (EMaaS), Team Wipro follows industry standards in adult learning models, using the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) phases as depicted in the figure below. The ADDIE model includes a life-cycle training approach that provides the framework for a successful training program.

- **The Analysis Phase:** We identify areas requiring training. A training needs analysis is performed that identifies the target audience, knowledge expectation, skills needed, and other supporting information needed in order to plan effective training.
- **The Design Phase:** We perform research, planning, and identify the training methodology.
- **The Development Phase:** We complete production of training course and documentation.
- **The Implementation Phase:** We implement training and confirm that the learner reached a level of knowledge to allow full capability to perform the required job-related task.
- **The Evaluation Phase:** We gather feedback from learners to develop training analysis and improvements.



Once Wipro EMaaS has been implemented, the ADDIE training model is evaluated for use in ongoing system enhancements and implementations and tailored/condensed to meet the needs of the specific system change. We evaluate updates to training materials and update the manuals as part of updated documentation procedures. All initial and updated training materials are subject to SLA146. Team Wipro develops and updates training materials and provides them to the agency for review and approval at least 15 days prior to training sessions.

As part of establishing a foundation for all training activities and meeting the training requirements, Team Wipro develops a master Training Plan in collaboration with the State. The Plan provides details related to scope, methodology, curriculum, development, and delivery and cascades from activity to activity through the completion of the Wipro EMaaS implementation. The Plan includes specific details for every activity. At any point, the plan can be reviewed to understand the purpose and methodology of the current training phase and activities associated with it.

The Training Plan includes details as suggested by the CMS training plan template for Instructional Analysis and Instructional Methods. The Training Resources and Training Materials List from the CMS training template are determined later in the training life cycle of the project.

Team Wipro is committed to training as a critical project success factor. Our training program is an ongoing learning process that ensures the State receives delivery of effective and sustainable training. Part of ensuring a successful Wipro EMaaS implementation is delivering strong and dynamic training and learning diffusion through a comprehensive program that offers appropriate and effective materials, delivery, and knowledge retention across the entire user community.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



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.

Team Wipro plans, develops, and conducts technical training to agency project resources and

designated contractors. Our objective is to develop an understanding of how to monitor the claims system and other software and applications using available tools and dashboards while leveraging technical and functional documentation and/or reports.

Technical training for systems monitoring made available through reports and dashboards in Wipro EMaaS, Reports360 is strategically planned and developed based on the various needs of the individual resource(s). As part of Requirements and Design, Team Wipro completes a training needs analysis to identify the specific needs of the resource and offers a tailored and focused training regimen that incorporates Train-the-Trainer techniques while utilizing various tools to accommodate different learning styles. Team Wipro collaborates with the agency to define what the skill-level of the resource should be upon completion of training and work towards achievement of that goal in all training instances. Upon completion of training, we are available to ensure that understanding and knowledge is maintained. In addition, training materials are prepared and made accessible in Engage360. Additionally, self-help is readily available within Reports360.

Team Wipro is committed to staff proficiency in systems monitoring, thus ensuring a healthy understanding and an environment of success for both the agency and Team Wipro. We leverage our staffs' extensive knowledge and experience, in combination with various learning tools, to produce the greatest benefit to project resources who are responsible for monitoring the system.



TRN04

The Contractor shall update training materials when changes occur.

Team Wipro updates training materials when changes occur.

In conjunction with changes that are implemented, Team Wipro collaborates with the agency to determine specific training needs and to identify updates to existing training materials. In accordance with updated documentation procedures, a checklist that contains a placeholder for Training Materials is utilized and reviewed with all modifications to the system to ensure documentation is accurate. As the checklist is moved through review stages, checkpoints are in place to remove accidental omissions and ensure updates are made as needed.

Team Wipro is committed to maintenance and upkeep of training materials as a component of project success. By capitalizing on proven practices and a system of checks and balances the agency benefits from an up-to-date training repository.



TRN05

The Contractor shall collaborate with the agency to finalize a training schedule.

Team Wipro will collaborate with the agency to finalize a training schedule.

Our Project Management planning methodology includes structured processes to evaluate training needs with the agency and to determine a jointly agreed upon training schedule for initial implementation of the Wipro EMaaS solution. Continued training and education are addressed as part of the requirements for enhancements and maintenance support, and is scheduled in collaboration with the agency.

Team Wipro is equally committed to effective training for the State Staff, and other designated

module vendors to understand the new claims system and supporting applications. This includes continued training as changes are developed and implemented.



TRN06

The Contractor shall maintain and update the training environment with training data to use during user training.

Team Wipro maintains and updates the training environment with training data to use during user training.

During the training needs analysis activities, the team identifies the data needed in order to prepare the training environment. Based on the identified needs, Team Wipro leverages production, test, or mock data for maintaining, updating, and preparing the training environment.

Team Wipro plans and prepares for a successful training experience by identifying the data that will be needed during training as part of completing the training needs analysis.



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.

Team Wipro utilizes a variety of delivery methods to best meet the training objectives.

Team Wipro ensures that training objectives are met by utilizing role-based curricula containing a mixture of training methods designed to optimize learning. The following table, Training Delivery Method, contains the various training methods that Team Wipro utilizes so that staff have sufficient training to ensure operational readiness in support of the implementation of Wipro EMaaS.

Table 3-4: Training Delivery Method

Method	Description
Web-Based Training	Self-paced/directed training available through the user portal.
Instructor-Led Training	In-person training delivered by an instructor/trainer.
Live Virtual Class	Training delivered by an instructor virtually.
Hands-On/Interactive	Practical hands-on approach using training environments to provide real-world experience.
Train-the-Trainer	Utilizes trainers and subject matter experts to perform training of individuals who can in turn support others.

Method	Description
Online Training Materials	Job aids, user manuals, self-help tools.

Team Wipro offers diverse training methods. Each resource benefits from having a learning method available that fits their individual style of learning and location need. Additionally, our Train the Trainer approach allows participants to, not only gain an understanding of the system, but opportunities to support others in their comprehension of the system.



TRN09

The Contractor must provide training necessary to support new functionality and/or major software releases that materially change the user interaction.

Team Wipro provides training necessary to support new functionality and/or major software releases that materially change the user interaction.

From beginner to advanced training programs, Team Wipro offers various levels of training to fit the user's need. Our project management practice involves implementing new functionality, software releases, or any other system changes. These impact the end-users. As part of this process, we identify and analyze associated training needs in order to maintain support of business process and operational needs. As training needs are identified, we coordinate and schedule training with the agency and identified staff.

As new functionality and software releases take place, Team Wipro places a priority on training the end-user on the business, operations, and/or systematic changes.



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.

Team Wipro will provide training to agency staff and other designated module vendors on the overall data management strategy and on investigating data or process issues related to module integration.

As Wipro works with the agency, the System Integrator, and other module vendors during the Design, Development, and Implementation (DDI) phases for Wipro EMaaS, a training needs analysis will be performed. In collaboration with the agency, the most effective training methods are identified and appropriate documentation is created and made available through the Wipro EMaaS portal, Engage360. Training and supporting documentation addresses both the initial data management strategy and ongoing processes for the investigation of potential data or process issues.



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.

Team Wipro will provide training and support to State staff and individuals designated by the State on the use of DDI tools provided by Wipro.

During the initiation stages of Wipro EMaaS, a finalized list of DDI tools is identified and agreed upon with the State staff and other identified individuals. Once complete, a training needs analysis is performed and used to identify the training methods appropriate for the specific tool(s). Specific tools could include Jira for Requirements traceability, SharePoint for document repository, and Tricentis Tosca for testing.

Team Wipro's commitment to thorough training on DDI tools with identified stakeholders ensures organized and efficient phase activities.



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.

Team Wipro will provide training on the system for UAT testers. Wipro will provide updated User and System Documentation to UAT testers to support the UAT effort.

During the Requirements and Design phases of implementing Wipro EMaaS, Team Wipro works closely with the agency to identify the system requirements and complete a training needs analysis. Training sessions are conducted according to a schedule that enables UAT testers' time to familiarize themselves with the system in order to author test cases for execution during UAT. When Wipro EMaaS has been implemented, these same practices are followed to implement new functionality, software releases, or any other system change that requires UAT.

Updates to User and System Documentation identified during UAT, are updated and made available on the Wipro's EMaaS portal, Engage360.

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 in detail their approach to meet each of the implementation and acceptance requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro will demonstrate readiness to implement the solution and provide end-to-end implementation of the Wipro EMaaS solution. Successful and on-time implementation is a critical part of this project and builds on our experience implementing solutions from minor enhancements up to major or complete system replacements. Our deployment success is rooted in adequate planning that ensures all aspects of the implementation are executed properly.

Our success in implementing and integrating complex, enterprise systems spans across industries, including healthcare and specifically, Medicaid. We bring the skilled and experienced resources and

proven methodologies to ensure successful completion of the Design, Development, and Implementation. Our experience provides us the advantage of knowing what methods work best in a given situation. As the result, we offer the Department knowledge and years of experience in gathering and defining acceptance criteria, operational readiness, implementation, and approval of the end product to ensure a seamless transition to the new system.

Implementation Plan and Schedule

Our Implementation Plan details the tasks and checklists needed in order to deploy the solution. This document outlines each task that is needed, as well as who is responsible for both performing and verifying completion of each item. Our Implementation Plan includes the following:

- **Implementation Overview –** A high-level description of what is being implemented, the basic functionality of the solution, and any components of existing systems that will be replaced by the deployment.
- **Resources –** all individuals who have a part to play in the implementation, including project management, state resources, technical staff, and any others that have a task to perform or verify during the deployment.
- **Communication Approach –** As a subset of the overall Project Management Plan, our Communications Plan includes how to report status, who is to be notified of issues, and how to escalate issues. This plan is in effect from the beginning of the deployment tasks through the sign off and acceptance of the deployment.
- **Operational Readiness –** Details the tasks that must be done to verify that the solution is ready to deploy and outlines the tasks that must be completed after deployment to ensure a successful implementation.
- **External Coordination Activities –** Details any tasks that need to be performed outside of Team Wipro and the State. If third party systems need to be brought down and restarted during the deployment, this is where those are detailed, ensuring that full coordination between all parties is taking place.
- **Planned System Outages –** If there are planned outages that need to occur during the deployment, such as bringing down the legacy system in order to perform a final incremental conversion, then this is detailed in this section. Any other outages and the impact of those outages is described here.
- **Back Out Plan –** The last section of the Implementation plan is the Back Out plan. This will include defining Go/No Go points. The Back Out plan also details when, why, how, and who can determine when the Back Out plan will be activated at each of the Go/No Go points. In nearly every instance, this involves how to bring the legacy system back on line without losing data. This also includes the point of no return, detailing when it is not viable to return to the legacy system.

The Implementation Schedule is closely related to the Implementation plan, but is a working document, that contains a comprehensive list of tasks that are to be performed. Each task includes a short description, the assignee, expected and actual completion dates, any dependencies to other tasks in the schedule and a current status. The Project Manager keeps this document up-to-date throughout the deployment, receiving updates from the team, as tasks are started/completed.



IA01

The Contractor shall follow the following process for deploying each proposed solution(s) to production:

a. Submit an implementation letter to the State confirming that the solution is ready for implementation
b. Receive the State's approval of the implementation letter, accepting the Contractor's confirmation.
c. Deploy the solution according to the approved Implementation Plan.
d. 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.
e. Receive the State's acceptance of the system implementation.

When deploying the proposed solution to production Team Wipro will perform the following:

- Submit an implementation letter to the State confirming that the solution is ready for implementation.
- Receive the State's approval of the implementation letter, accepting Wipro's confirmation no later than the Acceptance Date in Work Plan.
- Deploy the solution according to the approved Implementation Plan.
- 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.
- Receive the State's acceptance of the system implementation.

The items above are included in the implementation plan to ensure they are completed within the planned timeline. Team Wipro uses a project repository in Content360 to store each implementation letter and approval. Our project workflow drives the delivery and receipt of the letters between the State and Team Wipro. Prior to implementation and throughout the project, we conduct multiple walk through sessions with the State to determine readiness and user acceptance. Early identification of readiness or user acceptance issues assists with ensuring the planned implementation stays on target.

During post-implementation, Team Wipro conducts daily status checkpoints for a minimum of three days after implementation. During the daily checkpoints we validate that the solution is operating as expected. After each checkpoint we provide daily confirmation the solution is working without critical defects. In addition to the daily status checkpoints, a Project dashboard is used to communicate and display in real time that core functions are working as expected and report outstanding defects. The confirmations are communicated and stored with the Project dashboard.

Our experience exemplifies our focus on continuous improvement and superior performance to meet and exceed our customer's expectations. Team Wipro has proven success for implementing solutions for our customers with minimal operational issues.



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.

Based on the performance expectations documented in the Scope of Work, Team Wipro will monitor the initial operation of the solution to ensure there is no immediate or ongoing adverse effects on the Department's programs.

During testing, Team Wipro executes multiple performance tests to ensure claims processing, adjudication rates in addition to all other performance standards are not impacted after implementation. Once the solution is implemented, the operations and maintenance activities include monitoring, logging, tracking and promptly correcting defects using Jira. Any production deficiency tickets are assigned to a dedicated post-implementation support team to work and resolve according to priority.

Team Wipro's experienced, highly skilled team members, leverage industry standard monitoring tools and frameworks, such as IBM QRadar Security and Splunk to ensure system uptime and optimal performance.

Notifications and alerts are configured based on the State's expectations and critical path functions. These alerts are monitored by the assigned staff. Team Wipro collaborates with the State to provide reports and analytics to ensure the performance expectations are met and the health of the system supports business operations.



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.

Team Wipro will 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.

During walkthrough sessions and testing, we work with the Department to ensure we capture and meet the business and functional requirements. Team Wipro's staff has a wealth of knowledge and experience with capturing requirements, documenting test scenarios, and executing meaningful tests to validate the requirements are met.

In addition to test cases to validate the business and functional requirements, Team Wipro documents the specific test scenarios for validating the System infrastructure meets the federal and State requirements, including architectural, technical, security, and privacy requirements. The test cases are documented in the Master Test Plan and in Jira. During post-implementation, we continually monitor and validate the System infrastructure meets the requirements through pre-implementation hardening requirements, daily monitoring, notifications, and internal audits.

Moreover, as part of the CMS certification process, Team Wipro ensures adherence to federal requirements.



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.

Team Wipro conducts Operational Readiness testing and walkthrough sessions to demonstrate that our EMaaS solution meets or exceeds all Service Level Agreements (SLAs) for the system

performance as defined in the scope of work.

Throughout the DDI project life cycle, we continually monitor each module to ensure optimal system performance. Team Wipro executes multiple baseline, load, stress, and other performance test scenarios and collaborates with the Department to identify specific performance test scenarios, peak volumes, and user times. Team Wipro provides reports and test results for easy comparison and analysis. These test scenarios are documented in the Master Test Plan, and the Implementation Plan includes baseline stress and load performance testing to validate the system performance is improved or unchanged from the test environment to production.

After implementation, using automated tools, we monitor the system performance daily and conduct performance testing on any new applications, products, hardware, and software. Monitoring the system performance daily enables us to identify bottlenecks and areas for improvement. We execute a baseline after implementation to confirm if the performance of the system has improved or remains unchanged.



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.

Prior to implementation and throughout the project, we conduct multiple walkthrough sessions with the Department to validate operational readiness of Team Wipro, the EMaaS solution, and the Department.

Early identification of readiness or user acceptance issues will assist with ensuring the planned implementation stays on target. The multiple walkthrough sessions also enable users to provide feedback and work with the development teams to ensure the business and functional requirements are met prior to implementation.

Team Wipro finally conducts a complete Operational Readiness walk through of the solution and supports the Department in reviewing the Operational Readiness Checklist and providing formal sign off prior to proceeding to implementation.



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.

Team Wipro will collaborate with the State to develop a comprehensive Operational Readiness Review Checklist that will examine the actual solution characteristics and the procedures to ensure that all hardware, software, resources, procedures, and user documentation accurately reflect the deployed state of the system.

Team Wipro utilizes multiple checklists when implementing new software, hardware, system updates, or upgrades in our engagements with State Medicaid Agencies to reduce the risk with deployments. These checklists assist us in validating the following:

- Infrastructure readiness – the hardware, software, design documentation, and performance testing is complete and meets the SLA requirements

- Configuration completeness – any updates to rules, database changes, or configurations meet the Department's requirements
- Training – training has been conducted, any online training and training guides/manuals have been provided, user documentation has been published
- Communication – all changes have been communicated to the appropriate stakeholders, teams, and end users prior to implementation
- Approvals – approvals from the required stakeholders are received prior to implementation
- Back out Plan – a back out plan is in place if an issue occurs after installed to production
- Deliverables – all required deliverables have been provided and any existing documentation has been updated

Prior to the Operational Readiness Walkthrough session, Team Wipro works with the Department to ensure the checklist validates all necessary requirements, processes and procedures.

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/data-and-systems/mect/index.html

The Contractor will be responsible for providing and maintaining a solution that meets all applicable checklist items in the most current and future versions of the Medicaid Enterprise Certification Toolkit (MECT) (and any process CMS identifies to replace the MECT in the future), 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 MECT 2.3 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 in detail their approach to meet each of the Certification requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro will 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 Medicaid Enterprise Certification Toolkit (MECT). Team Wipro is ready to work with the State, the System Integrator, IV&V, CMS, and the staff of any other MPATH MMIS module to satisfy all certification requirements. We have extensive experience with the MECT 2.3 and these requirements permeate throughout our response.

Team Wipro is responsible for providing and maintaining a solution that meets all applicable checklist items in the most current and future versions of the MECT and supporting the review and validation of those items by the Department, IV&V Contractor, and CMS. Team Wipro and the Wipro EMaaS solution will provide evidence for all CMS Milestone Review checklist items and will create contractually required certification documents. Team Wipro closely monitors all CMS MECT

versions and updates and remain current on the latest developments with Outcome Based Certification (OBC) as well as the impact this will have on the current certification process. Team Wipro stands ready to collaborate with the State to make any mid-stream adjustments to certification if required by CMS. We have the experience needed to minimize the impact of OBC on MPATH MMIS module schedules.

Team Wipro is knowledgeable of all MECT-related items associated with the solution offered. The MECT Mapping document, found as Attachment D, contains the MECT 2.3 checklist items applicable to the Contractor's scope of work, mapped to the associated business requirements. Team Wipro has extensive knowledge of MECT 2.3 checklist items for multiple modules, including those for certifying the Fee-for-Service Claims and Adjudication Module. This includes both functional and core checklist requirements. We demonstrate evidence from the Wipro EMaaS solution for all checklist items in Attachment D – MECT Mapping.

Our Certification Lead:

- **22+ years overall experience**
- **Certification SME for MMIS and MITA 3.0**
- **Experience in three other States**

Team Wipro provides staff and other resources to support and participate in MECT milestone reviews and other certification activities that occur before, during and after implementation of the proposed solutions. Team Wipro will provide a Certification Lead with extensive CMS certification experience and this resource will prepare for and participate in all certification meetings and Milestone Reviews. The Certification Lead will call in the Wipro Subject Matter Experts (SME) to attend certification meetings, Gate Reviews, and CMS Milestone Reviews as required.

The Wipro Certification Lead will create the Certification Plan that will outline all steps required to achieve certification for the Wipro EMaaS solution. This Plan will address coordination requirements with the State, the System Integrator, IV&V, CMS, and other staff from MPATH MMIS modules. The Team Wipro Certification Plan aligns directly with the MECT 2.3 Life Cycle as depicted by the CMS steps in the diagram below.

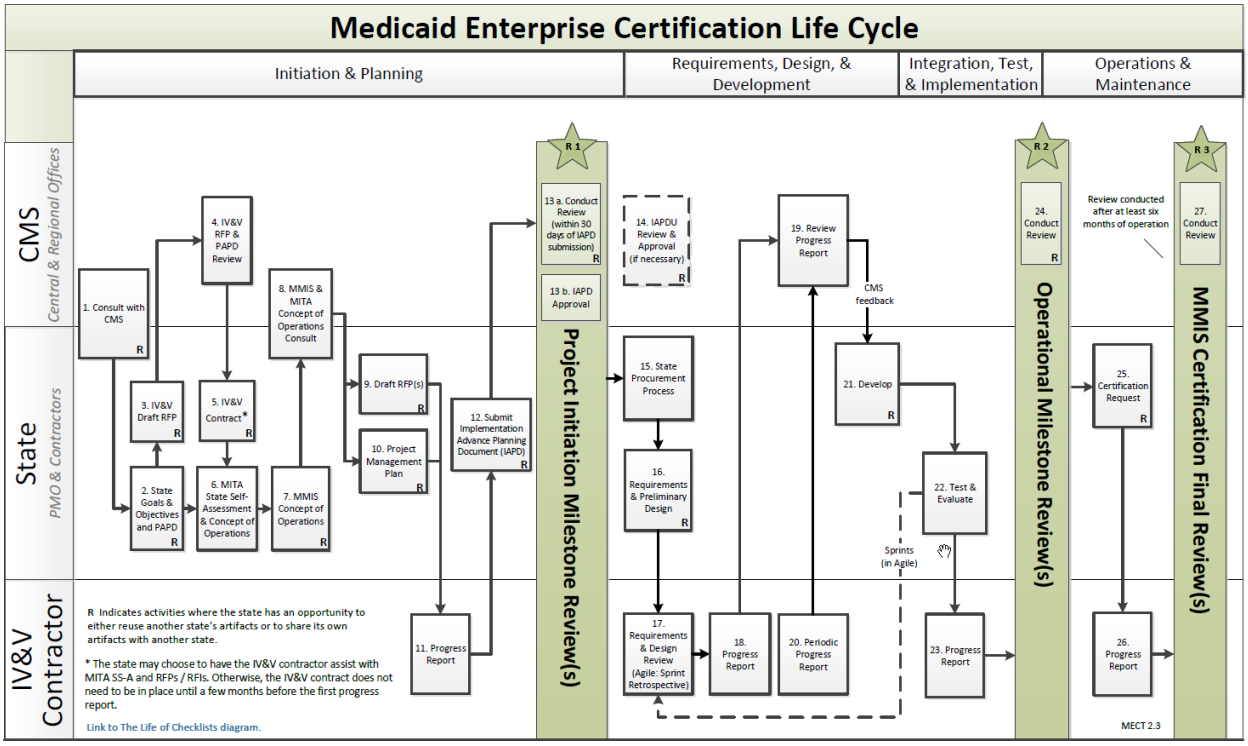


Figure 3-57: Medicaid Enterprise Certification Life Cycle

Our Certification Plan has an associated work plan and schedule that mirrors the steps of the CMS Certification Life Cycle above and is discussed in more detail in the Project Deliverables and Documentation Section (DOC02).

Team Wipro has the experience and track record of success that positions us to fully meet all of the MPATH certification requirements. Our Certification Lead is your trusted advisor and will ensure that all current and future certification requirements are fully met. Team Wipro and the Wipro EMaaS solution is flexible and agile in adapting to evolving State and CMS requirements. Team Wipro utilizes change management procedures to address future CMS changes in certification requirements, such as OBC, as well as requested changes to Wipro EMaaS.

Team Wipro looks forward to being your trusted partner in success, working together with confidence to achieve a CMS certified – Fee-for-Service Claims and Adjudication Module for the State of Montana.

Please see the following detailed responses to our approach to meet the Certification requirements outlined in Attachment F – Requirements Response Matrix.

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.

Team Wipro will develop a Certification Crosswalk that describes how the Contractor's deliverables and other documentation align with federal certification requirements and MECT milestone reviews.

Team Wipro will create a Requirements Traceability Matrix (RQM06) that tracks all functional and core checklist requirements contained in RFP Attachment F with Wipro EMaaS functionality. Team Wipro will also create a Certification Plan (DOC02) that includes a schedule for the creation of required MECT 2.3 deliverables and checklists. Team Wipro's project work plan details the Certification activities with the deliverables and associated documentation. This work plan, as shown in the excerpt below, also documents certification initiation steps that include the creation of the Certification Crosswalk.

Task Name	Duration	Resource Names
EMaaS Certification Initiation	**21 days**	
Milestone: Wipro Certification Lead On Board	0 days	
Review SI System Development Life Cycle	1 day	DPHHS IS,IV&V,Program Integrator
CERT14 - Certification Document Repository	**5 days**	
CERT01 - Certifiction Crosswalk	**18 days**	
Draft Certification Crosswalk	10 days	Team Wipro
Submit Certification Crosswalk for Review	1 day	Team Wipro
Review Certification Crosswalk	5 days	DPHHS Business,IV&V,Program Integrator
Approve Certification Crosswalk	1 day	DPHHS Business,IV&V,Program Integrator
Upload Certification Crosswalk to Certification Document Repository	1 day	Team Wipro
Milestone: CERT01 - Certification Cross Walk - Complete	0 days	
DOC02 - Certification Plan	**18 days**	
Concuct Certification Kick Off Metting	2 days	DPHHS Business,DPHHS IS,DPHHS Security,IV&V,Program Integrator,Team Wipro
CMS Consult for Outcome Based Certification (Update on Status)	1 day	DPHHS Business,IV&V,Program Integrator,Team Wipro

Figure 3-58: Sample Certification Crosswalk Creation Activities

Team Wipro assumes that the initial R1 – Project Initiation Milestone Review (PIMR) has already been completed by the State and CMS. The remaining Milestone Reviews requiring certification artifacts will be produced and stored in a shared certification document repository. Previously completed R1 artifacts will be loaded to the certification document repository. Team Wipro will coordinate with the State, the SI, and IV&V to complete the certification artifacts including the Checklists evidence and Project Progress Reports.

R1 – Project Initiation Milestone Review (PIMR)

Table 3-5: R1 – Project Initiation Milestone Review

MECT 2.3 Milestone Deliverables	Responsible
State Goals and Objectives	SI, State
Implementation Advanced Planning Document (IAPD)	SI, State
Draft RFP(s)	SI, State
MITA Concept of Operations	SI, State
MITA Technical Management Strategy	SI, State

MECT 2.3 Milestone Deliverables	Responsible
MITA Data Management Strategy	SI, State
MMIS Concept of Operations	SI, State
MITA self-assessment / MITA roadmap	SI, State
New Medicare Card Program's (NMCP) State Medicaid Agency Readiness Report	SI, State
System Security Plan	SI
Privacy Impact Analysis	SI
Project Management Plan	SI
Schedule (or milestones and burn-down charts)	SI
Risk Management Plan and Risk Register / Section of Project Management Plan	SI
Project Progress Report (PPR)	IV&V
Project Checklists and Evidence	IV&V

The following tables show the cross-reference between MECT 2.3 artifacts required for each Milestone Review and the related RFP document requirements. The tables also shows what organization is responsible for the creation or updating of required certification artifacts. These tables will be included in the Certification Crosswalk.

R2 – Operational Milestone Review (OMR)

Table 3-6: R2 – Operational Milestone Review

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
Working Wipro EMaaS Component(s)	Team Wipro	Attachment F
Project Management Plan – Updated	Team Wipro	PMT18 - Project Management Plan (PMP)
		DOC15 - Communication Plan
		DOC16 - Quality Management Plan
		DOC18 - Change Management Plan
		DOC24 - Staffing Plan
		DOC26 - Master Test Plan
		DOC28 - System Test Plan
		DOC40 - Issues Management Plan
		DOC51 - Training Plan

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
Risk Management Plan and Risk Register – Updated (Section of the Project Management Plan)	Team Wipro	DOC38 - Risk Management
Privacy Impact Analysis – Updated	State with Team Wipro Support	SEC68 - Privacy Impact Analysis
System Security Plan	Team Wipro	DOC01 - System Security Plan
Schedule (or milestones and burn-down charts) – Updated	Team Wipro	PMT36 - Project Work Plan (PWP)
Incident Management Plan	Team Wipro	DOC12 - Operations, Maintenance and Configuration Plan - #3
Configuration Management Plan	Team Wipro	DOC04 - Application Configuration and Maintenance
		DOC12 - Operations, Maintenance and Configuration Plan
		DOC22 - Defect Management Plan
		DOC44 - Technology Matrix
Information Security Risk Assessment	Team Wipro, State	SAO54 - FedRAMP Risk Assessment Audit
Database Design	Team Wipro	DOC14 - System Design Document (SDD)
		DOC29 - System Documentation - Physical Database Design
		DM145 – Conceptual Data Model
		DM11 – Data Dictionary
Data Conversion / Management Plan	Team Wipro	DOC03 - Data Management, Conversion and Migration Plan
Contingency / Recovery Plan	Team Wipro	DOC08 - Business Continuity and Disaster Recovery Plan
		DOC09 - Business Continuity
		DOC10 - Disaster Recovery
Test Reports / Validated Product Reports	Team Wipro	TEST04 - Integration Test Results
		TEST04 - Parallel Test Results
		TEST04 - Performance Test Results

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
		TEST04 - Regression Test Results
		IA04 - Operational Readiness Test Results
System Design Document	Team Wipro	DOC14 - System Design Document (SDD)
		DOC11 - Update all Project Documentation
		DOC19 - Technical Documentation
		DOC21 - Solution Architecture Document
		DOC46 - User Interface Style Guide
		INR33 - Interface Control Documents (ICD)
System Requirement Document / backlog of user stories or use cases	Team Wipro	DOC29 - System Documentation
		RQM006 - Requirements Traceability Matrix
Product Documentation	Team Wipro	DOC07 - User Documentation
		DOC11 - Update all Project Documentation
		DOC39 - Desk Level Procedures
		DOC42 - Operations Procedure Manual
Roll Out Plan	Team Wipro	DOC50 - Module Implementation Plan
		DOC28 - System Test Plan
HIPAA Statement	State with Team Wipro Support	CERT06 - HIPAA Compliance
New Medicare Card Program's (NMCP) State Medicaid Agency Readiness Report	State	
IV&V - Project Progress Report (PPR)	IV&V with Team Wipro Support	CERT04 - Contribute to the quarterly IV&V certification reports.
IV&V - Project Checklists and Evidence	IV&V with Team Wipro Support	CERT02 - Certification Checklist Updates
		CERT12 - Coordinate with the State to develop CMS Certification Checklist documentation
		IA06 - Operational Readiness Review Checklists (ORR)

R3 – Certification Final Review (CFR)

Table 3-7: R3 – Certification Final Review

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
Implementation Advanced Planning Document (IAPD)	SI, State	
MITA Concept of Operations	SI, State	
MMIS Concept of Operations	SI, State	
MITA self-assessment / MITA roadmap	SI, State	
System Security Plan	Team Wipro	DOC01 - System Security Plan
Privacy Impact Analysis – Updated	State with Team Wipro Support	SEC68 - Privacy Impact Analysis
Schedule (or milestones and burn-down charts) – Updated	Team Wipro	PMT36 - Project Work Plan (PWP)
Risk Management Plan and Risk Register – Updated (Section of the Project Management Plan)	Team Wipro	DOC38 - Risk Management
Incident Management Plan	Team Wipro	DOC12 - Operations, Maintenance and Configuration Plan - #3
Configuration Management Plan	Team Wipro	DOC04 - Application Configuration and Maintenance
		DOC12 - Operations, Maintenance and Configuration Plan
		DOC22 - Defect Management Plan
		DOC44 - Technology Matrix
Information Security Risk Assessment	Team Wipro, State	SAO54 - FedRAMP Risk Assessment
		SEC11 - Risk Assessments and Security audit
Database Design - Updated	Team Wipro	DOC14 - System Design Document (SDD)
		DOC29 - System Documentation - Physical Database Design
		DM145 – Conceptual Data Model
		DM11 – Data Dictionary
Data Conversion / Management Plan	Team Wipro	DOC03 - Data Management, Conversion and Migration Plan

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
Contingency / Recovery Plan	Team Wipro	DOC08 - Business Continuity and Disaster Recovery Plan
		DOC09 - Business Continuity
		DOC10 - Disaster Recovery
Test Reports / Validated Product Reports	Team Wipro	TEST04 - Integration Test Results
		TEST04 - Parallel Test Results
		TEST04 - Performance Test Results
		TEST04 - Regression Test Results
		IA04 - Operational Readiness Test Results
System Design Document	Team Wipro	DOC14 - System Design Document (SDD)
		DOC11 - Update all Project Documentation
		DOC19 - Technical Documentation
		DOC21 - Solution Architecture Document
		INR33 - Interface Control Documents (ICD)
		DOC46 - User Interface Style Guide
Incident Management Plan	Team Wipro	DOC12 - Operations, Maintenance and Configuration Plan - #3
System Requirement Document / backlog of user stories or use cases	Team Wipro	DOC29 - System Documentation
		RQM006 - Requirements Traceability Matrix
Product Documentation	Team Wipro	DOC07 - User Documentation
		DOC11 - Update all Project Documentation
		DOC19 - Technical Documentation
		DOC39 - Desk Level Procedures Manual
HIPAA Statement	State with Team Wipro Support	CERT06 - HIPAA Compliance
New Medicare Card Program's (NMCP) State Medicaid Agency Readiness Report	State	
The official Certification Request Letter	State	IA01 - Implementation Letter

MECT 2.3 Milestone Deliverables	Responsible	Related RFP Requirements
Working Wipro EMaaS Component(s)	Team Wipro	Attachment F
Samples from six months of operating data	Team Wipro	CERT14 - Contractor will populate the certification document repository
Substantive and representative set of all reports and information retrieval screens (electronic format preferred)	Team Wipro	CERT14 - Contractor will populate the certification document repository
A list of information retrieval functions and reports for each business area (including a list identifying distribution of the reports and who can access the information retrieval displays)	Team Wipro	CERT14 - Contractor will populate the certification document repository
Evidence that Transformed Medicaid Statistical Information System (T-MSIS) data requirements are met for timeliness and data quality	Team Wipro	CERT14 - Contractor will populate the certification document repository
Project Progress Report (PPR)	IV&V with Team Wipro Support	CERT04 - Contribute to the quarterly IV&V certification reports.
Checklists and Evidence	IV&V with Team Wipro Support	CERT02 - Certification Checklist Updates
		CERT12 - Coordinate with the State to develop CMS Certification Checklist documentation
		IA06 - Operational Readiness Review Checklists (ORR)

The required artifacts will be organized and stored in the shared certification document repository for the Milestone Reviews and categorized by the following:

- MITA artifacts
- Technical/SDLC artifacts
- Financial artifacts
- Security/Privacy artifacts
- Project Management artifacts
- Final Evidence for Certification

Team Wipro's approach is fully compliant with the MECT 2.3 certification requirements.



CERT02

The Contractor shall complete milestone updates of the CMS Certification Checklists as requested by the State.

Team Wipro will complete milestone updates of the CMS Certification Checklists as requested by the State.

All required Wipro EMaaS certification checklist evidence will be provided as indicated by the Requirements Traceability Matrix and will be loaded to the shared certification document repository. We will coordinate with IV&V to ensure that all needed evidence has been provided in a timely manner.

Team Wipro will assist the State in the creation of Checklist Evidence Workbooks (see example below). Each CMS Milestone Review requires that evidence be provided regarding Functional and Core Checklist requirements.

The Functional checklist areas for the Fee-for-Service Claims and Adjudication module are:

- Claims Adjudication
- Care Management
- Claims Receipt
- Operations Management

The Core checklist areas are:

- Information Architecture
- Standards and Conditions (S&C) for Medicaid IT
- Technical Architecture (TA) Access & Delivery (A&D)
- TA Intermediary & Interface (I&I)
- TA Integration & Utility (I&U)

Team Wipro will participate in, and provide the evidence for checklist workbook sessions with the State and will make any needed evidence adjustments resulting from these sessions. The following checklist workbook example shows how evidence will be recorded, reviewed and approved for each checklist item.

FFS Claims and Adjudication Checklist (MMIS Module)

Select Milestone Review(s) → ☑ Project Initiation ☐ Final ☐ Operational | Check Spelling | Project Initiation Milestone Review

Ref # *(MITA State-specific)*	System Review Criteria	Source	Yes/No	Project Initiation Milestone Evidence	Review Date	Reviewer Name	Reviewer Assessment	Reviewer Comments
CSF CL1: All claims are accurately captured and processed at the earliest possible time, and reports summarize claims processing timeliness thresholds.								
OM.CL1.1	The system captures accurately all input into the system at the earliest possible time.	SMM						
OM.CL1.10	The system screens and captures electronic images and date-stamps, assigns unique control numbers, and batches hardcopy claim forms, attachments, adjustment / void forms, and updated turnaround documents.	IBP						
OM.CL1.11	The system logs each batch into an automated batch control system.	IBP						
OM.CL1.12	SMA provides the ability to identify claim entry statistics to assess performance compliance.	IBP						
OM.CL1.13	The system provides a unique submitter number for each billing service or submitter that transmits electronic or paper claims to the MMIS for a single provider or multiple providers.	IBP						
OM.CL1.14	The system provides an attachment indicator field on all electronic media claims to be used by the submitter to identify claims for which attachments are being submitted separately.	IBP						
OM.CL1.15	SMA supports testing of new provider claims submission systems by allowing providers to submit electronic claims test files that are processed through the adjudication cycle without impact on system data.	IBP						
OM.CL1.16	The system identifies any incomplete claim batches that fail to balance to control counts.	IBP						
OM.CL1.17	SMA provides and maintains the capability to process standard financial transactions including recoupments and payouts which cover more than one claim/service.	IBP						

Figure 3-59: Example FFS Claims and Adjudication Checklist workbook

All required certification artifacts and evidence will be stored in the shared certification document repository. This repository will contain approval life cycle versions of artifacts (draft, revision history, final).

Team Wipro has experience successfully coordinating with IV&V teams to prepare checklist evidence for Milestone Reviews and we will proactively make needed updates to required checklist evidence prior to Milestone Reviews.

CERT03

The Contractor shall validate the system against the CMS Certification Checklists

Team Wipro will validate the system against the CMS Certification Checklists.

Team Wipro will create Requirements Traceability Matrix (RQM06), which serves as the roadmap for providing checklist evidence validation. Team Wipro will provide the necessary project

deliverables, artifacts, test cases, user guides and will demonstrate any Wipro EMaaS component that is being validated.



CERT04

The Contractor shall contribute to the quarterly IV&V certification reports.

Team Wipro will contribute to the quarterly IV&V certification reports.

Team Wipro will coordinate with IV&V for the preparation of the quarterly Project Progress Reports (PPR) by providing input and clarifications in a timely manner. Team Wipro will proactively identify and report any project risks in the required format (reference below MECT 2.3 Appendix D – MMIS IV&V Progress Report Template) that merit inclusion in the PPR.

Risks

Instructions: *List important programmatic or technical risks across* ***the entire project****, not just for modules to be reviewed during the next milestone review.*
Use a unique Risk ID and provide the risk title and a description, being sure to indicate if it is a project or module level risk. ***For previously reported risks, use the same Risk ID, title, and description and update the remaining fields****. Pick appropriate values from the probability (1 = Not Likely to 5 = Nearly Certain) and impact (1 = Minimal to 5 = Severe) drop-down menus. Based on your selection, the risk score will be calculated automatically.*
Provide the resolution date in the Target or Actual Resolution Date column (MM/DD/YYYY format).
Provide the mitigation plan information (include details) and its status in the Mitigation Plan and Status column.
(Due to Excel limitations, text boxes may not expand when filled with data beyond the size of the cell. Data will be captured even if not completely visible.)

Risk ID #	Risk Title	Description	Probability	Impact	Risk Score	Target or Actual Resolution Date (If Applicable)	Mitigation Plan & Status
					-		
					-		

Figure 3-60: MECT 2.3 Appendix D – MMIS IV&V Progress Report Template – Risks Section

Team Wipro will proactively identify and report any project recommendations that merit consideration by the State, IV&V, and stakeholders for inclusion in the PPR. Team Wipro will submit recommendations in the format required by the PPR. See MECT 2.3 Appendix D – MMIS IV&V Progress Report Template – Recommendations Section example below.

Recommendations

Instructions: *List programmatic or technical recommendations for the state regarding the overall project and/or any module in any phase of planning, development, deployment or operation. Recommendations can be based on cost, schedule, technical, risk, or other factors.*
(Due to Excel limitations, text boxes may not expand when filled with data beyond the size of the cell. Data will be captured even if not completely visible.)

Recommendation #	Date of Recommendation	Recommendation	Resolved?	Comments / Resolution

Figure 3-61: MECT 2.3 Appendix D – MMIS IV&V Progress Report Template – Recommendations Section

Team Wipro will also validate the system against the CMS Certification Checklists and will provide clarification to IV&V to perform the Checklist Evidence Certifications needed to complete the PPR checklist assessments. See MECT 2.3 Appendix D – MMIS IV&V Progress Report Template – Programmatic Checklist Section example below.

Programmatic Checklist

Instructions: *Review the state's compliance with each criterion and complete the IV&V columns. For all dates, please use MM/DD/YYYY format. If 'Not Assessed' is selected from the Reviewer Assessment column, give a justification for this in the Reviewer Comments column. Due to Excel limitations, text box may not expand when filled with data beyond the size of the cell. Data will be captured even if not completely visible. If you need to review all data in a cell, double click the cell and use the down arrow from your keyboard to navigate.*

			IV&V Columns			
Category	Ref #	Review Criteria	Review Date	Reviewer Name	Reviewer Assessment	Reviewer Comments
Governance	S&C.MS.15	The state uses an SDLC.				
Governance	S&C.MC.1	The State Medicaid Agency (SMA) develops its MITA Roadmap and uses a completed MITA SS-A for evaluation of its As-Is and identification of its To-Be capabilities for Business, Information, and Technical Architectures and the Standards and Conditions for Medicaid IT.				
Governance	IA.DMS.1	The SMA demonstrates its adoption of the governance process and structure to promote trusted data governance, data stewards, data owners, data policy, and controls redundancy within the intrastate.				
Governance	IA.DS.3	The SMA documents information exchanges in trading partner agreements as specified in 45 CFR 162.915.				

Figure 3-62: MECT 2.3 Appendix D – MMIS IV&V Progress Report Template – Programmatic Checklist Section

Team Wipro will schedule and lead weekly sessions with IV&V to discuss progress, risks and recommendations so there is adequate time to prepare for the submission of the PPR.



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.

Team Wipro will provide staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings, and other activities as required by CMS.

Team Wipro provides a senior Certification Lead with extensive successful certification experience. The Certification Lead writes and manages to the Certification Plan (DOC02) and Certification Crosswalk (CERT01) documents. The Certification Plan addresses how Team Wipro will coordinate with the State, SI, IV&V, and CMS to ensure the success of the certification Milestone Reviews. Team Wipro will provide a backup resource to the Certification Lead to ensure that all certification related activities and deliverables will progress uninterrupted. Team Wipro will also provide additional Wipro EMaaS subject matter experts to participate in certification activities as deemed necessary by the State.

Team Wipro's proposed Certification Lead has the knowledge and experience to be a trusted advisor to the State regarding lessons learned and optimum actions and coordination needed to achieve Wipro EMaaS certification.

Team Wipro will perform the following:

- Contribute to the quarterly IV&V certification reports
- Coordinate with IV&V for the preparation of the quarterly PPR by providing input and clarifications in a timely manner
- Provide the Earned Value (EV) for the schedule as requested
- Proactively identify and report any project risks that merit inclusion in the PPR
- Submit risks in the format required by the PPR

Team Wipro will schedule and lead weekly sessions with IV&V to discuss progress, risks and recommendations to ensure adequate preparation for the submission of the PPR.



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.

Team Wipro will 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, and traceability to test plans or test cases.

Team Wipro will create or provide assistance to the State in the creation of required certifications artifacts for Milestone Reviews and evidence for certification Checklists. The Requirements Traceability Matrix will serve as a guide for locating and demonstrating Wipro EMaaS functionality.

All Team Wipro contractual documents required in section 3.10.7 - Project Deliverables and Documentation will be sources for Milestone Reviews and checklist evidence. Team Wipro understands what it takes to manage the challenge of preparing certification artifacts that will communicate to CMS that certification checklist evidence is fully achieved.



CERT07

The Contractor shall participate and support as needed in CMS certifications of the other modules

Team Wipro will participate and support as needed in CMS certifications of the other modules.

The Team Wipro Certification Lead will anticipate the need to provide certification evidence for other modules. There are many aspects of MPATH MMIS module integration that will require the testing and confirmation of interface functionality. Transmission of Personal Health Information (PHI) requires verification that all HIPAA rules are followed. System security is stringent and evidence will be provided that module-to-module interactions are fully compliant. Team Wipro will support any certification needs of other modules.

Team Wipro certification approach can be applied to other modules. We are excited to share our approach with other modules if needed to help the State achieve consistency in how CMS certification is approached.



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.

Team Wipro will expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State.

The Certification Plan defines how remediation activities are recorded and tracked. Our Certification Plan follows the steps outlined in Appendix L – Milestone Review Preparation Guide of the MECT 2.3 guidelines. The following figure illustrates an excerpt from the Certification Plan Schedule. This example shows the steps from Appendix L. The "Complete Outstanding Action Items" step below (indicated by the red arrow) is when Milestone Review remediation activities take place if necessary. This schedule will be expanded to include all identified remediation action items required to gain CMS certification approval. This updated schedule will then be reviewed and approved by the State.

Task Name	Duration	Resource Names
R2 - Conduct Operational Milestone Review (OMR) - per MECT Appendix L	**57 days**	
6 to 8 weeks prior to OMR	**3 days**	
Discuss with CMS the format and timing of the review, State evidence storage plan, and legal agreements that need to be put in place	3 days	State
Give IV&V access to Checkleist evidence	1 day	State
2 to 6 Weeks Prior to OMR	**25 days**	
Send Email to CMS informing them of readiness for Milestone review (4 to 6 weeks prior)	1 day	State
Finalize Checklists and upload evidence to repository	2 days	State,Team Wipro
Send CMS forms for accessing State repository (and to the module in production for R3)	1 day	State
Finalize and sign any necessary legal documents	20 days	CMS,State
Grant repository access to the Milestone Review Team members	1 day	State
Adjudicate Check Lists	15 days	IV&V
Complete IV&V Project Progress Report (PPR)	5 days	IV&V,Team Wipro
Send Project Progress Report (PPR) and checklists to CMS and State simultaniously	1 day	IV&V
Conduct Kick-off meeting with the state (for virtual / on-site reviews)	1 day	CMS
Send Review Team Member List to State	1 day	CMS
2 Weeks Prior to OMR	**6 days**	
Review PPR, Checklists and Evidence	6 days	CMS
Send clarifying questions to State if necessary	6 days	CMS
Conduct Operational Milestone Review (OMR)	15 days	CMS
Post OMR Review	**11 days**	
Complete outstanding action items	5 days	State,Team Wipro
Finalize CMS comments and findings in CMS tab of IV&V PPR	5 days	CMS
Send OMR Report to State	1 day	CMS
Milestone: CMS Approval of Operational Milestone Review	0 days	

Figure 3-63: Certification Plan Schedule

The remediation schedule will be reviewed with the State on a regular basis following a cadence agreeable to the State.

If a need for remediation is determined, Team Wipro will use the Jira project tool to record all required corrections and action items for certification remediation. Any needed updates to project artifacts will be performed in a timely manner and updated documents will be loaded to the shared certification document repository under version control.



CERT09

The Contractor shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process.

Team Wipro will use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process.

Team Wipro uses proven testing tools and follows best testing practices as documented in the Master Test Plan (DOC26).

Team Wipro will use the proven Jira project tool for recording certification action items, defects and changes. Changes will be assessed for project impact and remediation steps will be documented. Jira will track defect remediation and changes to Wipro EMaaS functionality from discovery, configuration/build, testing, demonstration, approval, and implementation.

Team Wipro will conduct weekly meetings with the State to review the status and any changes made to the Wipro project schedule and bi-weekly change management meetings with the State to review new change requests and track the progress of open change requests.



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.

Team Wipro 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.

Team Wipro will update all project documentation when changes are made to Wipro EMaaS. The Change Management process will produce Action Items in Jira for system, user, and training documentation to be updated. All document updates will be reviewed and approved by the State.



CERT11

The Contractor shall ensure system CMS Certification through correct design, implementation, documentation and certification support.

Team Wipro will ensure system CMS Certification through correct design, implementation, documentation and certification support.

Team Wipro will deliver all contractually required Wipro EMaaS documents and artifacts in a timely manner and with the highest of quality. The Team Wipro Work Plan for Certification, Design, Development, and Implementation is based on MECT 2.3 and current and best practices.

The following reference documents are used to guide the Wipro Team:

Table 3-8: CMS Certification Reference Documents

#	Document Name	Content Overview
1	Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK™) Version 5.0	Industry standard for project management.
2	CMS Medicaid Enterprise Certification Toolkit – 2.3	MECT 2.3
3	Medicaid Enterprise Certification Life Cycle (MECL) guidance document	CMS Certification Guidance Document
4	Chapter 11 of the CMS State Medicaid Manual (SMM)	CMS State Medicaid Guidance

CMS has an expectation the States will follow a System Development Life Cycle (SDLC) based on best practices. See the following illustration from the MECT 2.3 guidelines.

It is expected that the State has an internal SDLC. An SDLC should include internal Gate Reviews that take place at the end of SDLC phases. It is important to have internal reviews of all certification artifacts and evidence prior to giving CMS access to the Certification Document Repository or Milestone Reviews. The Gate Reviews serve as an internal go-no go session prior to engaging CMS for Milestone Reviews.

Participants in these gate reviews include:

- DPHHS
- System Integrator
- IV&V
- Team Wipro
- Key Stakeholders

The following are the CMS Milestone Reviews and their predecessor Gate Reviews.

Table 3-9: CMS Milestone Reviews and Gate Review

CMS - Milestone Review		Predecessor SDLC Gate Review
R1	Project Initiation Milestone review (PIMR)	Project Baseline Review (PBR)
R2	Operational Milestone Review (OMR)	Operational Readiness Review (ORR)
R3	MMIS Certification Final Review (CFR)	Post-Implementation Review (PIR)

These Gate Reviews are included in the Certification Schedule within the Wipro EMaaS Work Plan.

The following figure illustrates an example of the integration of SDLC Gateway Reviews and CMS Milestone Reviews across SDLC phases.

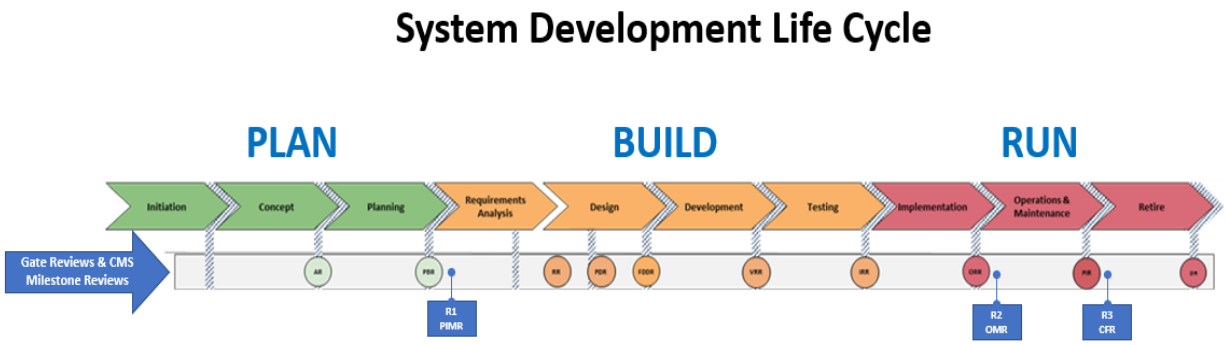


Figure 3-64: Integration of Reviews Across SDLC Phases

Team Wipro will integrate our Design, Development and Implementation tasks within the State's SDLC standard to ensure our project activities comply with State best practices.

Team Wipro has proven experience and expertise following best practice SDLCs to deliver all contractual project documents and artifacts to meet CMS certification requirements. The Team Wipro development methodology and Certification Schedule are fully compliant with MECT 2.3.

CERT12

The Contractor shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement.

Team Wipro will coordinate with the State to develop the CMS Certification Checklist documentation for each MECT Checklist requirement.

Team Wipro will partner with the State, the SI, and IV&V in preparation for CMS Milestone Reviews and will participate in all internal reviews of certification documents and artifacts prior to submission to CMS. Team Wipro will produce all required Wipro EMaaS checklist evidence in a timely manner.

CERT14

The Contractor shall populate the certification document repository, as each required item/artifact is completed and approved.

Team Wipro will populate the certification document repository, as each required item/artifact is completed and approved.

The required artifacts and evidence are organized and stored in the shared certification document repository for the Milestone Reviews and categorized by the following:

- MITA artifacts
- Technical/SDLC artifacts
- Financial artifacts
- Security/Privacy artifacts
- Project Management artifacts
- Final Evidence for Certification

The creation of the certification document repository is a task in the Certification Work Plan /

Schedule excerpt shown below.

Task Name	Duration	Resource Names
Enterprise Medicaid as a Service (EMaaS) Certification Schedule	**211 days**	
Milestone: EMaaS Project Start Date	0 days	
EMaaS Certification Initiation	**21 days**	
Milestone: Wipro Certification Lead On Board	0 days	
Review SI System Development Life Cycle	1 day	DPHHS IS,IV&V,Program Integrator
CERT14 - Certification Document Repository	**5 days**	
Agree on Repository Diretctory Structure	1 day	Team Wipro,IV&V,Program Integrator
Create Repository	1 day	Team Wipro
Grant Repository Access	1 day	DPHHS IS
Load Repository Certification Reference Documents	2 days	Program Integrator,Team Wipro
Milestone: CERT14 - Certification Document Repository - Created	0 days	
CERT01 - Certifiction Crosswalk	**18 days**	
DOC02 - Certification Plan	**18 days**	
Concuct Certification Kick Off Metting	2 days	DPHHS Business,DPHHS IS,DPHHS Security,IV&V,Program Integrator,Team Wipro
CMS Consult for Outcome Based Certification (Update on Status)	1 day	DPHHS Business,IV&V,Program Integrator,Team Wipro

Figure 3-65: Certification Work Plan/Schedule

The certification document repository is updated throughout the project life cycle. Documents are tracked as draft or final with version control in effect. All document and checklist evidence required for each Milestone Review are loaded into the "Final Evidence for Certification" repository subdirectory.



CERT16

The Contractor shall present at milestone reviews and other certification meetings as directed by the State.

Team Wipro will present at milestone reviews and other certification meetings as directed by the State.

Team Wipro's Certification Lead will prepare for and present at Milestone reviews and certification meetings as required. The proposed Team Wipro Certification Lead has strong platform knowledge and communication skills.

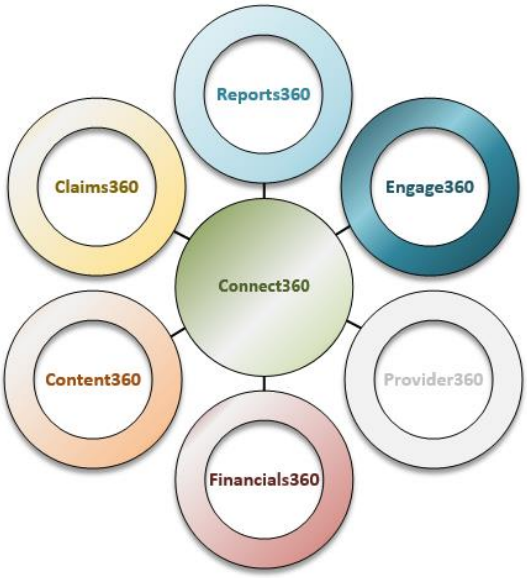
Team Wipro's Certification Lead will ensure that any additional Team Wipro subject matter experts will participate in the meetings to address specific evidence requirements and Wipro EMaaS functionality demonstrations.

3.10.4 OPERATIONS, MAINTENANCE, AND CONFIGURATION

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. The Offeror must describe in detail their approach to meet each of the Operations, Maintenance, and Configuration requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro provides Operations support, Maintenance, and ongoing Configuration of the provided EMaaS solution throughout the life of the Contract. This includes providing Operations support as defined in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). Team Wipro follows project management and system development processes throughout the life of the Contract.



Team Wipro's defined and well-structured steady state methodology leads to a seamless transition from the DDI phase to Operations and Maintenance (O&M). Leveraging a hybrid agile methodology ensures a focus on communication, integration, and collaboration among IT professionals to enable rapid deployment of configuration updates.

Our methodology is based on the Information Technology Infrastructure Library (ITIL) framework. In addition to adhering to this methodology, a key factor for this transition will be knowledge acquisition. This will be accomplished by rolling over adequate DDI staff to O&M to achieve a seamless transition.

This methodology focuses on the following:

- **Ensure** that processes are operationalized and aligned to ITIL Framework
- **Initiate** continuous improvement programs
- **Enhance** end user experience

The key success criteria for this methodology are:

- **Minimizing Risk** to operations and business
- **Optimizing Cost** to meet business demand by delivering high quality solutions and strategy while reducing cost
- **Support Growth** by preparing for future-ready customer experience strategy
- **Bring Flexibility and Scalability** to adopt to the agency's business strategies and global spread
- **Improve Quality** of operations with the intent to 'do things right – first time and every time'
- **Enable Continuous Improvement** by creating an ecosystem that continuously focuses on bringing in efficiencies by eradicating waste, process inefficiency and failure demand on an ongoing basis
- Ultimately, **Partner with the State** in their customer-centric business transformation journey

Team Wipro responds in detail to the requirements outlined in Attachment F – Requirements Response Matrix.



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.

Team Wipro understands the needs related to law enforcement and Federal and State audit and review requests, and will provide audit support, which includes random sample generation, data extracts, hard-copy documents and any other requested data or information. Reporting information will be made available utilizing static as-of reporting, drill down reporting, ad hoc and on-request reporting, data extracts, dynamic reporting, and other mechanisms primarily coming from the Reports360 component of our Wipro EMaaS solution.

Our experienced system analysts and subject matter experts will collaborate with the agency to analyze the data requests and provide relevant random sample data, detail data extracts or hard-copy documents as requested, in a timely manner.



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.

Team Wipro will support the disaster recovery activities that provide timely failover and will create relevant documented policies and procedures for implementing a recovery.

Team Wipro will provide the Business Continuity / Disaster Recovery plan to address a wide range of infrastructure and services recovery responsibility associated with the following:

- Partial loss of a function or of data for a brief amount of time
- Man-made or natural disaster
- Hardware or Software failures resulting in data center equipment or infrastructure failure or total system failure
- Human Error
- Other unforeseeable emergencies

Team Wipro will collaborate with the department and develop a Business Continuity Plan which includes the following:

- Identification of the core business processes involved in the solution. For each core business process:
  - Identification of potential system failures for the process
  - Risk analysis
  - Impact analysis
  - Definition of minimum acceptable levels of outputs
- Documentation of contingency plans
- Definition of triggers for activating contingency plans
- Procedures for the activation of a business resumption team
- Creation of a plan for recovery of business functions, units, processes, human resources, and technology infrastructure

- Establishment of communication protocols
- Define the processes to restore operations in a timely manner

Disruption of any business process is frustrating to users, costly to employers, and interrupts needed services that the Department provides to the community. Team Wipro believes that a Disaster Recovery (DR) strategy is an integral part of our SaaS solution strategy and is essential to mitigating risk. In any disaster or disruption of operation the first priority is a clear designation of leadership and support staff to implement and manage disaster recovery activities that will provide timely failover. Our documented plan identifies key personnel responsible for initiating our disaster recovery procedures.

Team Wipro will also prepare a Disaster Recovery Plan which addresses the following:

- Retention and storage of backup files and software
- Hardware backup for critical system components
- Facility backup
- Backup for telecommunications links and networks
- Backup procedures and support to accommodate the loss of online communications
- A detailed file backup plan and procedures, including the offsite storage of crucial transaction and master files; the plan and procedures will include a detailed frequency schedule for backing up critical files and (if appropriate to the backup media) their rotation to an offsite storage facility. The offsite storage facility will provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations
- An enumeration of the prioritized order of restoration for the components of the solution
- A short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss

The plan contains procedures for data backup, disaster recovery including restoration of data, and emergency mode operations. The plan will include a procedure to allow facility access in support of restoration of lost data and to support emergency mode operations in the event of an emergency. In addition, access control will include procedures for emergency access to electronic information.

Team Wipro will use a phased approach to prepare, execute and maintain a Business Continuity Plan/Disaster Recovery (BCP/DR) plan for the Department. The BCP/DR plan will provide back-up processing capability at a remote site from the primary site such that normal processing can continue in the event of a disaster or major hardware problem at the primary site.



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.

Team Wipro will conduct an annual test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recovery/Business Continuity Test Report to the Department. The Test Report, at a minimum, will include:

- Summary and Scope of the test, which includes goals and objectives, participating teams, and location.
- Narrative of the timeline and outcome. Based on the goals and objectives of the test, this section describes if/how outcomes met or did not meet expectations.

- Issue log; the table below shows example information found in the issue log.

ISSUE 01 DESCRIPTION:	Date/Time:	MM/DD/YYYY 00:00
Impact:	None: No delay or outage occurred as a result of the issue Low: Minimal to no delay or outage occurred as a result of the issue Medium: The delay or outage was enough to impact the drill High: Significant delay or outage to the drill was required to resolve the issue Severe: Un-resolvable issue requiring a major outage or drill cancellation	
Root Cause:		
RESOLUTION:	Date/Time:	MM/DD/YYYY 00:00
REQUIRED FOLLOW-UP	Ticket Number:	
Owner(S):		

Figure 3-66: Example Issue Log

- Observations, recommendations, and Corrective Action Plan, as needed. If goals and objectives were not met and/or the Disaster Recovery and Business Continuity Plan was not able to be followed, Team Wipro will collaborate with all stakeholders to propose a Corrective Action Plan.
- Revisions to the Disaster Recover and Business Continuity Plan, if needed, based on test results.

Team Wipro will provide the Disaster Recovery/Business Continuity Test Results document within 30 days of test completion (SLA141).

Team Wipro currently conducts bi-annual Disaster Recovery exercises, per current contracts, and will conduct annual Disaster Recovery tests per this contract. Additionally, Business Continuity plans are updated no less than annually, and are part of the Disaster Recovery exercise. Team Wipro completed a successful Disaster Recovery of mainframe and open systems less than three months after moving primary datacenters and a total refresh of all hardware and standardization of all open systems software.

The Security team executes the risk assessment to identify project/ account/ process specific BCP risks related to people, process, and technology components. While carrying out the Business Impact Analysis and Recovery strategy development activities as part of the BCP process, the Business Unit teams discuss and sign off the Recovery Time Objective (RTO), Recovery Point Objective (RPO), and supporting Recovery strategies with the appropriate Service Functions. Based on the DR plan the project team performs the DR test.

Table Top Test - Once every 6 months or when major changes occur

Table Top Test involves testing the Business Continuity plan and Disaster Recovery Plan by perusing and analyzing the plan documents alone. This will be conducted by a team responsible for managing Business Continuity strategies of account.

The objective of a Tabletop test is to pinpoint the obvious gaps in the Business Continuity plan and Disaster Recovery Plan, such as changes in the IT infrastructure/people/contact details, which are not reflected in the plan and to exercise single or limited BC management function, decision making and resource allocation with emphasis on training rather than testing

Parallel Test - Annually

Parallel Test testing activity involves the use of prewritten test scenarios, or test scripts, for a disaster event (e.g., fire, windstorm, flood, power outage, hardware failure, or communications loss) or combination of events. The scenarios provide employees with a real-life situation and additional events that will have an impact on how the team members react to such disasters; it also gives the account management a baseline on which BCP can be relied upon.

Parallel test involves bringing the recovery site to a state of operational readiness, but maintaining operations at the primary site. Thus staff are relocated, backup tapes transferred, and operational readiness established in accordance with the disaster recovery plan while operations at the primary site continue normally.

The objective of parallel test is to test system's ability to cope with emergencies and to test internal and external communication and appropriateness of actions.



OMC04

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.

The Department defines maintenance for each module as follows:

1. Making configuration updates as requested by the State. 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 the State 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 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).
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:

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.

Team Wipro recognizes that ongoing operations support, maintenance, and configuration are necessary for the successful operation of the Department's Medicaid program and is integral to staying in compliance with CMS and State requirements. Therefore, Team Wipro will 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). We will follow project management and system development processes throughout the life of the Contract.

Team Wipro understands and agrees with the Department's maintenance definition listed within this requirement. We ensure the fulfilment of this requirement and perform the following activities to maintain customizations implemented as part of an approved enhancement.

- Completing configuration updates requested by the State, including changes to table values, parameters, codes, and business logic, including hardcoded business logic. Team Wipro maintains a configuration management strategy for all enhancements during Operations and Maintenance.
- Correcting defects found within Wipro EMaaS based on either documented requirements or the failure to meet those requirements. Team Wipro utilizes Jira to log, track, and prioritize system defects. Defects are reported and tracked throughout development iterations. Any production deficiency tickets are assigned to appropriate Team Wipro staff and worked according to priority. Similar tools and processes are followed for subsequent enhancements, configuration changes or maintenance requests.
- Researching information as requested by the State or required to support the Department, including System behavior and results, new healthcare initiatives, industry and State best practices, and impacts of new State and federal legislation. Team Wipro and Department staff create Jira research tickets in order to perform necessary analysis. Utilizing Jira enables us to assign tickets to the appropriate Subject Matter Experts and allows supervisors and Department staff to monitor and inquire research progress.
- Performing mass adjustments or mass changes as requested by the State or required to support the State's healthcare programs. Mass adjustment of claims may be requested by the agency. Team Wipro extracts the claims and, upon agency approval, submits them for reprocessing. If desired, edits can be bypassed and a description of why the adjustment was requested may be provided and applied to the claims. Claim edits can also be configured

within Claims360 to identify system events that cause claims to become out of date or impact the amount paid on a claim. When such events occur, the system will automatically identify and reprocess any claims affected.

- Completing regular maintenance as needed by the State or Team Wipro required or necessary to support the State's healthcare programs. Team Wipro will collaborate with the Department to create a regular maintenance schedule, which is posted for all stakeholders to view. Maintenance can include performance optimization, database management, software, hardware and tools, interface, report, and correspondence changes and making corrections or changes to maintain the integrity of the system or data. We will send reminder notifications prior to regular maintenance occurrences.
- Practicing appropriate testing, configuration, and change control procedures. Team Wipro uses industry best practices for all testing processes, configuration management, and change management procedures. We use project management tools, such as Jira and SharePoint, to ensure all processes and procedures are followed and progress is trackable.
- Updating system, user, and training documentation and online help to reflect changes as they occur to the system. Team Wipro understands that updated documentation is important for end users to work efficiently. We ensure all documentation is updated in a timely manner through the use of Jira ticket assignments and review workflows.

Our current Missouri Medicaid contract provides extensive experience being in a steady state of a project. This experience prepares us for an efficient Operations and Maintenance phase for this contract.



OMC05

The Contractor shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages.

Wipro EMaaS provides a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages. We will work with the Department on appropriate message to display to Department staff and external users.

Team Wipro will request any planned downtime due to scheduled upgrades or maintenance outside the normal Maintenance Window to the Department five business days prior to downtime. We understand that unless the Department consents, it does not qualify as approved downtime. Team Wipro acknowledges liquidated damages of $1,000.00 per occurrence may be assessed if the request for planned Downtime is made with notice to the Department no less than a five business days.

Scheduled Maintenance Mockup (actual verbiage will be determined in conjunction with the State):

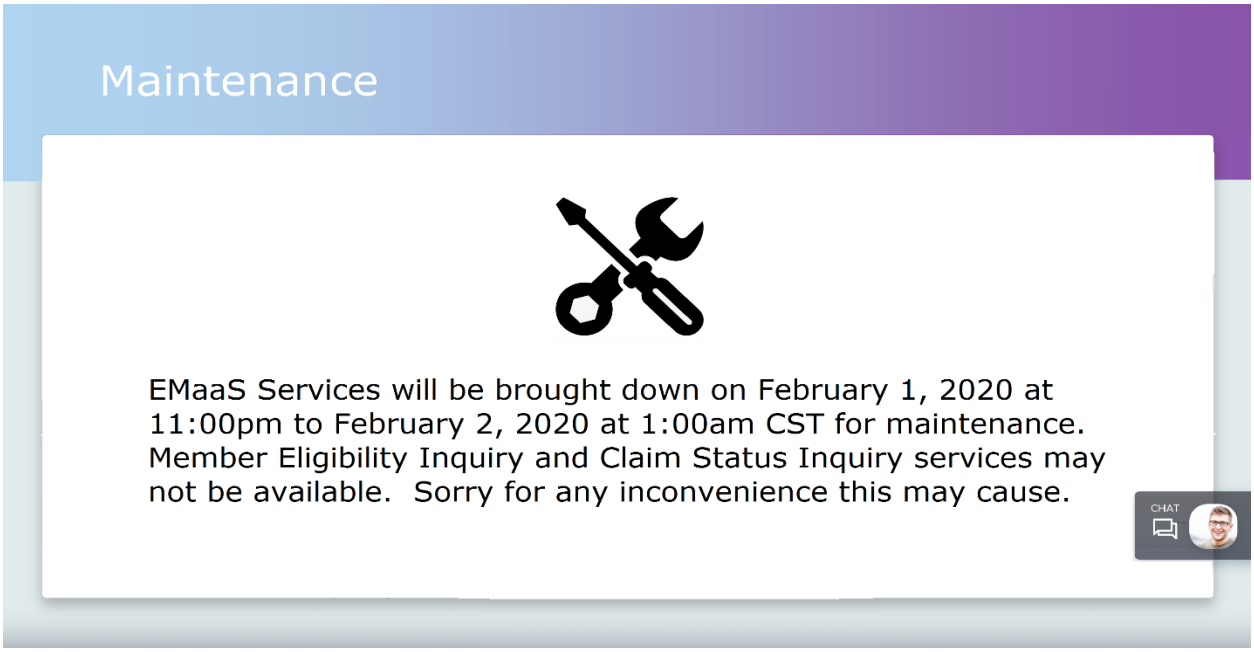


Figure 3-67: Scheduled Maintenance Mockup Screen

Unscheduled Maintenance Mockup (actual verbiage will be determined in conjunction with the State):

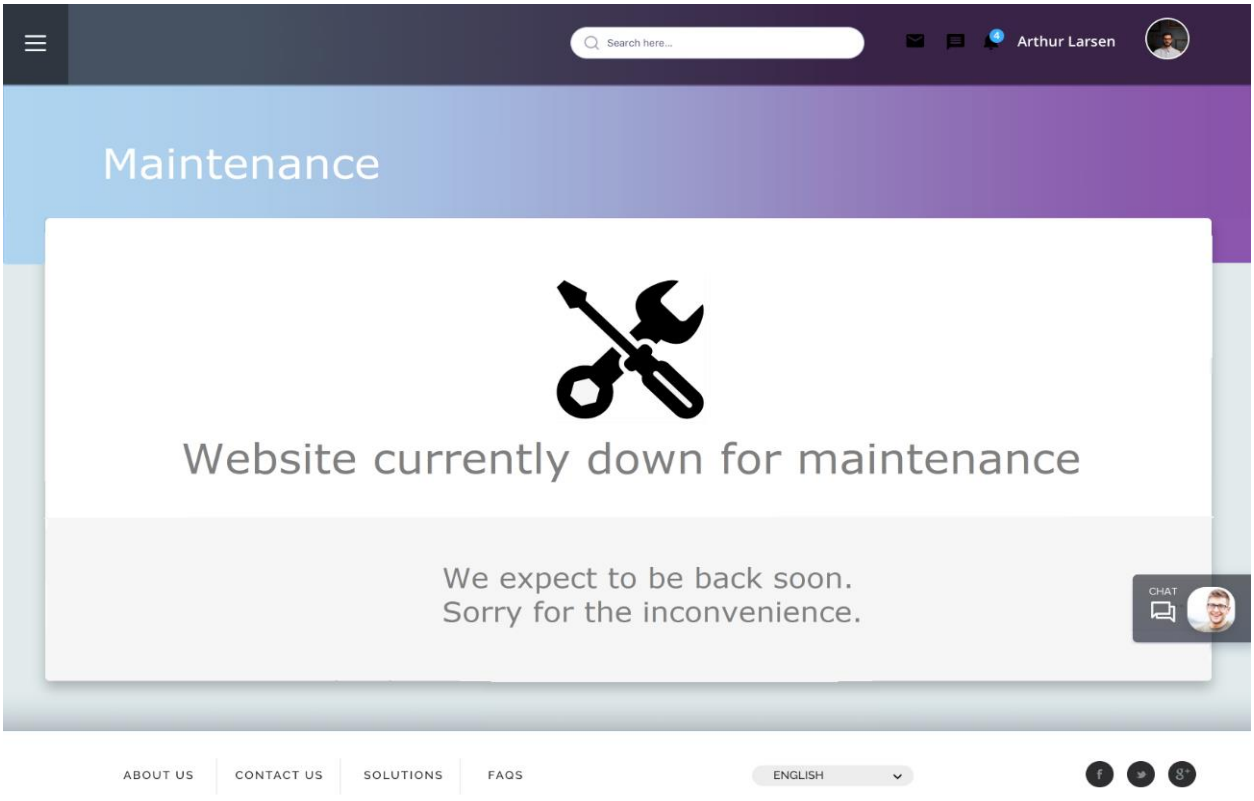


Figure 3-68: Unscheduled Maintenance Mockup Screen



OMC06

The Contractor shall have processes in place to restrict access when inappropriate system access or misuse is detected.

Team Wipro will have processes in place to restrict access when inappropriate system access or misuse is detected.

The Wipro EMaaS solution utilizes security practices which prevent unauthorized access to the system and data. For example, a user entering an invalid password more than a pre-defined limit will result in the user ID being suspended. Role-based security is enforced to prevent and restrict inappropriate access. For example, a user who does not need access to specific data based on their role, will not be able to access or view that data. Our comprehensive audit logs and monitoring services alert appropriate teams when a misuse is detected.

Team Wipro has a Security Incident and Event Monitoring (SIEM) process in place, which monitors all major networks and computer devices for any suspicious activity matching SIEM's comprehensive database of suspicious traffic patterns. Alerts are triggered and our SIEM teams investigate these alerts. The team eliminates the false positives and focuses only on the suspicious cases. They then log a ticket and investigate further based on standard operating procedures.

Team Wipro implements a 24x7 SIEM team for managing and monitoring the network, server, storage and cloud infrastructure. Our 24x7 SIEM teams monitor and respond to any security threats across the network. Additionally, periodic network, system and Information Security audits are performed, including vulnerability assessments, system audits, application audits, penetration testing, to detect and restrict unauthorized system access.



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.

Team Wipro will test and implement all production ready patches, upgrade and releases for all software, firmware and operating systems in a timely manner, in coordination with other modules.

Team Wipro understands that a stable production environment relies on the timely maintenance and testing of updates and patches to production systems. We follow the N-1 method for software upgrades. The N-1 method dictates that production systems will be no more than one version behind the current software releases. The product engineering team tests all upgrades and patches from integrated third-party products and are verified with each release of the product software. Each client engagement will execute test suites (including automated test frameworks) to ensure configuration and custom integrations are working properly with each new release and upgrade consumed. Along with testing environments, all software update and releases associated with production systems are required to go through an in-depth review by the infrastructure staff. All updates, patches, firmware, software and operating upgrades require a change request in the form of an infrastructure change ticket. Once the ticket is created in the system, it is reviewed by the infrastructure and systems administration staff. After review and approvals, tickets are sent to change staff to be worked, which includes installation and testing of the new update or release. Once testing is completed and results are verified as passing, production systems are scheduled for down time during normal maintenance windows.



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).

Team Wipro will notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages).

Team Wipro understands that system outages affect the Department, vendors, providers, members, and other third party alliances hence, appropriate and timely communication is critical.

All major system changes follow an established software development life cycle (SDLC) with supporting processes and procedures which include approval from the State prior to implementation. This approval request includes detailed system outage information needed for the implementation. Standard implementation tasks are listed in our implementation schedule to notify appropriate parties regarding outages. This includes notifying the appropriate users through email blasts and bulletins posted on the web portal.

Team Wipro utilizes an Incident Manager role, which provides a single point of contact and messages regarding unscheduled outages/incidents. Incident Management distribution lists are continually maintained to ensure that proper notifications are made, these lists are developed in conjunction with the State and vary based on specific application or processes. Additionally, routine maintenance outages are agreed upon with the State and are published on an outage/maintenance calendar. Major system changes are communicated through Change Control Board meetings, published notifications, and other communication as necessary or requested by the State.



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.

Team Wipro provides a technical help desk function, which reports to the Incident Manager role. Our solution utilizes the following:

- Self-help functions (customer self-service) – This allows certain services to be handled by the end-user without need for additional ticketing information or human support. This includes:
  - Self-Service for managing credentials and password resets
  - On-line FAQs and help pages for how-to guides and helpline phone numbers
  - Step-by-step instructional videos
  - Application field and function level help screens
  - Flexible ticket search function by key word or user
- Basic support (level 1)
  - Email and phone support for basic customer issues that require higher level access
  - Application assistance and training for new users
  - Software trouble-shooting and support
  - Assistance with access management and security controls

- Moderate support (level 2)
  - Assessment of issues that require advanced technical expertise and research
  - Working with third party vendors and service providers to resolve issues
  - Documentation of system patterns of failure
  - Escalation of issues as needed to the agency or other module owners, such as the SI
- Technical/integration support (level 3) for all modules serviced
  - Analysis of enterprise level issues, maintenance, and development issues
  - Identification and resolution of system failures
  - Provide server builds, maintenance, and back-up tasks
    - Real time monitoring of environment to prevent issues and down time
    - Perform and maintain system wide backups in accordance with backup and retention policies
    - Create and maintain detailed documentation and diagrams of systems components
    - Implement and maintain compliance of security controls in accordance with security policies

Subject matter experts and additional support staff are available to assist when the situation requires additional knowledge or levels of access.



OMC16

The Contractor shall provide online help for external and internal users.

Team Wipro provides online help for external and internal users.

Team Wipro understands the importance of technology in "speed to resolution" for internal and external users and understands that many users prefer to resolve issues on their own if possible. Team Wipro provides extensive online help for external and internal users and provides ongoing updates to ensure the information is accurate and timely. As a necessary component of online and self-help options, internal and external users have the option of calling the Help Desk for assistance in resolution.

Context-sensitive help is available on screens throughout the systems. Tooltips and online help provide additional guidance. Examples of online help include, but are not limited to (and vary by specific role, application, or process), pop-up help screenlets, online manuals, frequently asked questions, web announcements and help functions, and Integrated Voice Response help functions.

Team Wipro will deliver a base version of the online help documentation and will develop and deliver configured documentation that represents the solution specific to the Department. It will provide a complete reference for users to understand and navigate the system and interfaces. Online help documentation will be built in an iterative process and will document the solution's features as releases are merged into production. A solution's ease of use is key to the adoption by those that need to use the system. Team Wipro will create documentation that assists novice users and is easily accessible. As enhancements are deployed, online documentation will be maintained to include any future modifications.



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.

Team Wipro will notify the Department when updated reference materials are available for review.

Team Wipro utilizes timely Email notification and project repository workflow assignments to route updated reference materials for appropriate review.

Team Wipro uses these mechanisms to ensure that requirements matrices, manuals, system documentation, system design documentation, user documentation, business rules catalogs, and training materials are available for review and the agreed-upon timeline for review.



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).

Team Wipro will provide 24x7 access to the Department for all reference materials.

Flexible work schedules require that internal and external users of the system need access to materials on a 24x7 basis unless otherwise notified of outage or maintenance activities. All reference material, including but not limited to requirements matrices, manuals, system documentation, system design documentation, user documentation, business rules catalogs, and training materials are provided in manners that facilitate access, such as web portals, shared drives, project repositories, and document repositories. In the event of a prolonged outage, offline copies to documentation are made available.



OMC30

The Contractor shall provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7500 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. 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, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of a Medicaid solution requires dedication of resources. We will provide 7,500 hours of system enhancement hours for the duration of DDI for the Core solution as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in

the Request for Proposal (RFP). These 7,500 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 7,500 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 7,500 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC31

The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 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. 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 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.

Team Wipro understands that ongoing operations and maintenance of the Core Medicaid solution requires dedication of resources. Team Wipro provides 4,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 4,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report during the operations phase to the State summarizing the hours that have been used. Should the need arise to go beyond the 4,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 4,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC32

The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 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. 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, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option A – Financial requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report, during the DDI phase of Option A, to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 3,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC33

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 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. 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 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.

Team Wipro understands that ongoing operations and maintenance of Option A – Financial requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report, during the operations phase, to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 2,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC34

The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 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. 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, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option B – Call Center requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the DDI phase of Option B, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 3,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC35

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 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. 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 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.

Team Wipro understands that ongoing operations and maintenance of Option B – Call Center requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the operations phase of Option B, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 2,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC36

The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 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. 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, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option C – Federal Reporting requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the DDI phase of Option C, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 3,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC37

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 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. 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 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.

Team Wipro understands that ongoing operations and maintenance of Option C – Federal Reporting requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the Operations phase of Option C, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 2,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC38

The Contractor shall provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 3,000 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. 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, Claims Pricing Schedules, Schedule D-Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option D – State Specific Requirements requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the DDI phase of Option D, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 3,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced.



OMC39

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 2,000 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. 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 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.

Team Wipro understands that ongoing operations and maintenance of Option D – State Specific Requirements requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours, during the Operations phase of Option D, and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Likewise, if less than 2,000 hours are utilized for system enhancements, with one-month notification and at the discretion of the State, the hours will be reduced

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.

Team Wipro performs maintenance and system enhancements throughout the life of the contract. We understand the distinction between maintaining the system and providing enhancements to the system.

Maintenance and system enhancement work follows a hybrid agile methodology, where requirements confirmation activities are sequential while the configuration, test, and release phases are run as frequent, iterative sprints.

3.10.4.1.1 MAINTENANCE

DPHHS defines maintenance for DPHHS defines systems enhancements 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.

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.

Team Wipro performs all maintenance activities for each module as defined by DPHHS.

Team Wipro configures updates based on the desired business outcomes. Configuration updates, including changes to table values, parameter codes, and business logic, including hardcoded business logic, are migrated timely through an automated and iterative hybrid agile process.

Wipro follows a well-defined defect management process that allows for timely identification and resolution of defects as follows:

- Defects will be managed in the identified defect management tool
- Resolution time is based on agreed upon SLAs depending on severity and priority of the

defects
- During post defect closure, a Root Cause Analysis (RCA) will be completed in the retrospective meeting, by the QA team in collaboration with the development and business users

Team Wipro conducts research requested by the State or required to support the Department including the following:

- Explanation of the behavior and results of the system
- Determining how new healthcare initiatives impact the system and how to integrate them
- Identifying best practices used in other state Medicaid programs and across private healthcare industries
- Understanding the impact of new State and Federal legislation
- Summarizing level of effort, risk and impact of a desired configuration update

Team Wipro performs mass adjustments changes as requested by the State. These may vary from pricing errors to provider reimbursement changes.

Regular maintenance is a critical activity in the ongoing operations and support of any system. Performance optimization ensures the system is running at peak levels and ensures the SLAs set by the State are met. Maintaining the various database structures secures the integrity and availability of the data.

Team Wipro will ensure that any system and product implemented and subsequent upgrades or releases remain compatible with the State supported software. We have a mature process to ensure the software, hardware and tools are kept current to the latest versions.

Team Wipro maintains interfaces, reports and correspondence changes.

Mass changes or corrections to data are performed to maintain the integrity of the data. This includes backing out changes resulting from a faulty vendor file or system defect. Team Wipro also corrects duplicate records, cleanses corrupt data and adds security measures and data redundancy.

Subsequent versions of each baselined configuration is compared and tracked to ensure version control. Configuration updates are migrated timely through an automated and iterative hybrid agile process. Team Wipro migrates updates promptly and frequently through our testing levels for release and demonstration of the completed functionality using our fully functioning environment.

Team Wipro includes the updates of system, user and training documentation, including online help, as a standard task when implementing any change to the system.

Approved enhancements fall within the maintenance guidelines outlined once they are fully implemented to production.

Team Wipro performs all maintenance activities for each module as defined by the State in this RFP at no additional cost to the State. Resources required to complete all activities by the due date are added at no additional cost until the 4,000 hour pool is reached. Maintenance activities and any associated hours will not be applied to the system enhancement hourly pool. Should the need arise to go beyond the 4,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours. Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used for maintenance.

3.10.4.1.2 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. During DDI, any approved system enhancements will be priced based at the rates defined in Attachment G – 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.

Team Wipro understands the definition of system enhancements excludes any activities defined as "Maintenance" and includes new features/functionality that fall outside the scope of all RFP requirements, our RFP response, the contract, or agreements of any supplemental negotiations.

The Requirements Management Plan, which is a subsidiary of the Project Management Plan, drives the design and level of effort prior to the start of development or configuration for system enhancements.

The purpose of the Requirements Management Plan is to establish a common understanding of how requirements will be identified, analyzed, documented, managed and approved for the project. The requirements will be the basis for estimating, planning, executing, and controlling the activities throughout the duration of the project. Additionally, the Requirements Management Plan will be used to document the necessary information required to effectively manage project requirements from definition, through traceability, to delivery.

- The Requirements Management Plan addresses how the project will manage requirements development and changes to ensure that the initial business needs and project objectives are included into the technical and non-technical requirements needed to deliver the solution.
- Requirements analysis will be conducted in two tracks - one for the analysis of the business requirements and other for the technical requirements.
- An RTM will be maintained using the requirements management tool. Requirements will be baselined upon completion of the requirements analysis phase and submitted for approval to the Department. The requirements baseline approved by the Department will serve as input for the subsequent phases.

Any changes to the design or level of effort after the original approval of the design by the State follows the Change Management process.

The level of effort billed cannot exceed the level of effort approved by the State. During DDI, any approved system enhancements will be priced based at the rates defined in Attachment G – Pricing Schedules, Schedule E – Resource Hourly Rates.

Team Wipro considers the future impact to annual operations cost for enhancements and provides an estimate of annual operations cost, if applicable. Reimbursements for any additional operations costs will be addressed in a contract amendment.

3.10.4.1.2.1 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.

Team Wipro adds resources as necessary to complete enhancements by the required due date, to meet mandated Federal or State rules or regulations, and to provide increased efficiency in operations or promote cost savings.

3.10.4.1.2.2 SYSTEM ENHANCEMENT POOL FOR DDI CORE SCOPE OF WORK

The Contractor will provide 7,500 system enhancement pool hours for the duration of the DDI phase of the contract. The cost of these 7,500 system enhancement pool hours are included in the offeror's fixed price and included in Attachment G – Pricing Schedules and 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 – Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of a Medicaid solution requires dedication of resources. We will provide 7,500 hours of system enhancement hours for the duration of DDI for the Core solution as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 7,500 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 7,500 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.3 SYSTEM ENHANCEMENT POOL FOR DDI OPTION A SCOPE OF WORK

The Contractor will provide 3,000 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 3,000 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.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option A – Financial requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.4 SYSTEM ENHANCEMENT POOL FOR DDI OPTION B SCOPE OF WORK

The Contractor will provide 3,000 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 3,000 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.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option B – Call Center requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.5 SYSTEM ENHANCEMENT POOL FOR DDI OPTION C SCOPE OF WORK

The Contractor will provide 3,000 system enhancement pool hours for the duration of the DDI phase of the contract for the Option C Scope of Work. The cost of these 3,000 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.

Team Wipro understands that the process of Design, Development and Implementation (DDI) of Option C – Federal Reporting requires dedication of resources. We will provide 3,000 hours of system enhancement hours for the duration of DDI as a set of pooled hours/cost available. These hours will give the State the opportunity to enhance the requirements outlined in the Request for Proposal (RFP). These 3,000 hours are considered part of the fixed price and attachment G pricing schedule. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours into operations, or may reduce the number of enhancement pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules, and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 3,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.6 SYSTEM ENHANCEMENT POOL FOR OPERATIONS CORE SCOPE OF WORK

The Contractor will provide 4,000 system enhancement pool hours during the Operations phase per operations year. The cost of these annual 4,000 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.

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 – Pricing Schedules, Schedule E – Resource Hourly Rates.

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 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 Pricing Schedule D – Enhancement Pool Hours.

Team Wipro understands that ongoing operations and maintenance of the Core Medicaid solution requires dedication of resources. Team Wipro provides 4,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 4,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 4,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.7 SYSTEM ENHANCEMENT POOL FOR OPERATIONS OPTION A SCOPE OF WORK

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year for the Option A Scope of Work. The cost of these annual 2,000 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.

Team Wipro understands that ongoing operations and maintenance of Option A – Financial requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D –

Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.8 SYSTEM ENHANCEMENT POOL FOR OPERATIONS OPTION B SCOPE OF WORK

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year for the Option B Scope of Work. The cost of these annual 2,000 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.

Team Wipro understands that ongoing operations and maintenance of Option B – Call Center requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.9 SYSTEM ENHANCEMENT POOL FOR OPERATIONS OPTION C SCOPE OF WORK

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year for the Option C Scope of Work. The cost of these annual 2,000 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.

Team Wipro understands that ongoing operations and maintenance of Option C – Federal Reporting requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available. These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

3.10.4.1.2.10 SYSTEM ENHANCEMENT POOL FOR OPERATIONS OPTION D SCOPE OF WORK

The Contractor will provide 2,000 system enhancement pool hours during the Operations phase per operations year for the Option D Scope of Work. The cost of these annual 2,000 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.

Team Wipro understands that ongoing operations and maintenance of Option D – State Specific Requirements requires dedication of resources. Team Wipro provides 2,000 system enhancement hours per year for the duration of the Operations phase as a set of pooled hours/cost available.

These hours are included in Team Wipro's firm fixed price and Attachment G Pricing schedules and Schedule D – Enhancement Pool Hours as a set of pooled hours/costs.

Additionally, if less than 2,000 hours is necessary in a given year of the operations phase, Team Wipro acknowledges that these hours will be available for rollover into the next year. Team Wipro acknowledges that the State, at their discretion and with one-month notice, may roll over the remaining hours, or may reduce the number of pool hours. These adjustments will proportionally reduce costs per the rates provided in Attachment G, Claims Pricing Schedules and Schedule D – Enhancement Pool Hours.

Team Wipro will set up a separate time reporting code to track these hours and provide a monthly report to the State summarizing the hours that have been used. Should the need arise to go beyond the 2,000 hours, at the State's discretion, they could borrow from future pool hours for Operations or submit a Change Request to add hours.

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 for the core claims solution. At a minimum, key personnel shall include a Project Manager, Technical Manager, Contract Manager, Claims Manager, Testing Lead, Integration Lead and a Certification Lead. DPHHS will review and approve all key personnel.

For the core claims solution, the Contractor shall provide the defined key personnel for the Operations, Maintenance and Configuration phase of the project. At a minimum, key personnel shall include a Project Manager, Operations Manager, Claims Manager, Technical Manager, and a Contract Manager. 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.

For Option A - Financial, The Contractor shall provide key personnel at a minimum that include a Financial Services Project Manager, Financial Services Lead Analyst, 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.

For Option A - Financial, the Contractor shall provide defined key personnel of Financial Manager for the Operations, Maintenance and Configuration phase of the project. 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.

For Option B - Call Center, the Contractor shall provide defined key personnel of Provider Relations Manager and Enrollment Broker Manager for the Operations, Maintenance and Configuration phase of the project. 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.

For Option B - Call Center, The Contractor shall provide key personnel at a minimum that include a Call Center Implementation Project Manager, Call Center Lead Analyst, 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.

For Option C - Federal Reporting, The Contractor shall provide key personnel at a minimum that include a Federal Reporting Implementation Project Manager, and three Federal Reporting Lead

Analysts for the following areas: 1) Transformed Medicaid Statistical Information System (TMSIS), 2) CMS-64, CMS-21, CMS-37, 3) All other state and Federal reporting 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.

For Option C - Federal Reporting, the Contractor shall provide defined key personnel of Federal Reporting Manager for the Operations, Maintenance and Configuration phase of the project. 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.

For all phases of the Project, the Offeror's Project Manager will be required to perform work at the Primary Project location (local Agency) 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 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 Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

One of the many reasons for Team Wipro's success is our well-qualified, highly experienced resources supported by an effective leadership team. We empower our synergized team to make decisions to improve efficiency and productivity. We understand the organizational structure and resources required to successfully execute a project of this scale and magnitude. Our staffing approach has evolved through our experience, supporting both government and commercial sector customers in all business domains. We have been a strategic partner to State of Missouri for the last 30 plus years delivering value and service to the citizens of Missouri.

Team Wipro

- Global technology services firm, powered by our talent of over 180,000 people.
- Recognized by our clients for our ability to bring in "an integrated perspective" i.e. ability to bring together broad and deep technology and domain expertise.
- Proven experience supporting Medicaid solutions for State of Missouri for more than 30 years.

Team Wipro, as elaborated in Attachment F - Requirements Response Matrix and below, describes in detail our approach to provide key personnel to be assigned to the respective project phases. DPHHS will review and approve all key personnel. We will size our project team appropriately to provide the best level of support to the project and the State. Team Wipro commits to providing sufficient personnel for the administration and execution required for project activities, including approval during development, implementation, and operations. Team Wipro will baseline the resources at the beginning of each phase and will track resource allocation and utilization in order to ensure the effectiveness and efficiency of the project.

Our key Project Manager will perform work at the Primary Project location of the local agency unless otherwise approved by DPHHS to work remotely. Any other remotely working staff will 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). Upon award, Team Wipro will identify the specific location(s) other than Helena, Montana by city, state, and country, describe the type of work performed, and the percent of total hours for the type of work at that location.



Team Wipro is committed to having the right resources at the right location for the success of this initiative. Team Wipro's staffing model is aligned towards having the majority of staff in an onshore model. Off-shore and near-shore resources will be utilized as necessary during DDI phase for efficiency and speed to market. Off-shore and near-shore resources will not have access to production (PHI) data. All security personnel on the Account will be on-shore. Team Wipro utilizes Virtual Desktop Infrastructure (VDI) without the ability to capture data or images to ensure that all information is kept in the on-shore environment. Off-shore and near-shore resources will Virtual Private Network (VPN) into the VDI environment, establishing an encrypted network for additional security.

Team Wipro has assembled a highly energetic and skilled team with comprehensive knowledge of Medicaid and the Healthcare industry for the success of this engagement and achieving the goals of DPHHS for MPATH. Team Wipro is built upon shared core values and culture.

Team Wipro is committed to the success of this initiative and is proposing the following key personnel and accomplished leadership team. They have the experience and knowledge to lead and respond to the needs of the project. They will work closely with the Department to identify opportunities to improve efficiency and to implement the project on time, within budget, and with high quality.

Core Solution

Table 3-10: Core Solution - Key Personnel

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Project Manager	DDI and Certification phase and Operations, Maintenance and Configuration phase	Anita Mosley	Anita Mosley has over 25 years of experience in healthcare in both the public and private sector, with over 10 years of experience in the operational executive management of MMIS systems and has worked on components of the MMIS in more than 15 States from both DDI and Operational phases. She is currently the Director and Account Delivery Head for the State of Missouri Medicaid Fiscal Intermediary. Additionally, she is PMP certified and has worked with other state vendors and subcontractors. She understands the importance of alignment of the expanded team and the shared responsibilities focused on the overall solution. She earned an Accelerated Digital Aptitude Certification from Wipro in 2019.
Technical	DDI and	Mahesh	Mahesh has over 15 years of experience in implementing

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Manager	Certification phase and Operations, Maintenance and Configuration phase	Mullath	IT solutions. He is a seasoned project and program manager, experienced in executing projects with diversified technologies, domains and geo-locations. He understands all phases of the Software Development Life Cycle (SDLC) and is experienced in executing projects using Traditional and Agile methodologies. He has also held various roles including senior level programmer and technical lead over various IT projects. He is PMP Certified and holds a Wipro Certification in Project Management. He earned an Accelerated Digital Aptitude Certification from Wipro in 2019.
Contract Manager	DDI and Certification phase and Operations, Maintenance and Configuration phase	Thomas Stockdale	Thomas has over 30 years of experience in managing contracts from various healthcare perspectives. His career includes healthcare and MMIS project leadership roles with various healthcare organizations. He has extensive Medicaid Information Systems (MMIS) business development, implementation, and operations experience. His work in the private sector includes commercial, Medicare and Medicaid managed care plan startups, implementation, and operations. He is a skilled healthcare market IT analyst with broad expertise in solutions and services for the public sector.
Claims Manager	DDI and Certification phase and Operations, Maintenance and Configuration phase	Paul Andrews	Paul is uniquely qualified to be Claims Manager with a blend of IT and Operational experience. He has been an information technology professional for 30 years with an accomplished history of fostering strategic partnerships to secure and acquire new opportunities. He currently oversees and manages the Business Operations and Contact Center relationships for the State of Missouri Medicaid account. The 250+ member team provides call and contact center support for Participant and Provider Services, Pharmacy and Clinical Pre-Authorization Services, Eligibility and Enrollment, Claims resolution and Third Party Liability.
Testing Lead	DDI and Certification phase	Christine Demerest	Christine has worked within MMIS systems as a business analyst, business architect, and test manager. She is a Certified Business Analysis Professional (CBAP). The combined skill of business analysis and testing will ensure comprehensive integrated testing occurs during appropriate phases of the project life cycle. Additionally, she has worked with State third-party vendors, subcontractors, provider communities, and other entities and understands the role of communication and cross-system integrated testing of the complete MMIS solution. Christine's experience and skills are key to ensuring successful integration into the overall State's MMIS solution.

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Integration Lead	DDI and Certification phase	Michael Phillips	Michael Phillips has more than 10 years of experience integrating data between multiple systems. He has created multiple integrated data models for large-scale state and county government projects. Michael has utilized data exchange standards, such as the National Information Exchange Model, to share data for Health, Social Services, and Public Safety across multiple platforms and systems. He has managed data conversion activities for successful conversion of many years of legacy data into new systems.
Certification Lead	DDI and Certification phase	Sheri Jennett	Sheri is an accomplished Federal Certification Lead with over 20 years of experience, including project management, business analysis, testing, and development. Sheri has served as a certification subject matter expert for the technical solution for the CMS MECT 2.2 and MITA 3.0 criteria in multiple State engagements. She has experience in mapping MECT criteria to previous engagement's SOWs and has created certification templates to ensure adherence to CMS guidelines.
Operations Manager	Operations, Maintenance and Configuration phase	Glenn Townley	Glenn has more than 10 years of experience working in the healthcare field. His roles and responsibilities range from Supervisor to Call Center and Operations Manager in inbound and outbound call centers. He managed the State of Tennessee employee inbound Healthcare unit as an Operations manager supporting a Medicare Part D program. Glenn currently manages inbound call centers for the Missouri Medicaid program. In each of these capacities, Glenn supervised approximately 100 direct/indirect reports.

Other key personnel for the core solution of the project include:

Table 3-11: Core Solution - Additional Key Personnel

Additional Key Personnel Role	Project Phase	Proposed Additional Key Personnel	Summary
Business Architect	DDI and Certification phase and Operations, Maintenance and Configuration phase	John McCarver	John has over 10 years of experience in implementing Enterprise IT Healthcare solutions and organization wide process reengineering for the State of Missouri's Department of Social Services. His current title is Business Architect and he serves in a consulting role assisting with strategic planning for Contact Center operations. He also has experience in designing and implementing ECM solutions, Contract Management and Business Intelligence. John has an MBA and holds a

Additional Key Personnel Role	Project Phase	Proposed Additional Key Personnel	Summary
			certification in Organizational Change Management.
Business Analyst	DDI and Certification phase and Operations, Maintenance and Configuration phase	Vicki Fry	Vicki has over 38 years of experience working in various capacities with the Missouri Medicaid Program, including policy development, utilization review, systems, and provider communications. She has served more than 10 years in primary roles for issues related to HIPAA, including 8 years as the Privacy and Information Security Officer for the Medicaid agency. She is currently the business analyst on the T-MSIS project, working directly with State and Federal staff on preparing requirements needed to modify the system to meet CMS reporting requirements.

Option A – Financial

Table 3-12: Option A - Key Personnel

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Financial Services Project Manager	DDI and Certification phase	Carla Laughlin	Carla has over 20 years of Medicaid IT experience in various roles, including systems programmer, technical lead, and Project Manager. She has an MBA and is PMP certified and has provided project leadership on large projects, including HIPAA 4010/5010, CORE I-III, and a complete data center migration, which included open systems standardization and a thorough hardware refresh. She continually achieves meeting deadlines, delivery excellence and maintaining a positive relationship with State personnel.
Financial Services Lead Analyst	DDI and Certification phase	Peggy Wieberg	With more than 30 years in Information Technology, Peggy has worked for the State of Missouri Office of Administration, developing a statewide online payroll system and enhancing the State's financial system. She has over 25 years of experience on the State of Missouri Medicaid contract with special emphasis in provider, managed care encounter claims, capitation, and financial systems.
Financial Manager	Operations, Maintenance and Configuration phase	Melissa Platt	Melissa has a Bachelor of Science in Accounting and over 20 years of experience in accounting and financial management, including producing Comprehensive Annual Financial Report (CAFR), governmental reporting, and acting as accountant and financial analyst for a large hospital organization prior to her MMIS financial experience.

Other key personnel for the Option A - Financial include:

Table 3-13: Option A - Additional Key Personnel

Additional Key Personnel Role	Project Phase	Proposed Additional Key Personnel	Summary
Business Analyst	DDI and Certification phase and Operations, Maintenance and Configuration phase	Sara Oellerich	Sara Oellerich is a talented professional with more than 15 years of experience in administration, information technology, healthcare, and government fields. She has 10 years of well-rounded experience within MMIS systems, working as a communication specialist, project coordinator, and business analyst. Her blended history in working with state Medicaid policies, software development life cycle, and requirements elicitation makes her an ideal candidate for a Business Analyst role in support of Montana's Financial Option.

Option B – Call Center

Table 3-14: Option B - Key Personnel

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Call Center Implementation Project Manager	DDI and Certification phase	Daniel Browne	With over 30 years of experience in Information Technology with various industries, Daniel has worked as a Senior Project Manager, creating new, secure ways to restore and safely transport Cardiac Data. Daniel has experience as a Senior Project Manager for Disaster Recovery for a hospital and a Lead Project Manager for completing the opening of a Medicaid Call Center. He holds a certificate in Organizational Project Management.
Call Center Lead Analyst	DDI and Certification, Operations, Maintenance and Configuration phases	Becky Lannert	Becky has been part of Missouri Medicaid contract for almost 25 years. She has worked in several roles, including Document Control, Participant Services, Customer Service Representative, Team Lead, and Supervisor for the Missouri Medicaid Contract. Most recently, she moved to the Eligibility and Enrollment Contact Center Contract as Supervisor, where she has assisted in editing, updating, and revising Enrollment Broker documents, monitoring staff, completing daily and monthly reports, coordinating with the Teleworkers within the Contact Center, and other supervisory duties.
Provider Relations Manager	Operations, Maintenance and	Jackie Gilmore	Jackie Gilmore has over 30 years of Medicaid experience, including Claims Resolutions Specialist, Supervisor and Information Analyst.

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
	Configuration phase		She has also served as Supervisor for Resolutions Specialist, Data Entry Operators, and Call Center Third Party Liability (TPL) Units. Currently, she is working as the Provider Communications Supervisor.
Enrollment Broker Manager	Operations, Maintenance and Configuration phase	Ann Roark	Ann Roark has more than 15 years of Missouri Medicaid business and operations experience with the MO HealthNet Enrollment Broker function as Enrollment Counselor, Enrollment Supervisor, and Call Center Manager.

Other key personnel for the Option B – Call Center include:

Table 3-15: Option B - Additional Key Personnel

Additional Key Personnel Role	Project Phase	Proposed Additional Key Personnel	Summary
Call Center Utilization Review Analyst	Operations, Maintenance and Configuration phase	Geri Roling	Geri has been a registered nurse for 25 years, working in cardiology, geriatrics, and utilization review. The last 18 years of her career has been focused on utilization review of medications, durable medical equipment, and behavioral health services for the Missouri Medicaid program.
Business Analyst	DDI and Certification phase and Operations, Maintenance and Configuration phase	Amber Welch	Amber is a self-motivated business analyst with over 12 years of experience in business information analytics and Provider Communications Call Centers for Medicaid. She served as the Team Lead for over 25 team members in our call center operations and more recently as a Business Analyst for the Missouri Medicaid account.

Option C – Federal Reporting

Table 3-16: Option C - Key Personnel

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
Federal Reporting Implementation Project Manager	DDI and Certification phase	Angela Heckemeyer	Angie has over 20 years of experience working as an MMIS IT resource where her primary responsibilities have included senior level programmer, technical lead over various IT projects, Project Manager (PMP certified) over various IT projects, and, most recently, IT Program Manager for maintenance and operations for the State of Missouri. Her experience in these roles makes her the ideal

Key Personnel Role	Project Phase	Proposed Key Personnel	Summary
			candidate for Federal Reporting Implementation Manager.
Federal Reporting Lead Analysts – T-MSIS	DDI and Certification phase	Mike Schell	Mike is a Technical Lead and Architect specializing in Medicaid and Healthcare Systems. He has a proven track record of successfully leading large projects, meeting deadlines, and maintaining a positive relationship with State personnel. Mike has been instrumental in developing the Missouri MMIS Point of Service System, Managed Care System, and Conversion to Rules Based Processing. Mike has worked on multiple State MMIS engagements.
Federal Reporting Lead Analysts - CMS-64, CMS-21, CMS-37	DDI and Certification phase	Sharon Crocker	Sharon Crocker has over 30 years of experience working as an MMIS IT resource, where her primary responsibilities have included MITA architecture, TPL redesign, ad hoc reporting, data warehouse, Surveillance Utilization and Review (SUR), Management and Administrative Reporting (MAR), HIPAA Transaction and Code Set transactions, and Core. Her experience makes her an ideal candidate for Federal Reporting Lead.
Federal Reporting Lead Analysts - All other state and Federal reporting	DDI and Certification phase	Sampath Manjunatha	Sampath has over 14 years of experience in IT as an application and data warehouse developer. He has recently completed Wipro certification for Data Science and Artificial Intelligence. Sampath has worked in Healthcare IT for over 9 years.
Federal Reporting Manager	Operations, Maintenance and Configuration phase	Sharon Crocker	Sharon Crocker has over 30 years of experience working as an MMIS IT resource, where her primary responsibilities have included MITA architecture, TPL redesign, ad hoc reporting, data warehouse, Surveillance Utilization and Review (SUR), Management and Administrative Reporting (MAR), HIPAA Transaction and Code Set transactions, and Core, making her the ideal candidate for Federal Reporting Manager.

Other key personnel for the Option C - Federal Reporting include:

Table 3-17: Option C - Additional Key Personnel

Additional Key Personnel Role	Project Phase	Proposed Additional Key Personnel	Summary
Business Analyst	DDI and Certification phase and Operations, Maintenance and Configuration phase	Jolina Lovette	Jolina is an accomplished and results-driven professional with over 10 years of experience in MMIS, integrating procedures and subsystems developed at the general design level to meet principal objectives. Jolina is a multi-faceted Business Analyst with proven government implementation knowledge, as well as, extensive experience with systems design, development, and implementation.

Team Wipro has over 30 years of experience managing MMIS and Fiscal Agent Services. Team Wipro's named staff have experience in performing the specific duties assigned and are evaluated for qualifications, screening, involvement, responsibilities, expectations, and participation. Team Wipro monitors project risks on a regular basis, including resource availability affecting project schedule. Within the Risk Log, Team Wipro collaborates with all stakeholders to put in place mitigation and contingency plans for these risks. Team Wipro will notify the Department of any off-shore or near-shore resource included in the staffing model(s) and will ensure that all practices and procedures are followed by all resources regardless of location. We understand that good communication between Team Wipro and agency staff is key to the successful implementation of the Wipro EMaaS solution.

Team Wipro follows a comprehensive Staffing plan. The Staffing Plan for this initiative will be delivered during the DDI phase of the project. The details of the Staffing Plan are covered in requirement DOC24.

Staffing Approach:

Appropriate organization and staffing for projects is key in ensuring we have the right staff in the right place and at the right time. Key team members assigned to the project have a thorough knowledge of the EMaaS solution, with extensive experience in planning for and successfully implementing similar engagements. Adherence to the Project Plan, close coordination, and open communication are critical to delivering effective project governance, quality performance, and completion of project activities.

We have a well-defined staff management infrastructure to address the needs of the project. This infrastructure consists of a multi-pronged approach, as explained below.

- We have a variety of highly experienced staff, both technical and operational, with Medicaid experience, which we are able to utilize for this project. Based on the skills and experience levels needed, we first identify internal resources within our resource pool with Medicaid knowledge.
- If we are not able to find the appropriate staff from our current pool, we will utilize resources from within our Wipro Health Business Unit to identify the right fit.
- We also have partnerships with the product vendor HealthEdge®, allowing us to utilize their expertise and resources, where needed.
- If the skill set is not available by utilizing either our local resources or larger Wipro resource pool, we will work with our Human Resource (HR) Manager to recruit, qualify, hire, and train capable staff.

The Project Manager ensures that the agency is provided the opportunity to approve proposed key staff.

Employee background checks are a part of the Team Wipro recruitment process with an objective is to ensure that all employees and contractors exhibit a high level of integrity. Background checks are carried out both at the pre-employment and post-employment stage. The checks are done through an external agency hired by Team Wipro, and any prospective employee who does not pass the background check is not hired.

Team Wipro has a highly developed onboarding process for all new employees in order to ensure everyone has an understanding of our organization, the agency, and project objectives.



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.

Team Wipro understands that we can use off-shore and near-shore resources. Team Wipro has committed to having the majority of staff in an onshore model. Off-shore and near-shore resources will be utilized as necessary during DDI phase for efficiency and speed to market. Off-shore and near-shore resources will not have access to production (PHI) data. All security personnel on the Account will be onshore. Team Wipro utilizes VDI (Virtual Desktop Infrastructure) without the ability to capture data or images to ensure that all information is kept in the on-shore environment. Off-shore and near-shore resources will VPN (Virtual Private Network) into the VDI environment, establishing an encrypted network for additional security.

Team Wipro will notify the Department of any off-shore or near-shore resource included in the staffing model(s) and will ensure that all practices, procedures, secure coding practices, etc., are followed by all resources regardless of location.



KR02

The Contractor, and any of its subcontractors, shall work cooperatively with module Contractors and Department staff to ensure the success of the program.

Team Wipro understands that the State's Medicaid System will only be successful if everyone works cooperatively for the success of the program. Team Wipro is committed to the vision of DPHHS and project objectives and will ensure that all resources, including subcontractors, will work cooperatively with other module contractors and Department staff throughout the project life cycle.



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.

Team Wipro will help prevent project delays and proactively work to address them if they occur. Team Wipro commits to ensuring sufficient resources are available that are knowledgeable and experienced to meet the required project schedule.

Team Wipro has a Work Plan that tracks all critical activities. During the life of the project, we constantly monitor the progress of the project against planned dates and if we identify variations, apply corrective action to resolve them. Team Wipro monitors project risks on a regular basis, including resource availability affecting project schedule. Within the Risk Log, Team Wipro collaborates with all stakeholders to put in place mitigation and contingency plans for these risks. These plans include the following:

- Transparent discussion of key resources and planned changes, including time off during status meetings.
- Hiring resources with multiple skillsets (e.g. if a resource is suddenly unavailable, another resource with similar skillsets will be readily available to step in to fill the role).
- Cross-training of resources (e.g. if a new resource is needed, cross-training provides a pool of resources that can pick up any work until a replacement can be found).
- Thorough documentation of key project information ensures any new resource to the project can quickly become up-to-date and begin working efficiently.

Team Wipro's approach to mitigating resourcing risks allows for the project to continue on schedule, despite any resource turnover or other resource insufficiencies.



KR04

The Contractor shall provide sufficient personnel to administer and execute required project activities, including approvals, during development, implementation, and operations.

Team Wipro commits to providing sufficient personnel for the administration and execution required for project activities, including approval during development, implementation, and operations. Team Wipro will baseline the resources at the beginning of each phase and will track resource allocation and utilization in order to maximize the effectiveness and efficiency of the project.

Team Wipro's experience with health and human services IT implementations signifies our knowledge of resources required to execute such projects. We strive to build a self-sufficient team with only the best in the industry. The sense of community within Team Wipro builds employee trust and leads to employee retention. Team Wipro provides multiple avenues for the team to work together, play together, and build a stronger community together, including activities such as recognitions, team builds, community service, training activities, knowledge "lunch and learns," and a new hire buddy system.



KR07

Key personnel described in the proposal shall become named resources on the project and are subject to the following requirements:

a. Key personnel shall not be transferred or removed without prior approval of the Department.
b. The Department will approve key personnel assigned to the Contract.
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.
d. If a vacancy occurs in a key role, the Contractor shall fill the position in compliance with identified SLAs.

Team Wipro understands the importance of qualified personnel and stability within the overall team and therefore, confirms that the key personnel described in the proposal will become named resources. Team Wipro will follow the following requirements:

- Key personnel will not be transferred or removed without prior approval of the Department
- The Department has approval authority for key personnel assigned to the Contract
- The Department has the right to request removal of any Team Wipro staff, including subcontractor staff, assigned to the project and Team Wipro will comply with such request immediately
- Team Wipro will fill any vacancy which occurs in a key role in compliance with the identified SLAs
  - Key Personnel will not be absent longer than 10 days without a qualified substitute replacement
  - Key Personnel role will not be vacant (without a permanent replacement) longer than 60 days



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.

Team Wipro proposes Anita Mosley as our Project Manager to represent and oversee the day-to-day activities of the project. She will serve as the Department's primary point of contact for matters relating to the project, will be the liaison for certification, and will collaborate with other contractors and stakeholders. She is PMP, Scrum Master, ITIL, and Greenbelt certified.

She has over 25 years of experience in healthcare in both the public and private sector, with over 10 years of experience in the operational executive management of MMIS systems and has worked on components of the MMIS in more than 15 States from both DDI and Operational phases. Additionally, Anita has worked with other state vendors and subcontractors and understands the importance of alignment of the expanded team and the shared responsibilities focused on the overall solution, not just the role of Team Wipro and the Enterprise Medicaid as a Service (EMaaS).



KR09

The Contractor's Project Manager must meet the following qualifications including:

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.
b. Project Management experience should include each phase of the system development life cycle.
c. Project management certification through the Project Management Institute (PMI) is preferred.

Team Wipro's Project Manager has the following experience.

- Over 10 years of project management experience with projects of similar size and scope in the Medicaid or healthcare industry including relevant experience within the last three years from the release date of the RFP
- Project Management experience including each phase of the system development life cycle
- Project Management certification through the Project Management Institute (PMI).

Anita Mosley received the following certifications:

- Accelerated Digital Aptitude Certification from Wipro in 2019
- PMP certification in 2012
- Scrum Master Certification in 2011
- ITIL Foundation in 2005
- Motorola Six Sigma Certification in 2007

Anita has over 25 years of experience in the public and private healthcare sector, including 10 years of experience in the operational executive management of MMIS systems. She has worked on components of the MMIS in more than 15 States from both DDI and Operational phases including all phases of the SDLC (system development life cycle).



KR11

The Contractor's Integration Lead must meet the following qualifications including:

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.
b. Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software).
c. A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred.

Team Wipro's Integration Lead has the following experience.

- Over 17 years of experience leading system design and integration projects, including the technical design and implementation of projects of similar size and scope to this project
- Experience including directing multi-discipline technical teams producing integration

solutions, for example Service Oriented Architecture, network, hardware and software
- A Bachelor's Degree in Information Systems Engineering, Computer Science, or related field

Our Integration Lead, Michael Phillips, is an experienced Integration Specialist focusing on fast-paced government environments requiring large-scale integrated solutions. In addition, he has over 33 years of experience as a Program Manager, Project Manager, Business Analyst, and Enterprise Architect. He served as the following:

- Project Manager for the State of Illinois Central Management Services (CMS) Application Portfolio Rationalization project
- Data Architect responsible for data integration, data conversion and data cleansing for the Indiana Integrated Case Management System (ICMS)

Michael is a recognized thought leader in the application of federal data sharing and security standards. He was a pioneer in the creation and adoption of the National Information Exchange Model (NIEM) used by federal, state and local law enforcement agencies to share data pertaining to Homeland Security. This same standard is now being adopted by the Health and Human Services industry at the federal and state levels for data sharing.



KR12

The Contractor must designate a Testing Lead to coordinate all testing activities.

Team Wipro proposes Christine Demerest as our Testing Lead to coordinate all testing activities.

Our testing lead, Christine Demerest, has worked within MMIS systems as a business analyst, business architect, and as test manager. She is a Certified Business Analysis Professional (CBAP). The combined skill of business analysis and testing makes Christine uniquely qualified to ensure comprehensive integrated testing occurs during appropriate phases of the testing life cycle. Additionally, Christine has worked with State third-party vendors, subcontractors, provider communities and other entities and understands the role of communication and cross-system integrated testing of the complete MMIS solution. Christine's experience and skills are key to ensuring successful integration into the overall State's MMIS.



KR13

The Contractor's Testing Lead must meet the following qualifications including:

a. Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project.
b. In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system.

Team Wipro's Testing Lead has the following experience.

- Over 11 years of experience leading testing activities for projects similar in size and scope to this project
- An in-depth understanding of the testing life cycle and all artifacts required to successfully validate the System

Our Test Lead, Christine Demerest, has been intimately involved in a combination of business analysis, business architecture and testing, with testing activities occurring in all roles of MMIS for

more than six years. This experience includes:

- Assisting with developer unit testing
- Initial smoke/regression testing
- Use case/requirement testing
- Integration testing
- Performance/load testing
- Testing with external associates (other State agencies, State vendors, Team Wipro subcontractors, Provider communities, and others as required)
- Assisting with User Acceptance Testing

These testing activities include legacy, open systems, and COTS products, as well as various testing and documenting tools.



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.

Team Wipro proposes Thomas (Tom) Stockdale as our Contract Manager. He will be the single point of contact for matters concerning the Contractor's performance under the Contract. Tom will have the authority to make decisions that are binding to the Contract and will be responsible for timely completion of the project and be responsible for meeting all contractual obligations.

Tom has over 30 years of experience in managing contracts from various healthcare perspectives and will provide the necessary subject-matter expertise to make timely, binding decisions to ensure all contractual obligations are met.



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.

Team Wipro's Contract Manager has a minimum of five years contract management experience managing related services with similar budgets within the Medicaid or healthcare industry for a project of similar size and scope to this project.

As Contract Manager, Tom Stockdale has over 30 years of leadership experience in designing and executing a broad range of initiatives to meet public and commercial healthcare market needs. For Team Wipro, Tom focuses on the Health and Human Services, developing Enterprise IT and services strategies to meet healthcare reform demands. His career includes healthcare and MMIS project leadership roles with various healthcare organizations. He has extensive Medicaid Management Information Systems (MMIS) business development, implementation, and operations experience. His work in the private sector includes commercial, Medicare and Medicaid managed care plan startups, implementation, and operations. He is a skilled healthcare market IT analyst with broad expertise in solutions and services for the public sector.

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.

Team Wipro will submit two references for each key personnel being proposed for the project and each reference will depict relevant and current experience for work completed no more than seven years prior to the date of this RFP. References are as follows:

Core Solution

Project Manager – Anita Mosley

Table 3-18: Core Solution Project Manager References

Reference 1	
Name	Tyler Carruth
Title	Director, Medicaid Systems Modernization (former)
Company/Organization	State of Louisiana, Department of Health and Hospitals
Email	Tyler.Carruth@la.gov
Phone Number	(225) 342-4810
Description of Professional Relationship	State Liaison
Reference 2	
Name	Angela Johnson
Title	Deputy Account Manager Molina Healthcare (former)
Company/Organization	Xerox
Email	angijohnson@gmail.com
Phone Number	(207) 213-3714
Description of Professional Relationship	Peer

Technical Manager – Mahesh Mullath

Table 3-19: Core Solution Technical Manager References

Reference 1	
Name	Tisha McGowan
Title	Project Manager

Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Tisha.A.McGowan@dss.mo.gov
Phone Number	(573) 522-4294
Description of Professional Relationship	State contact for project management.
Reference 2	
Name	Dale Carr
Title	Director
Company/Organization	State of Missouri Department of Social Services, Missouri Medicaid Audit and Compliance Unit
Email	Dale.Carr@dss.mo.gov
Phone Number	(573) 751-5296
Description of Professional Relationship	State contact for project implementation.

Contract Manager – Tom Stockdale

Table 3-20: Core Solution Contract Manager References

Reference 1	
Name	Dr. Dennis Mihale MD
Title	Chief Executive Officer
Company/Organization	Parses Inc.
Email	Dennis Mihale (dennis.mihale@caresync.com)
Phone Number	(813) 269-7858
Description of Professional Relationship	Partner in Clinical Medical Record Auditing firm
Reference 2	
Name	Mark Shishida
Title	Executive Vice President (Retired)
Company/Organization	Fox Systems (Merged with Cognosante)
Email	Mark.Shishida@cognosante.com
Phone Number	(480) 423-8184

Description of Professional Relationship	Manager at Fox Systems (Now Cognosante)

Claims Manager – Paul Andrews

Table 3-21: Core Solution Claims Manager References

Reference 1	
Name	Kim Evans
Title	Division Director
Company/Organization	State of Missouri Department of Social Services, Family Support Division
Email	Kim.R.Evans@dss.mo.gov
Phone Number	(573) 751-8973
Description of Professional Relationship	Director of the Family Support Division (current client)
Reference 2	
Name	Steve Newman
Title	Attorney and Counselor at Law
Company/Organization	Newman, Comley and Ruth P.C.
Email	newman@ncrpc.com
Phone Number	(573) 634-2266
Description of Professional Relationship	Family Attorney

Testing Lead – Christine Demerest

Table 3-22: Core Solution Testing Lead References

Reference 1	
Name	Sandra Knipker
Title	MMIS Administrator
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Sandra.Knipker@dss.mo.gov
Phone Number	(573) 522-1257
Description of Professional	State counterpart at MOHealthNet and have collaborated on multiple

Relationship	projects
Reference 2	
Name	Samantha Cook
Title	Assistant Director of Information Services
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Samantha.Cook@dss.mo.gov
Phone Number	(573) 751-7996
Description of Professional Relationship	Collaborated to define the procedures for Business Analyst and Testing Analyst for project documentation as well as various other projects.

Integration Lead – Michael Phillips

Table 3-23: Core Solution Integration Lead References

Reference 1	
Name	H Kevin Davis, PMP
Title	President and CEO
Company/Organization	CQuest
Email	kdavis@cquest.us
Phone Number	(217) 541-7387
Description of Professional Relationship	Reported to as Owner of Consulting Agency contracted with State of TN for work on the Development and Implementation of Tennessee Women, Infants and Children (WIC) Management Information System (MIS)
Reference 2	
Name	Mark A. Maitland MBA, PMP
Title	Managing Director
Company/Organization	KPMG LLP
Email	mmaitland@kpmg.com
Phone Number	(317) 438-1236
Description of Professional Relationship	Worked with Mark Maitland when he was the CIO for the State of Indiana Department of Social Services and at KPMG for the State of Tennessee Medicaid Modernization project.

Certification Lead – Sheri Jennett

Table 3-24: Core Solution Certification Lead References

Reference 1	
Name	Anita Corey
Title	Bureau Chief, Medicaid Division
Company/Organization	Illinois Health and Family Services
Email	anita.corey@illinois.gov
Phone Number	(217) 553-9431
Description of Professional Relationship	Supported Anita Corey at the Bureau of Technical Support (BTS), performing the role of Federal CMS Certification Lead (MECT 2.2) for Pharmacy Benefit Management System (PBMS) and Provider Enrollment (PE).
Reference 2	
Name	Sean Pearson
Title	Director
Company/Organization	New Mexico Department of Human Services
Email	sean.pearson@state.nm.us
Phone Number	(505) 827-9425
Description of Professional Relationship	While employed with S&S Software for TPGSI worked with Sean Pearson at the State of New Mexico - while leading, executing and coordinating tasks in support of the CMS Certification of a Medicaid Management Information System (MMIS), for Software Integration.

Operations Manager (Post DDI) – Glenn Townley

Table 3-25: Core Solution Operations Manager (Post DDI) References

Reference 1	
Name	Melody Webb
Title	Constituent Services Medicaid Unit Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Melody.A.Webb@dss.mo.gov
Phone Number	(573) 526-4274
Description of Professional Relationship	Client

Reference 2	
Name	Amit Chalendar
Title	Operations Manager
Company/Organization	Capgemini
Email	Achalendar@capgemini.com
Phone Number	(915) 201-6338
Description of Professional Relationship	Peer at Capgemini

Business Architect – John McCarver

Table 3-26: Core Solution Business Architect References

Reference 1	
Name	Brian Kinkade
Title	Department Director (Retired)
Company/Organization	State of Missouri Department of Social Services
Email	kinkade@mchsi.com
Phone Number	(573) 999-4014
Description of Professional Relationship	Executive Sponsor of the Missouri MEDES Project
Reference 2	
Name	Julie Gibson
Title	Division Director (Retired)
Company/Organization	State of Missouri Department of Social Services, Family Support Division
Email	mjuliegibson@yahoo.com
Phone Number	(573) 353-7447
Description of Professional Relationship	Direct Supervisor (2015-2017)

Business Analyst – Vicki Fry

Table 3-27: Core Solution Business Analyst References

Reference 1	
Name	Lynn Young
Title	MMIS Administrator (Retired)
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Lynn.Young@dss.mo.gov
Phone Number	(573) 751-3752
Description of Professional Relationship	Former MMIS Supervisor and co-worker when employed by MHD
Reference 2	
Name	Sandra Knipker
Title	MMIS Administrator
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Sandra.M.Knipker@dss.mo.gov
Phone Number	(573) 522-1257
Description of Professional Relationship	Co-worker when employed by MHD and Business Analyst for multiple projects under the fiscal agent services

Option A - Financial

Financial Services Project Manager – Carla Laughlin

Table 3-28: Option A – Financial Services Project Manager References

Reference 1	
Name	Betty Emmerich
Title	IV&V Lead (Retired)
Company/Organization	Cognosante
Email	bettyemmerich@yahoo.com.
Phone Number	(573) 690-0985
Description of Professional Relationship	Betty served as IV&V for multiple projects during her tenure for the State of Missouri.
Reference 2	

Name	Samantha Cook
Title	Assistant Director of Information Services
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Samantha.Cook@dss.mo.gov
Phone Number	(573) 751-7996
Description of Professional Relationship	Assistant Director of Information Services for the State and worked on several projects

Financial Services Lead Analyst - Peggy Wieberg

Table 3-29: Option A – Financial Services Lead Analyst References

Reference 1	
Name	Lori Reed
Title	Management Analysis Specialist II
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Lori.Reed@dss.mo.gov
Phone Number	(573) 526-4274
Description of Professional Relationship	Managed Care specialist who provides managed care project specifications based on State of Missouri Mo HealthNet Managed Care program policy.
Reference 2	
Name	Connie Sutter
Title	Pharmacy Fiscal and Rate Setting Director
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Connie.Sutter@dss.mo.gov
Phone Number	(573) 522-9843
Description of Professional Relationship	Collaborate with Connie to design system modifications as dictated by Missouri capitation policy changes

Financial Manager – Melissa Platt

Table 3-30: Option A – Financial Manager References

Reference 1	
Name	Tom Luebbering
Title	Vice President of Finance
Company/Organization	Capital Region Medical Center
Email	tluebbering@crmc.org
Phone Number	(573) 632-5101
Description of Professional Relationship	Former co-worker
Reference 2	
Name	Kelsey Hussey
Title	Solution Consultant
Company/Organization	Medallia
Email	kelsey.simpson.hussey@gmail.com
Phone Number	(573) 645-2503
Description of Professional Relationship	Former co-worker

Business Analyst – Sara Oellerich

Table 3-31: Option A – Business Analyst References

Reference 1	
Name	Racheal Matheny
Title	Management Analysis Specialist II
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Racheal.Matheny@dss.mo.gov
Phone Number	(573) 751-8672
Description of Professional Relationship	Worked together as State Fiscal agent liaisons to complete multiple system changes and enhancements to the Missouri MMIS.
Reference 2	
Name	Ritchie Jenkins

Title	IT Business Development Manager
Company/Organization	State of Missouri Department of Conservation
Email	Ritchie.Jenkins@mdc.mo.gov
Phone Number	(573) 522-4115 ext. 3895
Description of Professional Relationship	Worked with Internally to complete multiple system changes and enhancements to the Missouri MMIS.

Option B - Call Center

Call Center Implementation Project Manager - Daniel Browne

Table 3-32: Option B – Call Center Implementation Project Manager References

Reference 1	
Name	Scott Owens
Title	Business Sponsor
Company/Organization	Children Hospital Of Wisconsin
Email	sowens@blutinuity.com
Phone Number	(414) 215 - 9020
Description of Professional Relationship	Direct Supervisor
Reference 2	
Name	Claudio Meja
Title	System Engineering Manager Invasive Cardiology
Company/Organization	G E HealthCare
Email	claudio.mejia@med.ge.com
Phone Number	(414) 721 - 2823
Description of Professional Relationship	Direct Supervisor

Call Center Lead Analyst – Becky Lannert

Table 3-33: Option B – Call Center Lead Analyst References

Reference 1	
Name	Holly Hern
Title	MHD Privacy Officer

Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Holly.M.Hern@dss.mo.gov
Phone Number	(573) 526-7876
Description of Professional Relationship	Business contact/Client
Reference 2	
Name	Alan Jackson
Title	Program Development Specialist
Company/Organization	State of Missouri Department of Social Services, Family Support Division
Email	Alan.C.Jackson@dss.mo.gov
Phone Number	(573) 751-2397
Description of Professional Relationship	Client

Provider Relations Manager – Jackie Gilmore

Table 3-34: Option B – Provider Relations Manager References

Reference 1	
Name	Lynn Young
Title	Current - System Administrator/Previous - Social Service MMIS Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Lynn.Young@dss.mo.gov
Phone Number	(573) 751-3752
Description of Professional Relationship	MMIS contact for the Claims Department and collaborated on changes made to claims processing that effected the Fiscal Agent Claims Department.
Reference 2	
Name	Dana Bernier
Title	Constituent Services Medicaid Unit Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division

Email	Dana.L.Bernier@dss.mo.gov
Phone Number	(573) 751-6683
Description of Professional Relationship	Manages Constituent Education for the State of Missouri Provider Community. Discuss and notify changes that effect the Provider Communications Call Center.

Enrollment Broker Manager – Ann Roark

Table 3-35: Option B – Enrollment Broker Manager References

Reference 1	
Name	Lori Reed
Title	Management Analysis Specialist II
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Lori.Reed@dss.mo.gov
Phone Number	(573) 522-5094
Description of Professional Relationship	Worked with Lori Reed in various capacities since 2007 regarding the MO HealthNet Managed Care Enrollment Broker program.
Reference 2	
Name	Renee Riley
Title	Constituent Services Medicaid Unit Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Laverna.R.Riley@dss.mo.gov
Phone Number	(573) 526-4274
Description of Professional Relationship	Worked with Renee Riley since 2013 regarding the MO HealthNet Managed Care Enrollment Broker program.

Call Center Utilization Review Analyst – Geri Rolling

Table 3-36: Option B – Call Center Utilization Review Analyst References

Reference 1	
Name	Dr. Mark Roaseau, B.S Pharmacy, M.D.
Title	Clinical Pharmacist
Company/Organization	State of Missouri Department of Social Services, MO HealthNet

	Division
Email	Mark.Roaseau@dss.mo.gov
Phone Number	(573) 522-5090
Description of Professional Relationship	Collaborated on the development of criteria, complex reviews, and program management activities.
Reference 2	
Name	Sandy Wilde
Title	Registered Nurse
Company/Organization	Capital Region Health Center
Email	Rswilde68@gmail.com
Phone Number	(573) 619-4534
Description of Professional Relationship	Worked as peers on the cardiac floor caring for critically ill patients.

Business Analyst – Amber Welch

Table 3-37: Option B – Business Analyst References

Reference 1	
Name	Erin Weaver
Title	Durable Medical Equipment (DME) Specialist
Company/Organization	SurgAssist
Email	Erinsmail99@yahoo.com
Phone Number	(573) 821-9925
Description of Professional Relationship	Prior colleague for 5 years
Reference 2	
Name	Rebecca 'Becky' Elliott
Title	Insurance Follow-up Specialist
Company/Organization	SSM Health Medical Group
Email	Rebecca.Elliott@ssmhealth.com
Phone Number	(573) 681-3000 ext 1063
Description of Professional Relationship	Prior colleague for 5 years

Option C - Federal Reporting

Federal Reporting Implementation Project Manager – Angela Heckemeyer

Table 3-38: Option C – Federal Reporting Implementation Project Manager References

Reference 1	
Name	Sandra Knipker
Title	MMIS Administrator
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Sandra.Knipker@dss.mo.gov
Phone Number	(573) 522-1257
Description of Professional Relationship	In charge of several initiatives over the maintenance projects managed
Reference 2	
Name	Samantha Cook
Title	Assistant Director of Information Services
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Samantha.Cook@dss.mo.gov
Phone Number	(573) 751-7996
Description of Professional Relationship	Counterpart at the MO HealthNet Division

Federal Reporting Lead Analysts – T-MSIS – Mike Schell

Table 3-39: Option C – Federal Reporting Lead Analyst (T-MSIS) References

Reference 1	
Name	Tisha McGowan
Title	PMO Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Tisha.A.McGowan@dss.mo.gov
Phone Number	(573) 522-4294
Description of Professional Relationship	On several projects, Tisha was the MHD PM and I was the fiscal agent project tech lead. I have not worked directly with Tisha since she was promoted to PM Manager at MHD. I have worked directly with the

	MHD PMs under Tisha.
Reference 2	
Name	Lynn Young
Title	Systems Administrator
Company/Organization	Office of Administration, Information Technology Services Division (ITSD)
Email	Lynn.Young@dss.mo.gov
Phone Number	573-751-3752
Description of Professional Relationship	Lead MMIS Analyst and later Systems Administrator for several initiatives over the projects I was the Technical Lead on as the fiscal agent.

Federal Reporting Lead Analysts - CMS-64, CMS-21, CMS-37 – Sharon Crocker

Table 3-40: Option C – Federal Reporting Lead Analyst (CMS-64, CMS-21, CMS-37) References

Reference 1	
Name	Samantha Cook
Title	Assistant Director of Information Systems
Company/Organization	MO Department of Social Services – MO HealthNet
Email	Samantha.Cook@dss.mo.gov
Phone Number	(573) 526-2053
Description of Professional Relationship	Customer for multiple projects and years
Reference 2	
Name	Tisha McGowan
Title	PMO Manager
Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Tisha.A.McGowan@dss.mo.gov
Phone Number	(573) 522-4294
Description of Professional Relationship	Client for multiple projects

Federal Reporting Lead Analyst - All other state and Federal Reporting - Sampath Manjunatha

Table 3-41: Option C – Federal Reporting Lead Analyst (Other) References

Reference 1	
Name	Sharon Crocker
Title	Data Warehouse Lead
Company/Organization	Wipro Infocrossing
Email	sharon.crocker@momed.com
Phone Number	(573) 635-2434
Description of Professional Relationship	Previous Manager
Reference 2	
Name	Divyakumar Arulsamy
Title	IT Delivery, Transformation Leader
Company/Organization	BerryDunn
Email	divyakumara@gmail.com
Phone Number	(573)-298 2806
Description of Professional Relationship	Previous Manager

Federal Reporting Manager – Sharon Crocker

Table 3-42: Option C – Federal Reporting Manager References

Reference 1	
Name	Samantha Cook
Title	Assistant Director of Information Systems
Company/Organization	MO Department of Social Services – MO HealthNet
Email	Samantha.Cook@dss.mo.gov
Phone Number	(573) 526-2053
Description of Professional Relationship	Client for multiple projects
Reference 2	
Name	Tisha McGowan
Title	PMO Manager

Company/Organization	State of Missouri Department of Social Services, MO HealthNet Division
Email	Tisha.A.McGowan@dss.mo.gov
Phone Number	(573) 522-4294
Description of Professional Relationship	Client for multiple projects

Business Analyst – Jolina Lovette

Table 3-43: Option C – Business Analyst References

Reference 1	
Name	Katherine Mead
Title	Manager
Company/Organization	California Department of Healthcare Services
Email	Katherine.Mead@dhcs.ca.gov
Phone Number	(916) 757-8315
Description of Professional Relationship	Colleague and Lead Medicaid Analyst for all State of California Medicaid Projects
Reference 2	
Name	Dr. Albert Banuelos
Title	Deputy Director of San Diego County
Company/Organization	County of San Diego, California
Email	Afbanuelos@gmail.com
Phone Number	(619) 338-2220
Description of Professional Relationship	Colleague and reported to Dr. Banuelos for all California Counties he is/was responsible for in the 58 County California Consortia, Governance, and Committees



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.

Team Wipro commits an adequate level of technical and human resources sufficient to complete the project within the required timeframe and meet the quality requirements as outlined in the RFP. Team Wipro attests that the level of technical and human resources committed at the time of proposal will be maintained throughout the life of the project at a level necessary to complete the scope of work.

Our experience demonstrates our ability to maintain adequate resources to implement similar-scope projects. We understand the importance of hiring and retaining the right staff and ensuring appropriate technical resources are up-to-date for the project at hand.



KR18

The Contractor's staff shall have sufficient experience appropriate for their role.

Team Wipro confirms that the resources assigned to the project will have sufficient experience as appropriate for their role. As the current fiscal agent for Missouri Medicaid, our staff have a vast knowledge and experience of Medicaid claims, the expectations and guidelines of CMS, and working with various State vendors to accomplish the Department's goals.

Team Wipro provides experienced staff whose knowledge aligns with the tasks, roles, and processes of the project. Additionally, Team Wipro provides several training modules specific to Medicaid, SMTD (System Maintenance Technical Documents) for various applications and processes, technology training, and the "buddy system" to provide support to junior or new staff. Our trainings help ensure that Team Wipro has sufficient experience appropriate for the various roles within EMaaS. Team Wipro has also proposed a capable leadership team with vast experience that can adapt to the needs of this project and reduce the overall risk to State.



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.

Team Wipro will supply a written personnel Background Check Attestation for resources who might reasonably be expected to access sensitive and confidential member data contained in all systems accessed during the course of the Contract. Additionally, the Department may request the removal of staff for disqualifying offenses. Team Wipro maintains the same background process regardless of citizenship status.

FirstPoint is the application Team Wipro uses for background investigations and verifications. Team Wipro uses the following criteria when performing background investigations and verifications, including but not limited to the following:

- Person search (social trace)
- County criminal records search
- State criminal court search
- Federal criminal records search

- International criminal records search
- Multi-jurisdiction criminal database
- Global security watch list
- Sex offender records search
- Employment verification
- Education verification
- Healthcare sanction/FACIS Level 3
- Summary
- 10 panel drug test

Completed background verifications are stored in the employee's file.

Hiring is contingent on a successful background check and the candidate will not start until this process is complete and verified.



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.

Team Wipro understands the importance of in-person meetings and conversations and confirms that the Project Manager for the project will work at the State's primary project location unless otherwise approved for remote work by the Department.



KR21

The Contractor's staff shall be available Monday through Friday as early as 7:00 AM and as late as 6:00 PM in the time zone of the participating State.

Team Wipro understands the importance of being available within the State's core working hours, and will be available Monday through Friday between 7:00 AM and 6:00 PM in the participating State time zone. In addition, Team Wipro maintains 24x7 on-call resources post go-live to address critical needs that may have an immediate impact on business functions.



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.

Team Wipro will notify the State of any location other than the primary Project site including the city, state, country, type of work being performed, and percentage of total hours for that type of work at each location. Upon request, we will provide documentation, which identifies the type of work being performed and the percent of total work (of that type) performed at the specific location.

We intend to utilize our facilities in Jefferson City, Missouri, USA, which is the hub of our US-based Wipro Healthcare Center of Excellence ; Helena, Montana, USA; any offshore development will be done in our Health Delivery Unit located in Hyderabad, Telangana, India.



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).

Team Wipro confirms that resources working remotely will be available to work in the State's primary project location upon request of the Department for functions necessary to support the scope of work, including but not limited to risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment.

Team Wipro values a healthy work-life balance for its employees and contractors. We place a high priority on in-person interactions however emphasizing work-life balance at times means allowing employees to work remotely, when able. Our policy for remote workers is to be available at a physical office location when necessary, either at the request of the Department or Team Wipro's managerial staff and to continue working within the established hours of the State's time zones.



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.

Team Wipro understands the importance of retaining staff and strives towards staff retention, however turnover is inevitable. In the event key personnel or management staff member replacement is needed, we will ensure they meet or exceed the minimum qualifications for the position they are assuming. Team Wipro will provide a detailed resume for such proposed key personnel/management replacement and understands that these replacements are subject to Department approval prior to any assignment.



KR26

The Contractor shall provide the appropriate level of knowledge transfer/training to Contractor staff.

Team Wipro commits to providing the appropriate level of knowledge transfer and training to its resources.

Within our project document repository, we have a dedicated area for training and knowledge management, which includes the following:

- Policies: Policies are defined as a structured pattern of actions adopted by an organization which explains the organization's policy using a set of basic principles that govern the organization's conduct. The policies may include company policies or policies defined by the State or Department contract.
- Processes: Processes are defined as a systematic series of activities directed towards causing an end result such that one or more inputs will be acted upon to create one or more outputs.

The process documents serve as a resource for new and experienced staff learning new procedures.

- Checklists: Checklists are a structured tool used to verify that a set of required steps are completed and performed. Checklists ensure each required step is executed.
- Standards: Standards documents are standard operating procedures which include rules, guidelines and other policies that govern operations. The results are aimed at achieving an optimum compliance with standard operating procedures.
- Training Knowledge Repository:
  - Internal Training Material – Information that does not fall into the policy, process, checklist, or standard category. This is information needed by new hires or provides details on internal processes.
  - Training Links and Sites – This site has links to training sites that are used by the account.
  - System Maintenance Technical Document (SMTD) – SMTDs document the technical aspects of a subsystem or component. All SMTDs are housed in this site. SMTDs are maintained and updated when there is a change to the subsystem or component for which the SMTD defines.

In addition to training and knowledge management documentation, Team Wipro has an extensive training approach, including the following:

- Onboarding: Our human resources department's new hire presentation and materials ensure new staff understand both company policies and the policies, processes, and guidelines of the State and Department. Additionally, new resources are paired with an experienced resource for hands-on training.
- Continued Training: Employees are required and encouraged to take courses periodically to refresh their knowledge and keep current with the latest technologies and industry trends. These courses include compliance attestations that ensure all staff are updated on and understand the security and privacy standards.

The primary objective of knowledge transfer and continuous training for Team Wipro is aimed at maintaining current operational standards for our clients with seamless staff transitions and when new resources join the project.



KR28

The Contractor must designate a Certification Lead to coordinate all certification activities.

Team Wipro proposes Sheri Jennett as our Certification Lead who will coordinate all certification activities.

Sheri is an accomplished Federal Certification Lead with over 20 years of experience, including project management, business analysis, testing, and development. Sheri has served as a certification subject matter expert for the technical solution for the CMS MECT 2.2 and MITA 3.0 criteria in multiple State engagements.



KR29

The Contractor's Certification Lead must meet the following qualifications including:

a. Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project.
b. In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system.

Team Wipro's Certification Lead has the following experience:

- Over 20 years of experience certifying systems against industry standards for projects of similar size and scope to this project
- An in-depth understanding of the most current MECT certification life cycle required to successfully validate the System

Sheri Jennett's experience in certification roles includes Federal CMS Certification Manager and Federal CMS Certification Technical Lead. These roles required extensive MECT certification life cycle knowledge and provides her the experience needed to be successful in her role as Team Wipro's Certification Lead.



KR34

The 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. 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.

Team Wipro recognizes the importance of key roles being filled at all times, and we ensure any role that is vacant will have a qualified temporary resource in place by the 10th business day. The qualified temporary resource will meet the requirements of the RFP and Contract Section 4. Furthermore, Team Wipro acknowledges and affirms that existing key personnel will not be used to fill the vacant role unless approval is given by the Department. Additionally, Team Wipro agrees that the Department retains the authority to approve the proposed replacements of key personnel.

Our resource availability mitigation and contingency plans of hiring resources with multiple skill sets and cross training ensures temporary replacements for key personnel are readily available.



KR35

The Contractor must designate an Integration Lead to coordinate with the Systems Integrator, other module vendors, and other stakeholders, manage the design, configuration/build, integration, defect management, and implementation of the Contractor's scope of work.

Team Wipro has designated an Integration Lead, Michael Phillips, to coordinate with the Systems Integrator, other module vendors, and other stakeholders. He is an experienced Integration Specialist, focusing on fast-paced government environments requiring large-scale integrated

solutions. In addition, he has a 30+ year career as a Program Manager, Project Manager, Business Analyst, and Enterprise Architect. He served as Project Manager for the State of Illinois Central Management Services (CMS) Application Portfolio Rationalization project. Served as the Data Architect responsible for data integration, data conversion and data cleansing for the Indiana Integrated Case Management System (ICMS).

Michael is a recognized thought leader in the application of federal data sharing and security standards. He was a pioneer in the creation and adoption of the National Information Exchange Model (NIEM) used by federal, state and local law enforcement agencies to share data pertaining to Homeland Security. This same standard is now being adopted by the Health and Human Services industry at the federal and state levels for data sharing.

He will manage the design, configuration/build, integration, defect management, and implementation of our scope of work.



KR36

The Contractor shall provide key personnel that at a minimum include the Project Manager, Technical Manager, Contract Manager, Claims Manager, Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. For the Operations Phase of the Program, the Contractor shall provide key personnel that at a minimum include the Project Manager, Operations Manager, Claims Manager, Technical Manager, and Contract Manager. Key personnel shall not hold more than one key role unless otherwise approved by the agency. The agency will review and approve all key personnel.

Team Wipro commits to include at a minimum the following well-qualified key personnel during DDI and Certification phases:

- Project Manager – Anita Mosley
- Technical Manager – Mahesh Mullath
- Contract Manager – Tom Stockdale
- Claims Manager – Paul Andrews
- Testing Lead – Christine Demerest
- Integration Lead – Michael Phillips
- Certification Lead – Sheri Jennett

Team Wipro commits to include at a minimum the following key personnel during the Operations phase:

- Project Manager – Anita Mosley
- Operations Manager – Glenn Townley
- Technical Manager – Mahesh Mullath
- Contract Manager – Tom Stockdale
- Claims Manager – Paul Andrews

Team Wipro confirms that key personnel will hold only one key role unless approved by the Department to hold multiple roles. We understand the Department will review and approve all key personnel.



KR37

For Option A - Financial, the Contractor shall provide defined key personnel of Financial Manager for the Operations, Maintenance and Configuration phase of the project. 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.

Team Wipro proposes Melissa Platt as the Financial Manager for Option A – Financial in the Operations, Maintenance, and Configuration phases of the project. Melissa has a Bachelor of Science degree in Accounting and over 20 years of experience in accounting and financial management including producing Comprehensive Annual Financial Report (CAFR) governmental reporting and acting as accountant and financial analyst for a large hospital organization prior to her MMIS financial experience.

Additionally, Sara Oellerich will assume the key personnel role of Business Analyst during the Operations, Maintenance, and Configuration phases. Sara Oellerich is a talented professional with more than 15 years of experience in administration, information technology, healthcare, and government fields. She has 10 years of well-rounded experience within MMIS systems, working as a communication specialist, project coordinator, and business analyst.

Team Wipro acknowledges that the Department will review and approve all key personnel.



KR38

For Option B - Call Center, the Contractor shall provide defined key personnel of Provider Relations Manager and Enrollment Broker Manager for the Operations, Maintenance and Configuration phase of the project. 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.

Team Wipro proposes Jackie Gilmore as our Provider Relations Manager and Ann Roark as our Enrollment Broker Manager for Option B - Call Center, in the Operations, Maintenance, and Configuration phase of the project.

Jackie Gilmore has over 30 years of Medicaid experience, including Claims Resolutions Specialist, Supervisor and Information Analyst. She has also served as Supervisor for Resolutions Specialist, Data Entry Operators, and Call Center Third Party Liability (TPL) Units. Currently, she is working as the Provider Communications Supervisor.

Ann Roark has more than 15 years of Missouri Medicaid business and operations experience with the MO HealthNet Enrollment Broker function as Enrollment Counselor, Enrollment Supervisor, and Call Center Manager.

Additionally, the following are also identified as key personnel for Operations, Maintenance, and Configuration:

- Call Center Lead Analyst - Becky Lannert
- Call Center Utilization Review Analyst – Geri Roling
- Business Analyst – Amber Welch

Team Wipro acknowledges that the Department will review and approve all key personnel.



KR39

For Option C - Federal Reporting, the Contractor shall provide defined key personnel of Federal Reporting Manager for the Operations, Maintenance and Configuration phase of the project. 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.

Team Wipro proposes Sharon Crocker as our Federal Reporting Manager for Option C – Federal Reporting, in the Operations, Maintenance, and Configuration phase of the project. Sharon Crocker has over 30 years of experience working as an MMIS IT resource where her primary responsibilities included MITA architecture, TPL redesign, ad hoc reporting, data warehouse, Surveillance Utilization and Review (SUR), Management and Administrative Reporting (MAR), HIPAA Transaction and Code Set transactions, and Core, making her the ideal candidate for Federal Reporting Manager.

Additionally, the following are also identified as key personnel for Operations, Maintenance, and Configuration:

- Federal Reporting Lead Analyst - Sampath Manjunatha
- Business Analyst – Jolina Lovette

Team Wipro acknowledges that the Department will review and approve all key personnel.



KR40

For Option D - State Specific Requirements, the Contractor shall provide key personnel for the Operations, Maintenance and Configuration phase of the project as defined in the Participating State's Participating Addendum. 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.

For Option D – State Specific Requirements, in the Operations, Maintenance, and Configuration phase of the project, Team Wipro will identify additional key personnel as defined by the Participating State's Participating Addendum.

Team Wipro will collaborate with the State to identify key positions and personnel for the Operations, Maintenance and Configuration phases per the addendum. We acknowledge that the Department will review and approve all key personnel as required. Team Wipro will ensure all key personnel meet the required qualifications of the Participating State.



KR41

For Option A - Financial, The Contractor shall provide key personnel at a minimum that include a Financial Services Project Manager, Financial Services Lead Analyst, 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.

Team Wipro proposes Carla Laughlin as our Financial Services Project Manager and Peggy Wieberg as our Financial Services Lead Analyst for Option A – Financial in the DDI and Certification phases of the program.

Carla has over 20 years of Medicaid IT experience, encompassing many roles. She has an MBA and is PMP certified. Carla has worked on large projects, including HIPAA 4010/5010, Core I-III, and a complete data center migration, which included open systems standardization and a thorough hardware refresh. She continually achieves meeting deadlines, delivery excellence and maintaining a positive relationship with State personnel.

Peggy has more than 30 years of experience in Information Technology, working for the State of Missouri Office of Administration to develop a statewide online payroll system and enhancing the State's financial system. Additionally, she has over 25 years of experience on the State of Missouri Medicaid contract with special emphasis in provider, managed care encounter claims, capitation, and financial systems.

Team Wipro confirms that key personnel will hold only one key role unless approved by the Department to hold multiple roles. We understand the Department will review and approve all key personnel.



KR42

For Option B - Call Center, The Contractor shall provide key personnel at a minimum that include a Call Center Implementation Project Manager, Call Center Lead Analyst, 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.

Team Wipro proposes Daniel Browne as our Call Center Implementation Project Manager and Becky Lannert as our Call Center Lead Analyst for Option B – Call Center, in the DDI and Certification phases of the program.

Daniel has over 30 years of experience in Information Technology in various industries. He has worked as a Senior Project Manager, and was involved in projects which streamlined the process and technology to exchange secure encrypted healthcare data between hospitals. Daniel has experience as a Senior Project Manager for Disaster Recovery and a Lead Project Manager for completing the opening of a Medicaid Call Center. He has a certificate in Organizational Project Management from the George Washington University School of Business and Public Management.

Becky has almost 25 years of Medicaid experience in Missouri. During her career she has worked in several roles, including Document Control, Participant Services, Customer Service Representative, Team Lead and Supervisor for the Missouri Medicaid Contract. Most recently, she moved to the Eligibility and Enrollment Contact Center Contract as Supervisor, where she has assisted in editing, updating, and revising Enrollment Broker documents, monitoring staff, completing daily and monthly reports, coordinating with the Teleworkers within the Contact Center, and other supervisory duties.

Team Wipro confirms that key personnel will hold only one key role unless approved by the Department to hold multiple roles. We understand the Department will review and approve all key personnel.



KR43

For Option C - Federal Reporting, The Contractor shall provide key personnel at a minimum that include a Federal Reporting Implementation Project Manager, and three Federal Reporting Lead Analysts for the following areas: 1) Transformed Medicaid Statistical Information System (TMSIS), 2) CMS-64, CMS-21, CMS-37, 3) All other state and Federal reporting 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.

Team Wipro proposes the following key personnel for Federal Reporting Implementation:

- Angela Heckemeyer as our Federal Reporting Implementation Project Manager
- Mike Schell as our Federal Reporting Lead Analyst – Transformed Medicaid Statistical Information System (T-MSIS)
- Sharon Crocker as our Federal Reporting Lead Analyst - CMS-64, CMS-21, CMS-37
- Sampath Manjunatha as our Federal Reporting Lead Analyst - All other state and Federal reporting, for Option C – Federal Reporting

Team Wipro confirms that key personnel will hold only one key role unless approved by the Department to hold multiple roles. We understand the Department will 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 – Core	Number of Full Time Equivalent
Schedule B – Core	Number of Hours
Schedule A Option A – Financial	Number of Full Time Equivalent
Schedule B Option A – Financial	Number of Hours
Schedule A Option B – Call Center	Number of Full Time Equivalent
Schedule B Option B – Call Center	Number of Hours
Schedule A Option C – Federal Reporting	Number of Full Time Equivalent
Schedule B Option C – Federal Reporting	Number of Hours
Schedule A Option D – State Specific Requirements	Number of Full Time Equivalent
Schedule B Option D – State Specific Requirements	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.

Team Wipro has completed the Resource Allocation Schedules provided in Attachment H – Resource Allocation Schedules. The schedules represent Team Wipro's plan for staffing the Montana Claims Processing and Management Services RFP project by resource type.

Team Wipro has analyzed the requirements and considered the various tasks needed to execute the project based on the experience as the Fiscal Agent for the State of Missouri and many other complex projects that Team Wipro has implemented. Team Wipro will work in collaboration with the Agency to refine and baseline the tasks identified the proposed Project Work Plan. Based on the tasks, Team Wipro has identified the ideal set of resource types and estimated the work effort to accomplish the project. Team Wipro has included additional roles and allocations as necessary to meet the needs of the project.

Team Wipro has submitted both Schedule A and Schedule B, providing a comprehensive total for all FTE and hours for Team Wipro and our subcontractor resources. A separate Schedule A and Schedule B is provided for the Team Wipro, prime contractor and each subcontractor (Sub).

In line with our RFP response the Agency will find the following schedules:

Table 3-44: Allocation Schedules

List of Resource Allocation Schedules	
Schedule	**Title**
Schedule A – Core	Number of Full Time Equivalent: 113.2829
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule B – Core	Number of Hours: 427,494
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule A Option A – Financial	Number of Full Time Equivalent: 91.65
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule B Option A – Financial	Number of Hours: 80,160
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule A Option B – Call Center	Number of Full Time Equivalent: 57.88
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule B Option B – Call Center	Number of Hours: 203,840
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule A Option C – Federal Reporting	Number of Full Time Equivalent: 49.43

Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule B Option C – Federal Reporting	Number of Hours: 71,040
Wipro Infocrossing Comprehensive Resource Allocation Schedule	
Schedule A - Core	Number of Full Time Equivalent: 108.15
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule B - Core	Number of Hours: 415,320
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule A Option A – Financial	Number of Full Time Equivalent: 91.65
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule B Option A – Financial	Number of Hours: 80,160
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule A Option B – Call Center	Number of Full Time Equivalent: 57.88
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule B Option B – Call Center	Number of Hours: 203,840
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule A Option C – Federal Reporting	Number of Full Time Equivalent: 49.43
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule B Option C – Federal Reporting	Number of Hours: 71,040
Wipro Infocrossing Prime Vendor Resource Allocation Schedule	
Schedule A – Core	Number of Full Time Equivalent: 4.54
Wipro Infocrossing Sub HealthEdge Resource Allocation Schedule	
Schedule B – Core	Number of Hours: 10,640
Wipro Infocrossing Sub HealthEdge Resource Allocation Schedule	
Schedule A – Core	Number of Full Time Equivalent: 0.67
Wipro Infocrossing Sub Change HealthCare Resource Allocation Schedule	
Schedule B – Core	Number of Hours: 1,534
Wipro Infocrossing Sub Change HealthCare Resource Allocation	

Schedule	

As indicated in the Attachment H instructions, Team Wipro did not fill out any schedules for Option D as this will be completed during the Participating Addendum process.

Team Wipro has included a complete list of resources used in the project schedules to successfully deliver the scope of work.

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 Contractor hosted
- State Leased software hosted by a third party
- Software as a Service (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 in detail their approach to meet each of the Project Closeout and Turnover requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro recognizes the importance of a successful project closeout and turnover for the ongoing success of the State's Medicaid Program and will provide a comprehensive and mutually agreed turnover plan, including the services required for the transition of applicable operations, services, and module components.

With receipt of the Department's Turnover Notification Letter of intent to terminate and transfer the data, Team Wipro will provide an initial Turnover Plan at least 12 months prior to the end of the contract and an updated version six months prior to the end of the contract. Turnover activities include the following:

- Team Wipro will provide transparency with an orderly, cooperative, comprehensive, and controlled transition to the Department, the successor contractor, and other contractors as necessary.
- We will also provide full exchange of systems and operational documentation to any new contractor and/or any State resource as indicated in the Turnover Plan.
- During the Turnover phase, Team Wipro will maintain the performance and service obligations, as provided by the terms and conditions of the contract until the termination effective date or expiration date.
- Team Wipro will provide Lessons Learned documentation, based on project experiences and decisions.
- Team Wipro will deliver the following documentation:
  - Ongoing status reports, including the specified monthly reports. The Monthly Turnover Reports ensure the Department stays up-to-date on the overall progress of the project and

is promptly made aware of any areas where project schedule slippage may occur.

- A Turnover Results Report, which captures the completion of all steps and tasks identified in the Turnover Plan of information, data transfer and operations, continuing through the end of our contract period when requested in writing by the Department, should contract turnover become necessary.
- All lessons learned gathered throughout the life of the contract and all phases of the project.

Illustrated below is a Table of Contents of the sample Turnover Plan:

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Figure 3-69: Table of Contents – Sample Turnover Plan

Please reference the following for Team Wipro's detailed responses for the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.

PTO01

The Contractor shall provide a turnover approach and the services required for the transition of operations, services and module components.

Team Wipro will provide a turnover approach and the services required for the transition of operations, services, and module components.

Team Wipro understands our role as the contractor in the event of a turnover at contract conclusion and will provide a mutually agreed turnover approach and services required for transition if the need should arise. Our experience shows that transition of responsibilities at contract conclusion is pivotal for sustained project success. Thus, we are prepared to ensure a seamless transition from Wipro's EMaaS to a succeeding contractor's solution.

Our primary commitment in executing an effective turnover is to satisfy the expectations and needs of all stakeholders, including other State contractors. Team Wipro, in accordance with the Turnover Plan, facilitates a smooth transition by working closely with the State and any given contractor(s) to achieve these three key goals:

- Ensure continuity and continued excellence in ongoing operations
- Deliver an accurate, smooth, and timely conversion to the new solution
- Ensure minimal disruption of processing or interaction with services provided to members, providers, or Department operations staff

Careful orchestration of the contract turnover process is essential for the timely execution of tasks and the transition of management functions. The approach below to turnover provides benefit to both Team Wipro and the Department.

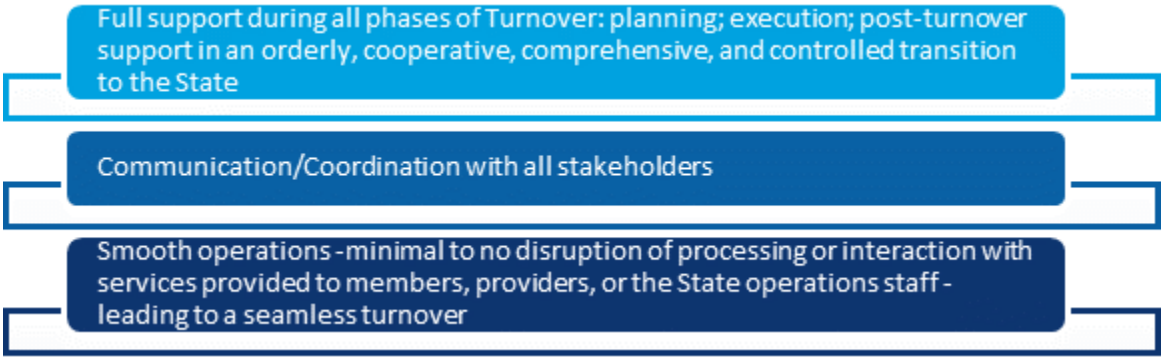


Figure 3-70: Appoach to Turnover

In our 30 + years of successful relationship with the State of Missouri as their MMIS partner and Fiscal Agent, we have collaborated with the State in its journey towards modular architecture by successfully turning over modules such as Business Intelligence Data Warehouse (BIDW), Third Party Liability (TPL), and Pharmacy Benefit Management (PBM) to other vendors.



PTO02

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:

a. An updated Turnover Plan.
b. Complete and update system and user documentation.
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.
d. Operational tasks and procedures as necessary to support ongoing operations of the solution.
e. Lessons learned report.
f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.
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.

The Department reserves the right to request this information at any time throughout the Contract.

Team Wipro understands the requirement to provide the above listed documents 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 extension, or as requested by the Department.

Team Wipro assigns a Turnover Project Manager with responsibility for developing this document and guiding the Team Wipro turnover planning, execution, and implementation approval activities.

Team Wipro prepares the updated, detailed Turnover Plan and submits it to the Department for review and approval.

Our proposed turnover approach describes the turnover planning, execution, and implementation approval activities, including the tasks and subtasks for turnover, schedule for turnover, and production program and documentation update procedures during turnover.

The Project Schedule provides performance of the tasks and subtasks, establishes the proper sequencing of project tasks which provides the baseline against which project progress can be measured includes a timeline with milestones for the Turnover to include planning, execution, and implementation approval presented using Microsoft Project, is included in the plan. Incorporation of the approved turnover tasks into the Turnover Work Plan enables the assignment of beginning and ending dates for each activity, estimation of resources required to complete each activity, and identification of the Team Wipro, successor contractor's and the State's responsible individuals.

Key elements of the Team Wipro turnover strategy include the following:

- Turnover Project Work Plan, including turnover scope, tasks, subtasks, and the project schedule and incorporates all milestones, deliverables, time lines, and dependencies.
- Documentation regarding files, interfaces, and workflow. Team Wipro will provide a documented transfer of all management and administration artifacts, databases, communications, and materials on media approved by the Department.

- 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.
- Status Reporting - turnover progress, working closely and consistently with Department staff to review progress toward producing turnover deliverables and meeting established milestones. The Department will be informed of our progress early and often, enabling us to closely track and meet milestones as scheduled.
- Complete and update system and user documentation.
- Lessons learned report.
- List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.
- A detailed description of the services and a statement of resources that is required by another Contractor to fully take over system, technical, and business functions outlined in the Contract.



PTO03

The Contractor shall provide a Monthly Turnover Report reflecting transition activities during the turnover period.

Team Wipro will provide a Monthly Turnover Report reflecting transition activities during the turnover period.

Team Wipro Turnover Project Manager produces ongoing status reports, including the specified monthly reports that are provided to the Department and stakeholders. The Monthly Turnover Reports ensures the Department stays up-to-date on the overall progress of the project and is promptly made aware of any areas where project schedule slippage may occur.

The Monthly Turnover Report is stored in Content360 for visibility and easy access. The report will contain a summary of the overall status of the project, including progress against the approved Work Plan and deliverable schedule.

The Monthly Turnover Report will provide the following:

- Narrative status report, summarizing project status
- Accomplishments and activities during the reporting period
- Identification of any problems encountered and a status of the problem resolution
- Planned activities for the next reporting period
- Status of each required milestone and deliverable, including any dependency constraining a milestone and the corrective action needed
- Quality control and quality assurance activities to identify and mitigate areas of potential risk
- Agenda of topics for the subsequent status meeting
- Other information as required by the Department or deemed relevant by Team Wipro



PTO04

The Contractor shall provide operational procedures that describe how maintenance is performed for the solution.

Team Wipro will provide operational procedures during Turnover phase which identifies how

maintenance is performed for the solution.

All relevant operations procedures documented for the maintenance of the solution will be turned over to the successor contractor or the State, as per the mutually agreed Turnover plan.



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.

Team Wipro will 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.

Team Wipro provides transparency with an orderly, cooperative, comprehensive, and controlled transition to the Department and the successor contractor, as necessary. We will also provide full exchange of information, data transfer and operations, continuing through the end of our contract period when requested in writing by the Department, should contract turnover become necessary.

We work with the Department and the successor contractor to provide support and derive mutually accommodating and reasonable work schedules during the Turnover phase.



PTO06

The Contractor must transfer solution and services documentation and all data requested by the State to the State.

Team Wipro will transfer solution and services documentation, and all data requested by the State to the State.

In order to facilitate a seamless transfer, the turnover tasks include the following:

- All files and data that is relevant to the State and is not considered proprietary by the Wipro EMaaS solution
- Documentation regarding files, interfaces, and work flows which is not considered proprietary to the Wipro EMaaS solution
- A timeline with milestones and a work breakdown structure for the Turnover to include planning, execution, and implementation approval



PTO07

The Contractor shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan.

Team Wipro will deliver a Turnover Results Report that documents completion of each step of the Turnover Plan.

During the Turnover phase, Team Wipro will maintain the performance and services obligations during the Turnover activities as provided by the terms and conditions of the contract until the termination effective date or expiration date. Team Wipro will deliver a Turnover Results Report,

which captures the completion of all steps and tasks identified in the Turnover Plan such as, but not limited to the following:

- Files and data transfer
- Documentation transfer
- Training
- Operational procedures
- Work in progress transition

3.10.7 PROJECT DELIVERABLES AND DOCUMENTATION

The documentation deliverables outlined in Table 3.10.7 have been identified for this scope of work. If the successful offeror provides a Commercial off the Shelf (COTS)/Software as a Service (SaaS) solution, DPHHS will review the list of required deliverables and may remove or modify the deliverable requirements to reflect a COTS or SaaS implementation approach. COTS or SaaS contractors will still be required to provide all documentation required for MECT certification. For each documentation deliverable, the Contractor shall follow the guidelines outlined in the Documentation Standards document in the Procurement Library in eMACS. 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 in detail their approach to meet each of the Documentation requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Table 3.10.7 Documentation Deliverables

Deliverable	Delivery and Update Frequency	Requirement Number	Deliverables Expectations Document Required?
Business Rules Catalog	Project initiation, procurement of each MPATH module and updates as necessary	BR03	Yes
Certification Crosswalk	As scheduled in approved PWP, updates as necessary	CERT01	Yes
Data Dictionary	As scheduled in approved PWP, updates as necessary	DM11	Yes
Conceptual Data Model	As scheduled in approved PWP, updates as necessary	DM145	Yes
System Security Plan	As scheduled in approved PWP, updates as necessary	DOC01	Yes
Certification Plan	As scheduled in approved PWP, updates as necessary	DOC02	Yes
Data Management, Conversion, and Migration Plan	As scheduled in approved PWP, updates as necessary	DOC03	Yes
Application, Configuration, and	As scheduled in approved PWP, updates	DOC04	Yes

Maintenance Plan	as necessary		
User Documentation	Project initiation, updates as necessary	DOC07	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
Module Implementation Plan	As scheduled in approved PWP, updates as necessary	DOC50	Yes
System Design Documentation	As scheduled in approved PWP, updates as necessary	DOC14	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
Change Management Plan	As scheduled in approved PWP, updates as necessary	DOC18	Yes
Technical Documentation	Project initiation, updates as necessary	DOC19	Yes
Solution Architecture Document	As scheduled in approved PWP, updates as necessary	DOC21	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
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
System Documentation	Project initiation, updates as necessary	DOC29	Yes
Turnover Plan	12 months prior to final Contract year	DOC37	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
Operations Procedure Manual	As scheduled in approved PWP, updates as necessary	DOC42	Yes
Attachment L – Technology Matrix	Upon initial proposal, annually	DOC44	No
User Interface Style Guide	As scheduled in approved PWP, updates as necessary	DOC46	Yes
Implementation Letter	As scheduled in approved PWP	IA01	No

Operational Readiness Test Results	As scheduled in approved PWP date	IA04	Yes
Operational Readiness Review Checklist	As scheduled in approved PWP date	IA06	Yes
Interface Control Documents (ICD)	As scheduled in approved PWP, updates as necessary	INR33	Yes
Personnel Background Check Attestation	As scheduled in approved PWP, updates as necessary	KR19	No
Disaster Recovery/Business Continuity Test Report	Annual	OMC03	Yes
Deliverable Review and Acceptance Process	Project initiation, updates as necessary	PMT38	Yes
Monthly Status Report	Monthly	PMT17	No
Project Management Plan	As scheduled in approved PWP, updates as necessary	PMT18	Yes
System Enhancement Pool Report	Monthly	PMT29	Yes
Project Work Plan	Project initiation, updates as approved.	PMT36	No
Updated Turnover Plan	6 months prior to final Contract year	PTO02	No
Monthly Turnover Report	Monthly, during Turnover Period	PTO03	Yes
Turnover Results Report	Upon completion of turnover activities	PTO07	Yes
Requirements Traceability Matrix (RTM)	As scheduled in approved PWP, updates as necessary	RQM06	Yes
Risk Assessments	Annually and As Needed	SEC11	Yes
Penetration Test Report	Annual and 6 months prior to implementation	SEC15	Yes
Security Audit Report	Annually on September 30	SEC22	No
CMS Information Security Program Plan of Action and Milestones (POA&MS)	Conditional upon security risk assessment findings	SEC55	No
Privacy Impact Analysis	As scheduled in the approved PWP, updated annually	SEC68	No
Service Organizational Control (SOC) 1 Type II Reports	Annually	SEC83	No
Subcontractor Usage Report	Annual	SUB05	Yes
Integration Test Results	As scheduled in approved PWP, updates as necessary	TEST04	Yes
Parallel Test Results	As scheduled in approved PWP, updates	TEST04	Yes

	as necessary		
Performance 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
System Test Results	As scheduled in approved PWP, updates as necessary	TEST04	Yes

Team Wipro has read and acknowledges the documentation deliverables outlined in RFP Table 3.10.7 that have been identified for this scope of work.

Wipro EMaaS is a SaaS solution deployed on a hybrid cloud environment. We understand that the State will review deliverable requirements and make changes to required deliverables to reflect a Commercial-Off-the-Shelf (COTS)/Software-as-a-Service (SaaS) implementation approach.

Team Wipro agrees with the purpose of the Documentation Standards document as it provides project deliverables and work products that have consistent structure, quality and appearance, naming conventions and version control. This ensures project documentation is created, shared, organized, stored efficiently and is easier to read for improved communication. User documentation also goes through a detailed quality review before it is sent to the Department for approval. All user documentation is maintained in Content360 which inherently provides version control capabilities besides providing easy access to authorized users and reviewers. The relevant user documents for members and providers are made available through Engage360 portals.

For each documentation deliverable, we follow the guidelines outlined in the Documentation Standards in the Procurement Library in eMACS. Team Wipro commits to submitting documents that meet the specific deliverable acceptance criteria as outlined in the Deliverable Expectation Document for the specific deliverable. Our documentation approach draws upon extensive experience in developing documentation and deliverable documents. We understand that all deliverables must be approved by the State.

Project artifacts and information will be shared on the CMS Reuse Repository. The following sections present Team Wipro's agreement to prepare and submit the required deliverables and documentation according to the content specified in each requirement. In this section, we describe our approach to meet each of the Documentation requirements defined in Attachment F, Requirements Matrix and provide detailed narratives of our approach for each Project Deliverable and Documentation requirement.



DOC01

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.

The SSP must address the following topics:

- Adherence to the State's requirements outlined in the "Security and Privacy Controls Requirements" document, included in the Procurement Library;
- 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;
- Data center physical security;
- Network segmentation, access controls, and forensics;
- Perimeter security;
- 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;
- Intrusion detection and prevention;
- Network scanning tools;
- Host hardening;
- Internet filtering;
- Remote access;
- Encryption of data at rest and in transit;
- User authentication and directory services;
- Interfaces and exchange of data with external entities;
- System penetration testing;
- Management of operating system and security patches;
- Anti-Virus and malware detection and email gateways;
- Assessment and testing of system and code modifications; and
- Allowable internal and external communication protocols.
- 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;
- Compliance with Statement on Standards for Attestation Engagements (SSAE-18) SOC 2 Type 2. S

Team Wipro will provide a System Security Plan (SSP) that is based on CMS Acceptable Risks Safeguards (ARS) to assess Confidentiality, Integrity, and Availability (CIA) and NIST SP 800- 53 Rev 4 at the moderate control level. Team Wipro will prepare a plan that defines the tools, processes and procedures needed to execute required security levels for the applications integrated into the solution. The SSP will document the current level of security controls within the project that protects the CIA of the system and its information. At a minimum, the SSP will include all of the topics identified by the State in the requirement.

Team Wipro does not foresee applications to be hosted by the State, however if an instance is necessary, when the State provides the hosting environment, Team Wipro will collaborate with the State to include the hosting information in the SSP.

Team Wipro's approach to security compliance is incorporated into our methodology and is in perpetual motion. As a standard practice, Team Wipro maintains a Security Plan, which is followed and revised annually. Team Wipro performs necessary audits, assessments, and compliance verifications to safeguard the information.

As part of the Systems Security Plan, we undertake:

- Risk analysis: for accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of electronic protected health information held by the covered entity
- Risk management: Implement security measures sufficient to reduce risks and vulnerabilities to a reasonable and appropriate level
- Sanction policy: Apply appropriate sanctions against workforce members who fail to comply with the security policies and procedures of the covered entity
- Information system activity review: to regularly review records of information system activity, such as audit logs, access reports, and security incident tracking reports

Based on the outcome of the audits, our team also produces checklists and integrates security controls into future implementation activities. This assists in building security into the design and testing of the system and provides a secure foundation of systems and data that supply role-based access, logging, and protection of PII and PHI. Implemented administrative, technical, and physical safeguards are supported by policies, procedures, and documentation.

Team Wipro schedules the delivery of the SSP for the State's review and approval prior to any data migrations or data entry into the solution. Once approved, any future revisions follow the Quality Management Plan to request and track modifications to the document.

The SSP is a living document that will be updated at a minimum annually, and when:

- New vulnerabilities are identified and mitigated
- Additional functionality, components or COTS/SaaS products are implemented

Depicted below is the Table of Contents of an existing SSP to provide a comprehensive list of items covered in the plan.

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3.18 Disciplinary Process 55
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Figure 3-71: Table of Contents – Sample SSP



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.

Team Wipro will develop and maintain a Certification Plan that defines our approach to CMS certification. The Certification Plan describes the processes and procedures used to manage Certification requirements. The Certification Plan complies with the most current MECT process to ensure the system meets all certification requirements.

Team Wipro collaborates with the State to develop the processes and procedures, which will comply with MECT version 2.3 guidelines. The plan provides the approach to efficiently collect the artifacts and evidence to complete the business area and core certification checklists for CMS certification Milestone Reviews. Team Wipro uses the checklist requirements agreed to during the initial CMS consult required by the MECT - (Attachment D – MECT Mapping).

During the certification process, Team Wipro's approach includes:

- Working closely with the State, SI and the IV&V contractor in planning for all certification activities
- Developing a comprehensive Certification Plan that will comply with the guidelines outlined in the Documentation Standards document in the Procurement Library in eMACS
- Providing necessary Wipro EMaaS artifacts to substantiate the solution meets related CMS certification checklist items for Milestone Reviews
- Assisting with trainings to appropriate staff on certification activities and preparing for the certification reviews
- Developing a detailed Demonstration Plan to validate fulfillment of CMS certification requirements
- Providing support to IV&V to perform checklist adjudication prior to Milestone Reviews
- Providing information to IV&V for the creation of periodic Project Progress Reports (PPRs) that includes risks, recommendations, and MITA updates
- Assisting and participating in CMS certification Milestone Review visits
- Responding to CMS queries and action items during and after Milestone Reviews
- Conducting a mock certification review, conducting a walkthrough and critique of the results of the review, and addressing any issues brought to light by the review, to ensure complete preparedness for the official review
- Providing the State and CMS access to the Wipro EMaaS for the Operational Milestone Review(OMR) and Certification Final Reviews(CFR)
- Providing a demonstration of the Wipro EMaaS that meets the MITA 3.0 Framework guidelines regarding business, information, and technical requirements in addition to compliance with the Seven Conditions and Standards

Our plan and methodology for the CMS certification process will provide the Department, SI and IV&V contractors with a high-value, low-risk approach that addresses all aspects of the certification process ensuring that Milestone Reviews run smoothly and final certification of the Wipro EMaaS is readily obtained.

Team Wipro staff stays up-to-date with MECT guidelines, by participation in CMS presentations of the new MECT guidelines and in the CMS process for development of the MITA 2.1 and 3.0

standards through forums such as the Private Sector Technology Group (PSTG), Technical Architecture Committee (TAC), and the HL7 MITA Workgroup. As part of our internal processes, Team Wipro continually ensures our solutions align with the MITA 3.0 business, information, and technical architectures. In the event that CMS requires the State to move to Outcome Based Certification (OBC), team Wipro is ready to advise the State on how to make this transition with the least impact on the Wipro EMaaS project work plan.

Certification Plan Template Overview

Table of Contents of the sample Certification Plan is included below to illustrate our comprehensive approach towards certification. This Certification Plan template is fully compliant with MECT 2.3 guidelines and is based on our past certification experience. This helps us expedite creation of the specific Certification Plan for the State.

Sample Certification Plan Table of Contents

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Figure 3-72: Table of Contents – Sample Certification Plan

Team Wipro understands the extensive guidelines and requirements to certify MMIS modules provided by CMS. Our Certification Plan will be based on this CMS guidance as well as best practices for system development. The following MECT version 2.3 graphic depicts the CMS certification life cycle stages and associated milestone reviews:

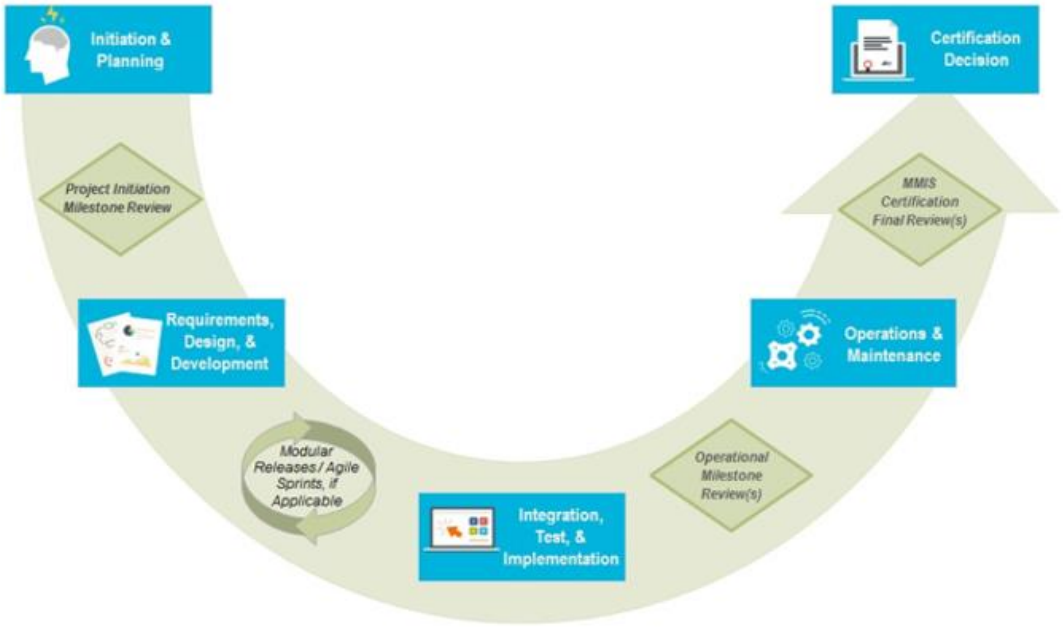


Figure 3-73: CMS Certification Life Cycle

Team Wipro will coordinate with the State and the SI contactor to incorporate the certification tasks into the MMIS SDLC schedule. Team Wipro's experience working with MECT 2.3 compliant SDLCs for other states aids us in providing extensive support in achieving the certification.

DOC03

The Contractor shall develop, submit, and maintain a Data Management, Conversion and Migration Plan to include the following:

a. A data management strategy that will support integration, optimization, quality, stewardship, standards, and governance of data.
b. Description of appropriate skill sets, processes, technologies/tools, and any naming conventions followed.
c. Approach to conversion, cleansing and migration.
d. Approach to risk management for data conversion effort.
e. Approach for testing migration or converted data;
f. Approach to reporting the number of records successfully converted vs. errors or exceptions.
g. Approach for cleansing data to prepare it for loading to the proposed solution that is refined as necessary.
h. Approach to resolving data conversion errors and issues.
i. Approach for supporting the Department validation of converted data.
j. Tasks, timelines, and responsible parties for all conversion and migration tasks.
k. Entrance and exit criteria for each phase of the effort.

Team Wipro will develop, submit, and maintain a Data Management, Conversion, and Migration Plan addressing the required specifications including all items listed in this requirement.

We execute our migration and conversion in accordance with the State approved Data Management, Conversion and Migration Plan. The plan is based upon a methodology to successfully process the data, detect, and report results and reconciliation status.

Following is a summary of the data management, conversion and migration methodology with high-level activities that are addressed in the Data Management, Conversion, and Migration Plan.

- Planning – Gathering information about the source data and environment.
- Analysis – Analyzing the source data and structures, creating a list of data to manage.
- Design/Build – Create mapping documents, establish conversion rules, define reports, create the conversion routines/scripts, perform unit test, and correct defects.
- Testing Iterations – Perform multiple iterations of system tests into a testing platform, simulating production installations to gather information about implementation expectations.
- Go-live and support – Final data migration and conversion into the production environment with continued support.

The conversion task involves planning, identifying, and analyzing conversion specifications, as well as preparing and executing a conversion plan with specifications for developing and testing conversion programs and converting the data. A well-defined data conversion strategy executed through meticulous planning is critical for successful data conversion. Wipro EMaaS solution leverages Talend as our ETL tool for data conversions.

Team Wipro has an established data conversion methodology, based on learnings from several large data conversion Medicaid projects. Key activities and phase deliverables are well articulated and discussed with the agency. Any fine-tuning of the plan, as required, is carried out in the planning cycle. The plan also defines the communication protocols the team will follow to keep the agency engaged through all steps of the data migration.

Team Wipro is familiar with large data migrations. In 2017, during a data center migration for the State of Missouri, a Migration Plan was developed and tested to migrate over 25 years of data with zero anomalies after the move. We are also dedicated and familiar with ensuring and providing evidence and attestations of the security of the data to the customer.

Illustrated below is the Table of Contents of our Data Migration/Conversion Plan Template.

1 Data Migration/Conversion Approach 4
1.1 Scope 4
1.2 Issues 4
2 Data Source Identification 5
3 Contingency Approach 6
4 Data Element Mappings 7
5 Data Conversion/Migration Testing Approach 8
6 Required Resources 9
7 Data Validation Process 10
8 Data Conversion/Migration Schedule 11
9 Reporting of Data Conversion/Migration Results 12
10 Documentation Update Checklist 13

Figure 3-74: Data Migration/Conversion Plan



DOC04

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:

a. Approach to conducting design sessions or walkthroughs.
b. Approach to conducting sprints or iterations.
c. Configuration management.
d. Schedule of major and minor releases.
e. Tasks, timelines, and responsible parties for design and configure/build tasks.
f. Approach to system enhancements
g. Programming and coding standards

The plan must be maintained through the system implementation. Revisions must be approved by the State.

Prior to beginning design and configuration/build activities, Team Wipro will create an Application Configuration and Maintenance Plan to include the items listed above.

The Application Configuration and Maintenance Plan includes Configuration Item (CI) identification, version control and reporting of configuration items after the baseline to maintain the integrity of the solution throughout the life cycle of the project. A CI is a project artifact individually managed, versioned before baseline, and controlled after the approved baseline.

Key activities, which are involved in Configuration Management for the project, are as below:

- **Configuration Identification:** Identifying types of CIs and baselining CIs in the Configuration Management Database (CMDB). A CI can be any IT component, including hardware, software, infrastructure, data, or documents. During sprints/iterations, as teams

generate approved design artifacts, the CI is checked in to preserve the baseline and future changes.

- **Configuration Control:** Maintaining configuration integrity by tracking and comparing subsequent versions of each baselined CI to verify that no changes have been made without proper approval by the Configuration Manager. Configuration Control also involves performing impact analysis on baselined CI items, updating the modified CI items, and inserting newly identified CI items in the CMDB. As sprints/iterations produce deployable CIs, a project release coordination meeting takes place to ensure the migration to the production platform is seamless.
- **Configuration Status Accounting:** Extracting the baselined CIs from the CMDB repository at any given point of time. Project Configuration Status Accounting (CSA) is a process of recording and reporting all changes to baselined CIs throughout the life cycle of the project.
- **Configuration Audit:** Comparing deployed or installed baselined CIs in the CMDB with the physical item.

Team Wipro collaborates with the State to define the approach to capturing information during design sessions. Team Wipro documents the method of managing the modifications with each iteration in the Project Plan into the iterative solution. As each iteration moves through design, development and release, the CIs follow a protocol to ensure the stability of the iteration as modifications are checked in and version controlled. The timelines for configuration and build activities are coordinated with the master project schedule. This plan is maintained throughout the system implementation.

The Application Configuration and Maintenance Plan documents the timelines and release schedule, which aids all stakeholders and team members in awareness of upcoming application features. Programming standards are defined clearly in the plan for staff to follow.

Team Wipro also has experience with integrating application changes into a production environment. In the State of Missouri, at a minimum of 60-90 days prior to implementation, Team Wipro sends notifications and coordinates with Missouri's other vendors via a Release Coordination meeting. Team Wipro also follows a methodology for communication and vendor testing to ensure risks are discovered and mitigated, back out plans are documented, and implementation is coordinated. Our experience in Missouri provides Team Wipro with extensive knowledge and experience in release management. Team Wipro will collaborate with the State and the System Integrator to define a release schedule for enhancements that occur during maintenance and operations.



DOC07

The Contractor shall provide during the initiation phase of the project and maintained throughout the project, user documentation.

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:

- Written in a procedural step-by-step format. (Instructions for sequential functions must follow the flow of actual activity).
- Manuals that helps users understand the purpose and operation of the module/module component(s) for each business process/major program/functional area.

- Acronyms used in user instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary.
- Cover system navigation, online help, and policies and procedures.
- The documentation must be available on-line and provide an on-line search capability with context-sensitive help.
- Provide the ability to produce a PDF version upon request
- Use version control to retain historical versions of documentation and revisions must be clearly identified.
- 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.
- User manuals must contain a table of contents and an index.
- Definitions of codes used in various Sections of a user manual must be consistent.
- Descriptions of error messages for all fields incurring edits must be presented and the necessary steps to correct such errors must be provided.
- Abbreviations must be consistent throughout the documentation.
- Each user manual must contain a Section describing all reports generated within the subsystem, which includes the following:
    - A narrative description of each report.
    - The purpose of the report.
    - Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals.
    - Definitions of all user-defined, report-specific code descriptions; and a copy of representative; and pages of each report. Instructions for requesting reports or other outputs must be presented with examples of input documents and/or screens.
- Instructions for making on-line updates must clearly depict which data and files are being changed.

Team Wipro will provide, during the initiation phase of the project and maintained throughout the project, user documentation in accordance with the requirements listed above.

During Initiation phase, Team Wipro will deliver a base version of the solution documentation and will develop and deliver configured documentation that represents the solution specific to the State before the system is rolled out to the users.

The user documents provide a complete reference for users to understand and navigate the system and interfaces. As enhancements are deployed, documentation is maintained to include any modifications. Documentation artifacts, as listed in this requirement, are updated in an iterative process and document the solution's features as released to testing platforms. Documentation checklists are maintained to ensure all necessary documents are updated as and when system enhancements are made.

A solution's ease of use is key to the adoption by those that need to use the system. Team Wipro will create documentation that is designed for novice users and easily accessible. Team Wipro uses standardized business terminology in all user documentation and adheres to our well-defined professional technical writing standards when creating and maintaining user documentation.

User documentation also goes through a detailed quality review before it is sent to the Department

for approval. The user documentation is maintained in Content360 which inherently provides version control capabilities and provides easy access to authorized users and reviewers.

The Table of Contents illustrated below is for our Technical Writing Guide:

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Figure 3-75: Table of Contents – Writing Guide



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:

a. Hardware or Software Failures;
b. Human Error;
c. Natural Disaster; and/or
d. Other unforeseeable emergencies.

The Business Continuity and Disaster Recovery Plan must be approved by the Department.

Team Wipro will provide the Business Continuity and Disaster Recovery (BC/DR) Plan 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 the following:

- Partial loss of a function or of data for a brief amount of time
- Man-made or natural disaster
- Hardware or software failures resulting in data center equipment or infrastructure failure or total system failure
- Human error
- Other unforeseeable emergencies

Team Wipro, together with the State, affirms the BC/DR plan, including the essential roles, responsibilities, and coordination efforts necessary to support data recovery and business continuity. Prior to any data residing on the solution, Team Wipro prepares and submits a comprehensive BC/DR Plan for State's approval. Team Wipro updates and gains approval for the BC/DR plan on an annual basis and after any substantive change to the solution requiring revision to the BC/DR Plan.

The Business Continuity and Disaster Recovery plan contains procedures for data backup, disaster recovery including restoration of data, and emergency mode operations. The plans include a procedure to allow facility access in support of restoration of lost data and to support emergency mode operations in the event of an emergency. In addition, access control includes procedures for emergency access to electronic information.

The BC/DR plan identifies essential missions and business functions and associated contingency requirements. These requirements include recovery objectives, restoration priorities, contingency roles, responsibilities and addresses maintaining essential business functions despite an information system disruption, compromise, or failure.

Wipro EMaaS solution is hosted on a hybrid cloud environment which has built-in high availability and disaster recovery capabilities as part of its core architecture. The Business Continuity and Disaster Recovery plan provides back-up processing capability at a remote site from the primary site such that normal processing continues in the event of a disaster or major hardware problem at the primary site. This includes necessary agreements for restoration of data and recovery of system backup information and the resumption of system operations for business functions within the time period specified. Redundant network connectivity ensures timely resumption of system operations for essential business functions. Recovery of the system to the known state, after a failure or other contingency, is done in a trusted, secure, and verifiable manner.



DOC09

The Contractor's Business Continuity portion of the plan must include the following:

a. Identification of the core business processes involved in the production solution. For each core business process include:
    1) Identification of potential failures for the process;
    2) Risk analysis;
    3) Impact analysis; and
    4) Definition of minimum acceptable levels of service/output.
b. Definition of triggers for activating contingency plans.
c. Procedures for activating any special teams for business continuity.
d. A plan for recovery of business functions, units, processes, human resources, and technology infrastructure.
e. Communication protocols and process for restoring operations in a timely manner.

Team Wipro will collaborate with the State and develop the Business Continuity portion of the BC/DR plan which will include the following:

- Identification of the core business processes involved in the solution
- The following will be included for each core business process:
    - Identification of potential system failures for the process
    - Risk analysis
    - Impact analysis
    - Definition of minimum acceptable levels of service/output
- Documentation of contingency plans to be shared with key contingency personnel
- Definition of triggers for activating contingency plans
- Procedures for the activation of a business resumption team
- Creation of a plan for recovery of business functions, units, processes, human resources, and technology infrastructure
- Establishment of communication protocols
- Define the processes to restore operations in a timely manner

Disruption of any business process is frustrating to users, costly to employers and interrupts needed services that the State provides to the community. Team Wipro provides a Comprehensive Business Continuity (BC) and Disaster Recovery (DR) plan for the technology and infrastructure components, as well as for the business area operations. The continuity and contingency portion of the BC/DR plan is developed according to the program's timeline to include all relevant state requirements listed above. Prior to transfer of the State's data to the Wipro EMaaS, appropriate recovery and continuity requirements and objectives are defined by Team Wipro.

Team Wipro staff have remote working capabilities using our Virtual Desktop Infrastructure (VDI) implementation ensuring secure access to systems to enable continuity of business operations.

Recently during a large tornado which severely impacted the Jefferson City, Missouri area, Team Wipro's BC/DR strategy was put to the test along with many other businesses. Our UPS was activated and the redundant telecommunication lines were utilized to avoid downtime. Staff were prepared to work offsite to support the customer and minimal downtime was experienced.

DOC10

The Contractor's Disaster Recovery portion of the plan must address, at a minimum:

a. Retention and storage of backup files and software;
b. Hardware backup for critical solution components;
c. Facility backup;
d. Backup for any telecommunications links and networks;
e. Backup procedures and support to accommodate the loss of any online communications;
f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility.
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.
h. An enumeration of the prioritized order of restoration for Contractor's proposed solution.
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.

Team Wipro will prepare a Disaster Recovery portion of the plan, which addresses the following:

- Retention and storage of backup files and software
- Hardware backup for critical system components
- Facility backup
- Backup for telecommunications links and networks
- Backup procedures and support to accommodate the loss of online communications
- A detailed file backup plan and procedures, including the offsite storage of crucial transaction and master files; the plan and procedures include a detailed frequency schedule for backing up critical files and (if appropriate to the backup media) their rotation to an offsite storage facility
- The offsite storage facility provides security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations
- An enumeration of the prioritized order of restoration for the components of the solution
- A short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss

Wipro EMaaS solution is hosted on a hybrid cloud environment which has built-in high availability and many of the above mentioned disaster recovery capabilities as part of its core architecture as outlined in the figure below.

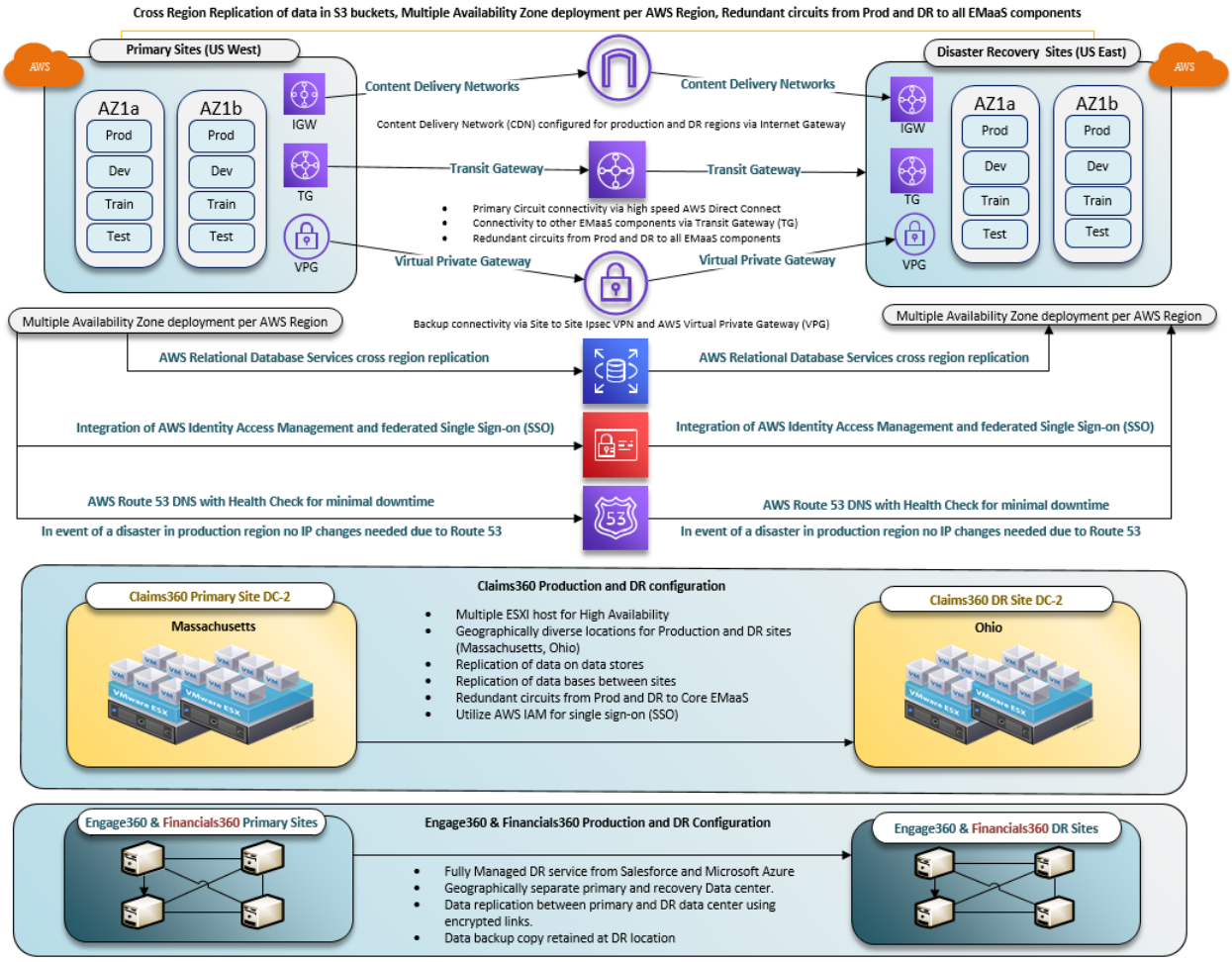


Figure 3-76: Proposed DR Architecture

Team Wipro executes an annual validation exercise for the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for each application followed by a categorization of the applications into four categories. This categorization enables a standard definition for all current and future applications based on RPO and RTO requirements, along with a common approach to data replication and restoration.



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.

Team Wipro will update all project documentation as necessary throughout all phases of the project.

As enhancements are deployed, documentation is maintained to include any modifications. Documentation artifacts such as system design, user training and technical manuals are updated in an iterative process. Documentation checklists are maintained to ensure all necessary documents are updated as and when system enhancements are made.

From our experience, we understand how documentation plays a vital role when using the system and serves as accurate reference material for the stakeholders to communicate relevant information.



DOC12

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:

a. Architecture/hosting operations.
b. Monitoring daily operations performance.
c. Performing routine maintenance.
d. Maintaining user documentation.
e. Online help approach and documentation, as appropriate.
f. Configuration and change management.
g. Approach to enhancements and other new requirements.
h. Maintaining system documentation.
i. Maintaining training documentation.
j. Archiving requirements.
k. Tasks, timelines, and responsible parties for design and configure/build tasks.
l. Reporting status against relevant Service Level Agreements (SLAs)
m. Schedule of major and minor releases.

The Department must review and approve all revisions of the Operations, Maintenance and Configuration Plan.

Team Wipro will develop an Operations, Maintenance, and Configuration Plan to support the transition and ongoing operation of the contract. At a minimum, the plan will include the areas listed in this requirement. The plan will provide guidelines for post-implementation processes that are critical for operations.

Team Wipro has a defined and well-structured methodology for Operations and Maintenance. The methodology is based on the Information Technology Infrastructure Library (ITIL) framework. The model highlights the key phases during the application support life cycle and will be tailored for the State. Team Wipro uses this methodology during the initial transition of the EMaaS solution to Operations and Maintenance and for any future enhancements. This methodology focuses on the following:

- Ensure that processes are operationalized and aligned to ITIL Framework
- Initiate continuous improvement programs
- Enhanced end user experience
- Maintain comprehensive and updated documentation

Our ITIL driven Operations and Maintenance Plan includes, but is not limited to, the following:

Application Monitoring

Team Wipro delivers continuous monitoring through the activities listed below:

- Implement the means for the availability, capacity, and performance monitoring
- Monitor availability (include measuring, analyzing, reporting, and unavailability analysis)
- Monitor capacity (include measuring, analyzing, reporting, and capacity related events analysis)
- Monitor performance (include measuring, analyzing, reporting, and analysis on events related to response time, lead time)
- Monitor job/batch (include measuring, analyzing, reporting, and analysis on jobs)

- Monitor data flows (including data quality)
- Monitor application robustness and maintainability (include measuring, analyzing, reporting, and analysis on robustness)
- Monitor and analyze events
- Monitor and report on the service monitoring activities
- Monitor user access (e.g., COTS/SaaS licenses for availability/capacity/usage)

Application Event and Alert Management

Team Wipro enables event and alert management for the application with the activities as below:

- Define and formalize the event and alert triggers thresholds
- Implement the event and alert process means (censors, automatic alerting system)
- Identify and log the events and alerts
- Diagnose and solve events/alerts (incident resolution)
- Monitor and analyze events/alerts
- Monitor and report on the event/alert management activities

Incident Management

Team Wipro's incident management flow, described below, is discussed with the State and mutually agreed processes are implemented for operations. The activities involved in incident management process are:

- Capture and log incidents
- Assign priority and categorize
- Verify if it is an incident, service request, outage and convert the same appropriately
- Incident analysis
- Initiate change and problem tickets during incident management
- Resolve the incident by providing an agreed workaround
- Incident closure process

Problem Management

Team Wipro implements a problem management process to detect the underlying causes of an incident, and its subsequent resolution and prevention. Every activity in this process is focused on the following:

- Find the known error (problem control diagnosis)
- Identify alternative solutions for removal of the known error (error control)
- Raise CRs to request removal of the known error
- Check and verify achievement of a permanent solution to the known error, after changes have been made

Our problem management process is tightly coupled with the RCA (Root Cause Analysis) approach that forms part of the continuous improvement activities. Team Wipro leverages the following to perform such RCAs:

- Look ahead meetings
- Triggers of RCA
- Conduct RCA
- Adoption of statistical tools

Change and Release Management

Team Wipro's Change Management for the Operations and Maintenance phase is to document and control changes made to any component of the approved production environment, including but not limited to software, hardware, data, and documentation. The proposed change management approach addresses submission, review, and approval or rejection of all changes within realistic and agreed upon time periods that are reflective of the solution for the proposed change. Any requested change is processed using the below methodology that is appropriate for the type and scope of change being requested. Changes include the acquisition of necessary approvals throughout the process.

The change management process ensures that changes are recorded, evaluated, prioritized, authorized, planned, tested, implemented, documented, and reviewed exactly. The process ensures that the quality of IT services do not deteriorate as a result of the proposed changes.

Some of the key activities involved in the change management process include:

- Create and record CR
- Categorize CR
- Assess and evaluate the proposed change (risk, impact and cost benefits)
- Authorize the requested change
- Planning for change implementation
- Create communication plans
- Coordinate change implementation
- Implement the change
- Close the CR
- Perform post-implementation review

Team Wipro utilizes a release management process that includes a release schedule in which we collaborate with the Department to determine dates. Release notifications are sent to the Department that include all changes going in the release, for their review and approval prior to implementation. Content360 houses the release schedules and release notifications.

Wipro EMaaS provides 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, and hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, and disaster recovery). Data refreshes, test data maintenance, availability, etc., are managed in accordance with the Operations and Maintenance Plan.

Team Wipro creates and maintains an SLA Dashboard within Reports360. The application integrates various dashboards, reports, and other graphical management tools in one view. The SLA Dashboard collates information from various Wipro EMaaS components into an integrated data source within Reports360, which stores the reports and retrieves them for future use. These reports evaluate operational and system efficiencies and performance and may be generated using both predefined and ad hoc methods.

DOC14



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 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:

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

Team Wipro will provide and maintain system design documentation that includes the above-mentioned items.

Team Wipro uses hybrid agile methodology that uses iterations during the development effort to provide agility and visibility into project progress. For each iteration:

- Business requirements are designed and business process flows are created.
- Joint Application Development (JAD) sessions are conducted. See specific details about the JAD sessions below.
- Functional requirements and work package definition and design activities are performed, including capturing the design in the SDD.

Team Wipro conducts JAD sessions to collect the requirements, and ensure that all stakeholders participate during this requirements phase. Team Wipro creates use-cases based on these JAD sessions for formal review. The Facilitator conducts the JAD session and leverage the initial draft of the design artifacts as a starting point.

- During the session, JAD participants are encouraged to collaborate and explore alternative solutions with the Project team and to create a design or business process that best meets the needs of the project.
- After the JAD session, the Project team incorporates any changes to the design artifacts mentioned above.

Team Wipro maintains a System Design Documentation for interfaces, ETL, and conversion, which includes tables, fields, calculated fields, interfaces, reports, and solution components. Interface templates are shared with vendors that need to interface the solution. Wipro EMaaS has a base detailed specification design document. Any approved configuration changes identified to the system are added to this base design document as an addendum. These evolving details captured in these documents are baselined and used for Development and Testing.

During each iteration we produce, update and maintain the SDD to ensure at a minimum the SDD includes the information listed in this requirement. As part of our existing design document life cycle, the document passes several stages of review, from Quality, the Architecture Board, the Business Architect, and Technical Lead.

Depicted in the figure below is the Table of Contents for our SDD which outlines the components included.

Table of Contents

1 Introduction 4
2 Assumptions, Dependencies, Constraints, and Notes 5
3 Business Process Models Updates 6
4 Detailed Solution 7
4.1 Sub-Section Name Here 7
5 Technical Specifications 9
6 Detailed System Architecture 10
6.1 Network Configuration Diagram 10
6.2 Hardware and Software 10
6.3 Security Architecture 11
6.4 Backup and Recovery Design 11
7 Data Architecture 13
7.1 Data Model 13
7.2 Database Specifications 13
7.3 Data Element Dictionary 14
7.4 File Layout Details 14
8 Interface Details 16
8.1 Wipro Data Warehouse/Ad Hoc 17
8.2 BIS/EDW Vendor Data Warehouse – Structure changes and Valid Values 18
8.3 Wipro Enterprise Surveillance Utilization Review Entities Affected 20
9 External Artifacts 21
9.1 Requirements Traceability Matrix 21
9.2 Documentation Update Checklist 21
9.3 Business Rules 22
9.4 Project O-Types 22

Figure 3-77: Table of Contents – SDD



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.

Team Wipro will develop and maintain a Communication Plan to document the types of communication that will occur in the project and how communication will be managed. The plan describes the strategies, approaches, responsibilities, feedback mechanisms, communication flow, knowledge transfer, and criteria for managing and evaluating project related communications efforts throughout the project. Team Wipro believes effective communication is transparent, timely, honest, and organized.

Communications planning involves defining the information needs of project stakeholders and team members, as well as identifying which people need what information, when it is needed and how they receive it. Communication is the cornerstone of how work gets accomplished among different parties within a project. Communications planning is a process that overlays all other parts of project planning as well as the other project management phases.

Good communication is one of the key success factors in any project. Good communication is defined as getting the appropriate information to the appropriate people in an effective, efficient, and timely manner.

The goal of our communication strategy is to develop a framework that is used by all stakeholders on the project to assure that communication paths and decision processes are fully understood by all entities. The Communication Plan provides input and feedback mechanisms to help all involved parties embrace change affecting people, work processes and the environment. The main objectives of this plan are to:

- Identify roles and responsibilities for communicating all aspects of the project
- Identify the types of information that are communicated
- Identify schedules for communicating information on the project
- Identify the methods for communicating information on the project
- Provide mechanisms for stakeholder involvement and feedback
- Establish stakeholder support and buy-off of the project to facilitate co-ownership
- Define escalation procedures within issue and risk management
- Provide monitor and control update methods

The figure below outlines the components of our Communication Plan.

Table of Contents

1 Project Communication Strategy Statement
2 Project Stakeholder Contact Information
3 Organizational Structure Overview
3.1 Organization Charts
3.2 Project Communications Roles and Responsibilities
4 Project Meetings and Schedules
4.1 Naming Convention for Meeting Minutes
4.2 Steering Committee Meeting
4.3 Wipro-State Direct Reports Meeting
4.4 Wipro IT Leadership Meeting
4.5 Wipro-MO HealthNet Fiscal Agent/MHD Work Group Status Meeting
5 Document Repository
5.1 Definition
5.2 Access to SharePoint
5.3 SharePoint Security
5.4 SharePoint Back-up
5.5 Project Records, Distribution, and Repository Table
5.6 SharePoint Outages
6 Change Management
7 Issues Management
8 Risk Management
9 MHD Deliverable Review and Acceptance Process
9.1 Initial Deliverable Submission
9.2 Approval
9.3 Rejection
9.4 Subsequent Deliverable Submissions
9.5 Program Director Review
10 Partner Communications
11 Communication Plan Updates
12 Deliverable Versioning Process
12.1 Versioning Control Process
12.2 Revision Control Log
13 Appendix A - Documentation Samples
13.1 Deliverable Review Response Log
13.2 Deliverable Acceptance Letter
13.3 Sample Meeting Agenda
13.4 Sample Weekly Project Status Report
14 Appendix B – Acronyms
15 Appendix C – Glossary of Terms

Figure 3-78: Table of Contents – Communication Plan



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).

Team Wipro will 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).

During Project Initiation, Team Wipro develops a Quality Management plan based on our current template. Throughout the project, we will adhere and comply with the processes, procedures, and standards defined within. Quality Management is an integral part of Team Wipro. Our basic principle for Quality Management holds all employees accountable for the quality of their work. Quality is the responsibility of both management and all project personnel who perform work for, and provide services and products to the agency. We work with the State to develop, approve, and update the Quality Management Plan (QMP). The QMP identifies the quality requirements and/or standards for the project and its deliverables, and documents how the project demonstrates compliance with the relevant quality requirements and standards. The QMP also defines the activities and metrics to be used to monitor the quality of the project's processes and outcomes, and to facilitate continuous improvement throughout project delivery. This includes quality management activities using peer inspections, reviews and retrospectives, and encourages continuous identification and implementation of opportunities for improvement. The Project Quality Management Framework for the project includes:

- Quality Planning
- Quality Assurance
- Quality Control
- Continuous Improvement activities

Team Wipro utilizes several quality tools, templates, standards, and checklist including:

- Microsoft Project – used to identify and maintain the planned quality reviews and audits.
- Lessons Learned – we evaluate and leverage an internal database of Lessons Learned to continue successes and avoid risk. The Lessons Learned are compiled from all phases of previous projects from Root Cause Analysis performed, and from Customer Satisfaction Surveys performed during post-implementation.
- Project Portal in the Project Repository – used to house all the templates, checklists, reports and other knowledge management items for the project team is available to authorized users on Content360.
- Checklists – contains items that help to ensure consistency and completeness in carrying out a task.
- Service Level Agreements – Team Wipro will provide updates to the agency regarding Service Level Agreements (SLAs) based on the guidelines in the contract.
- Quality Reviews/Audits – defines the technical and managerial reviews and audits to be conducted.

Team Wipro takes great effort to ensure our projects deliver quality work in a timely and cost-effective manner. We continually monitor our daily activities to ensure they adhere to the quality guidelines defined in the QMP and maintain the QMP during Operations and Maintenance as well.



DOC18

The Contractor shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements.

a. Tools to support change management
b. Change management process steps
c. Escalation process
d. Training
e. Roles and Responsibilities

Team Wipro will develop and maintain a Change Management Plan that documents and tracks the necessary information required to effectively manage project change from project inception to delivery. The plan will include at a minimum:

- Tools to support change management
- Change management process steps
- Escalation process
- Training
- Roles and Responsibilities

The Change Management Plan is created during planning phase and is used throughout the project/system development life cycle to monitor and manage project changes. Its intended audience is the project manager, project team, project governance bodies such as Project Board and Steering Committee and Change Control Board (CCB) whose support is needed to carry out the plan.

The Change Management process establishes an orderly and effective procedure for tracking the change initiation, validation, analysis, authorization, tracking and monitoring of all changes to the system/project baseline (scope, requirement, schedule or cost), referred to as Change Request (CR). The Change Management process is automated using our Jira platform which includes workflow, audit trail and priority management capabilities.

The CR is the formal request to modify the system/project baseline, which are initiated by anyone involved in the project and is managed through an established change control process. Using Jira as the tool for the CR workflow provides visibility to stakeholders and communication to the proper decision makers.

The Change Management process, established through this plan, ensures the following:

- Change requests are submitted with clear, concise documentation using a CR form via Jira
- Impact analysis, feasibility of the change and effort required to implement the change are presented to the CCB
- The CCB evaluates each CR's potential cost, impacts, and benefits to the project and provides recommendations to the Project Board
- The Project Board, which is the final authority to approve or deny a change, authorizes changes to the system/project baseline
- If there is a major impact to the project due to a change, the CMP guides escalation processes so that the Project Board submits the change to the Steering Committee to grant authorization before making that change
- The RTM and other appropriate documentation is updated appropriately before a change is implemented

The Change Management Plan integrates with various other project activities, and therefore should be used in conjunction with the Project Management Plan and the subsidiary plans created for scope

management, requirement management, schedule management, risk and issue management, and configuration management.

The Change Management Plan details the change management process, describes the key roles involved and their responsibilities. The plan also describes information required to document and request a change, the analysis conducted before a change can be decided by the CCB, authorized by the Project Board and the process of tracking and monitoring the change.



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.

Team Wipro will provide and maintain Technical Documentation comprised of module components' design, function and architecture that will provide guidance to system developers. The Technical Documentation includes a detailed list of the items necessary to support the solution: environments, software, middleware, hardware, utility applications, development and testing tools, programming languages and protocols.

Interface templates are shared with vendors that need to interface with the Wipro EMaaS system. Wipro EMaaS solution is built on multiple COTS and SaaS solutions. Our solution has baseline Systems Maintenance Technical Documents (SMTDs) which describe the various modules, their functions and underlying base technical information. Subsequent versions of this document will contain updates from iterations of configurations made to the original specifications and is stored in the project repository in Content360 component for easy access. Team Wipro documents a detailed list of all environments, and technologies needed to support each environment.



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.

During the design phase, Team Wipro will provide the Solution Architecture Document detailing all technical aspects of the solution, including detailed architectural diagrams, data flows, component specifications, SaaS, and 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.

Weekly architectural review meetings are conducted and are essential to ensure the design chosen has mitigated risks, debated various approaches and to receive acceptance from the architect board members. Our architecture aligns with MITA v3.0, Seven Conditions and Standards, and the ITIL

specifications for a services-based architecture.

Team Wipro believes in the importance of ensuring up-to-date and detailed architecture documentation and maintains System Maintenance Technical Documents (SMTDs) which are made available to authorized users using Content360.



DOC22

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:

a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects.
b. Approach to defect severity categorization using an industry standard methodology.
c. Approach to reporting and documenting defects.
d. Describe how the Contractor will work collaboratively with other State healthcare programs enterprise vendors.
e. 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).
f. Describe the defect management processes after implementation.

Team Wipro will develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following:

- Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects.
- Approach to defect severity categorization using an industry standard methodology.
- Approach to reporting and documenting defects.
- Describe how the Contractor will work collaboratively with other State healthcare programs enterprise vendors.
- 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).
- Describe the defect management processes after implementation.

Team Wipro will develop and maintain the approved Defect Management Plan throughout the project and Operations. Team Wipro's goal for defects is to prevent defects from occurring by identifying critical risks and minimizing the expected impact. For defects which do occur, the Defect Management plan will at a minimum detail the information listed in this requirement.

Our standard practice in our Software Development Life Cycle (SDLC) is to define and share with our partner our approach to ensuring a quality product is delivered. The Defect Management process is implemented and automated using our Jira platform which includes workflow, audit trail, requirements traceability and priority management capabilities.

The Defect Management Plan also involves a plan for tracking all defects to closure. Periodic defect triage meetings are conducted between the BIA, Test Coordinator, and Technical Lead to prioritize, categorize, review, and assign defect tickets for appropriate action.

- Defect Identification
- Defect Ticket Creation/Updating the Defect
- Defect Review/Defect Retest

- Defect Resolution

The Defect Management Plan also captures the communication needs surrounding defects. Defects raised during post-implementation are escalated and communicated according to the priority and severity of the ticket.



DOC24

The Contractor shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include:

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.
b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix.
c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume.
d. Detail differentiated by Proposer staff, subcontractor staff, if applicable, and State project staff.
e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff.
f. Tools and processes used to screen available staff and fill positions.
g. Expectations regarding onsite time for contractor resources
h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs.

Team Wipro will submit and maintain a Staffing Plan as part of the Project Management Plan. Staff management includes organizational planning, staff acquisition, and team development. The Staffing Plan will include the requirements above and the staff management objectives as follows:

- Document the number and skill set of resources required to execute the project, along with estimated hours
- Delineate project team roles and responsibilities
- Document a Staffing Management and Staff Transition Plan for the project
- Create organizational charts available for communicating the project structure
- Document the project stakeholders in the Project Plan
- Communicate the goals and objectives to the team members
- Document a responsibility assignment matrix

Appropriate organization and staffing for projects is based on the critical need to have the right staff in the right place, at the right time. Key team members assigned to the project need to have a thorough knowledge of the proposed solution, with extensive experience in successfully planning for and implementing similar engagements. Adherence to the Project Plan, close coordination, and open communication among the project team, agency personnel, and stakeholders is critical to delivering all activities necessary to establish effective project governance and performing all necessary tasks effectively and on time.

The Table of Contents of our standard staffing plan is illustrated below:

TABLE OF CONTENTS

1 Introduction 7
1.1 Overview 7
1.2 Purpose 7
1.3 Scope 7

2 Staffing Management Approach 8
2.1 Staff Planning 9
2.2 Staffing Acquisition 10
2.3 Personnel Replacement 10

3 Planning and Start-up Staffing Management Plan 12
3.1 Overview 12
3.2 Organization Charts and Management Supervision 12
3.3 Roles and Responsibilities 13
3.4 Job Descriptions 21
3.5 Staff Schedules and Contact Information 22
3.6 New Hire Training Schedule 22
3.7 Takeover Training Plan for Existing Staff 25

4 Takeover Staffing Management Plan 26
4.1 Overview 26
4.2 Organization Charts and Management Supervision 26
4.3 Roles and Responsibilities 28
4.4 Job Descriptions 50
4.5 Staff Schedules and Contact Information 51
4.6 New Hire Training Schedule 51
4.7 Takeover Training Plan for Existing Staff 54

5 DDI Staffing Management Plan 55
5.1 Overview 55
5.2 Organization Charts and Management Supervision 55
5.3 Wipro Roles and Responsibilities 56
5.4 Job Descriptions 67
5.5 Staff Schedules and Contact Information 67
5.6 New Hire Training Schedule 68
5.7 Takeover Training Plan for Existing Staff 69

6 Operations Staffing Management Plan 70
6.1 Overview 70
6.2 Organization Charts and Management Supervision 70
6.3 Roles and Responsibilities 72
6.4 Job Descriptions 110
6.5 Staff Schedules and Contact Information 111
6.6 New Hire Training Schedule 111
6.7 Takeover Training Plan for Existing Staff 114

7 Appendix A – Job Descriptions 115

8 Appendix B – Staff Schedule and Contact Information 232
8.1 Wipro Core Business Hours by Department/Unit 232
8.2 Wipro Management Staff Contact Information 234

9 Appendix C – Acronyms 238

Figure 3-79: Table of Contents – Staffing Plan



DOC26

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:

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.
b. Approach to planning and preparing the test/staging environment
c. Approach to conducting each test level.
d. Approach for supporting UAT.
e. Approach for testing nonfunctional requirements.
f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses).
g. Approach to quality control/quality assurance.
h. Approach to bi-traceability to requirements and design.
i. Tools, techniques, and methods.
j. Reporting mechanisms, traceability and metrics.
k. Defects and defects resolution.
l. Entrance and exit criteria for each test level including alignment with industry standards.
m. Configuration management for each test level
n. Testing roles and responsibilities
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

Team Wipro will develop, submit, and maintain a detailed Master Test Plan that describes all testing activities, processes, types, levels, and includes all information detailed in the requirement. Testing will be automated and self-documenting to the extent possible.

The Master Test plan details the systems' technical, functional, and data related testing that is carried out as part of the project. The plan will also define the exit criteria for ensuring successful completion of testing after the agency's approval.

The Master Test Plan focuses on system and user acceptance testing of the Wipro EMaaS solution. The testing activities include planning, managing, and executing a comprehensive testing effort to include unit, system, regression, parallel, integration, and user acceptance testing. Team Wipro collaborates with the agency and applicable stakeholders to ensure delivery of a Master Test Plan for the integrated solution.

Team Wipro proposes developing an individualized testing approach and Test Plan for each iteration that aligns with the Master Test Plan for the State. Individualized Test Plans benefit the project by reducing and identifying potential defects early.

Team Wipro's testing practice and release management teams understand that following the Master Test Plan and the Individual Test Plan will ensure a consistent delivery with minimal defects.

Team Wipro creates a test case task in Jira to track the life cycle of a system test case. Using the dashboards in Jira, the agency has real-time access to the testing status and confirmation that all requirements are tested and verified according to the Master Test Plan. Team Wipro performs

performance, system, parallel, regression, and integration testing and provides the test results in Jira to maintain the bi-directional traceability to the requirements.

Team Wipro has been rated as a leader for testing automation services by Gartner for six years in a row. While some manual testing is expected, Team Wipro leverages our extensive knowledge of integrated testing tools to provide for maximum coverage of testing with minimal effort.

Utilization of the Master Test plan, assists with our success of implementing the Wipro EMaaS with minimal to no defects. Our experience and comprehensive testing model provides us the advantage in implementing a successful and proven testing solution. The Table of Contents of the standard Master Test Plan is illustrated below:

TABLE OF CONTENTS

1 Overall Approach 4
1.1 Entrance and Exit Criteria 4
1.2 Schedule 5
1.3 Corrective Action Approach 5
1.4 Validation 5
1.5 Configuration Management 5
1.6 Quality 5
1.7 Assumptions 6
1.8 Dependencies 6
1.9 Constraints 6

2 Unit Test Approach 7
2.1 Unit Test Environment 7
2.2 Unit Test Resources 7
2.3 Unit Test Tools 7
2.4 Unit Test Cases 7

3 System Test Approach 8
3.1 System Test Environment 8
3.2 System Test Resources 8
3.3 System Test Tools 8
3.4 System Test Cases 8

4 User Acceptance Test Approach 9
4.1 User Acceptance Test Environment 9
4.2 User Acceptance Test Resources 9
4.3 User Acceptance Test Tools 9
4.4 User Acceptance Test Cases 9
4.5 User Acceptance Test Training 9

5 Requirements Traceability Matrix 10

Figure 3-80: Table of Contents – Master Test Plan



DOC28

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:

a. Test Coverage
b. Walkthroughs and Inspections
c. Test Data Considerations
d. Entrance Criteria
e. Exit Criteria
f. Configuration Management
g. Testing Documentation
h. Process Steps
i. Inputs to System Testing
j. Outputs for System Testing
k. Metrics
l. Pass/Fail Criteria
m. Suspension Criteria and Resumption requirements
n. Testing Deliverables
o. Testing activities
p. Resources, Roles and responsibilities
q. Testing Tools
r. Meetings and Communication
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.

Team Wipro will develop a System Test Plan, which encompasses the requirements listed above. The System Test Plan is governed by the Master Test Plan (outlined in the response above) and provides a more detailed plan specifically related to system testing of the Wipro EMaaS. Team Wipro currently uses a template containing the requirements above, which is conducive to the planning and analysis of system testing of Medicaid projects with IV&V/CMS oversight, and will tailor it for the needs of the Department. The team exercise of planning the testing needs, prepares the team for the activities to be executed in an orderly approach to testing, with all identified system-testing participants aware of the plan and their role in the activities. Team Wipro encourages input from the Department when planning system testing.

During system testing, Team Wipro uses a real time Jira dashboard to track test cases, resource assignments and defects, which are linked to a requirement through the Requirement Traceability Matrix (RTM) within Jira to ensure full test coverage. We also analyze the types of testing (boundary, negative, etc.) to ensure the testing encompasses the wide scale needed to ensure a low defect ratio in UAT and post-implementation phases. Team Wipro's document repository in Content360 and Jira are utilized to capture required testing evidence and reporting for metrics related to testing progress, defect ratios and defect criticality. Wipro monitors the defect types so that if there are repetitive errors, the testers can pause related test types, and adjustments can be made prior to resuming testing on that area.

Test progress and metrics reporting will be part of regular status reports so the stakeholders have visibility and opportunity to provide early feedback as the team is validating the approved requirements. As testing winds down, the team will evaluate the progress against the exit criteria, to ensure that all test closure criteria, evidence and deliverables are met.



DOC29

The Contractor shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes:

- A description of each component, their purpose, including basic functions and the business areas supported
- User stories/use cases
- Screen layouts, report layouts, and other output definitions, including examples and content definitions
- Physical database design
- A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage
- Configurations
- Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures.
- A network schematic showing all network components and technical security control
- Listing of the edits and audits applied to each input item and the corresponding error messages.
- As applicable, listing and description of all control reports
- Interface Control Documents
- Narrative descriptions of each of the reports and an explanation of their use must be presented.
- Definition of all fields in reports, including a detailed explanation of all report item calculations.
- Operations Procedure Manual
- Data Dictionary

Team Wipro will provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes the items listed above.

These artifacts are included in various documents and plans, such as the following:

- Project Management Plan
- System Design Document
- Solution Architecture Document
- Data Management, Conversion and Migration Plan
- Application Configuration and Management plan
- Operations Maintenance and Configuration plan

The document artifacts are maintained in Content360 component to provide easy access to authorized user, manage version control and provide workflow capabilities.

Team Wipro ensures that the documentation is regularly updated by creating a checklist (on Jira) of all system documentation that must be updated with every change. The workflow engine enables stakeholders to review the updated documents.



DOC37

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:

a. Proposed approach to turnover.
b. Tasks and subtasks for turnover.
c. Schedule for turnover.
d. Updated operational tasks and procedures during turnover.
e. 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.
f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests.
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. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services.
h. The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name).S

Team Wipro will develop the Turnover Plan for the Department, at least 12 months prior to the scheduled start of the final contract year. The Turnover Plan will encompass all Department mandated plans, tasks, deliverables, and activities. At a minimum, the plan will include the information listed in this requirement.

Our experience shows that transition of responsibilities at contract conclusion is pivotal for sustained project success. Thus, we are prepared to ensure a seamless transition to the Department or a succeeding contractor if turnover occurs at the conclusion of our contract. The Wipro approach to turnover is to ensure a timely, orderly, and accurate transfer of the system and operations, while simultaneously meeting our performance obligations until the last day of the contract.

The Table of Contents of a sample Turnover Plan is illustrated below:

TABLE OF CONTENTS

1 Introduction 5

2 Turnover Plan Development 6
2.1 Proposed Approach 6
2.2 Tasks and Subtasks for Turnover 7
2.3 Schedule 7
2.4 MMIS Production Data 7

3 Turnover Schedule 9

4 Turnover Team 10
4.1 Turnover Team Resource List 10
4.2 Transition Team Organization Chart 10

5 Vendors 11

6 Computer Resources 12
6.1 Data Center 12
6.2 Hardware 13
6.3 Software 13
6.4 Network and Telecommunications Resources 14
6.5 Staffing Requirements 14

7 Application Program Libraries 15

8 Documentation 16
8.1 Documentation Update Procedures 16

9 MMIS Data 17
9.1 Production Data 17
9.2 Test Data 17

10 Contacts 18
10.1 Post Office Box Numbers 18
10.2 Telephone and FAX Numbers 18
10.3 IP Addresses 18
10.4 Website URLs 18

11 Communications Plan 19

12 Turnover Training Plan 20
12.1 Approach 20
12.2 Training Needs Analysis 20
12.3 Facilities 21

13 Assumptions 22

Figure 3-81: Table of Contents – Turnover Plan



DOC38

The Risk Management portion of the Project Management Plan must describe at a minimum:

a. Proactive identification and analysis of risks before they become issues.
b. Development of risk avoidance, transfer, mitigation or management strategies.
c. 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.
d. Approach to root cause analysis.
e. The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks.
f. Describe how risks will be quantified and qualified.

Team Wipro will deliver and maintain a Risk Management section and tasks in the Project Management Plan (PMP). At a minimum, the Risk Management section will contain the information documented in the requirement. We understand the importance of documenting the information required to effectively manage risks and issues from the project's inception to delivery. The intended audience for this deliverable comprises the project leadership and project team as well as project governance bodies including the Project Board and Steering Committee.

This document covers two areas:

- Management of risks
- Resolution of issues

The purpose of this deliverable is to provide a structured method to help identify, analyze, plan, monitor, resolve, and communicate risks or issues that will threaten the project success. This includes strategies to minimize the probability and consequences of adverse events and to maximize the probability and consequences of positive events. Managing risks and issues are on-going processes initiated at the start of the project that continue throughout the project life cycle.

Team Wipro's PMO group uses a consistent approach to create a Risk Management Plan to define:

- How project risks are identified and uncovered
- How the identified risks are analyzed and prioritized
- How risks are assigned to respective owner and managed
- Risks mitigation, monitoring and controlling
- Risk reporting approach and frequency
- Risk escalation criteria and approach
- Risk Closure

The Table of Contents of our standard Risk Management Plan illustrated below outlines the key components of the plan.

TABLE OF CONTENTS

1 Introduction 4
1.1 Overview 4
1.2 Purpose 4
1.3 Definition 4

2 Risk Management Process 5
2.1 Risk Identification 5
2.1.1 Risk Identification Meetings 6
2.1.2 Techniques and Tools 6
2.1.3 Assumptions, Dependencies, and Constraints 6
2.1.4 Participants Identifying Risks 6
2.2 Qualitative Risk Analysis (Prioritizing Risks) 7
2.2.1 Probability Score 7
2.2.2 Impact Score 7
2.2.3 Risk and Priority Rating 8
2.3 Quantitative Risk Analysis (Prioritized Risks) 8
2.4 Risk Responses Planning 8
2.5 Risk Monitoring and Controlling 9
2.6 Software Tool 10

3 Risk Writing Guidelines 11
3.1 Risk Title 11
3.2 Risk Description 11
3.3 Contingency Strategy 11
3.4 Mitigation Strategy 11

4 Appendix A – Risk Management Flow Chart 12

Figure 3-82: Table of Contents – Risk Management Plan



DOC39

The Contractor shall develop comprehensive Desk Level Procedures which provide guidelines for the operation and use of the Contractor's solution. At minimum the Desk Level Procedures shall contain policies, processes and workflows for the MPATH module.

Team Wipro will provide comprehensive Desk Level Procedures which provide guidelines for the operation and use of the Wipro EMaaS solution. At a minimum the Desk Level Procedures will contain policies, processes and workflows for the State module.

Desk Level Procedures enable authorized users to efficiently navigate the system and aid them with their day-to-day activities. The Desk Level Procedures promote consistency among staff and the online help assists staff with relevant information as they are accessing the system. The Desk Level Procedures are used during training sessions and as the team is introduced to the system, so that any inconsistencies can be rectified prior to production. Desk Level Procedures are included in the

Documentation Checklist to ensure they are up-to-date with every release. The procedures at a minimum will include policies, processes and workflows in a step-by-step format, including screen shots and process flows.



DOC40

The Issues Management Plan portion of the Project Management Plan must describe at a minimum:

a. Approach to issue management.
b. Issue management process steps including:
   - Approach to prioritizing, tracking, escalating, communicating, reporting issues
   - Approach to documenting, reporting, and resolving issues identified by the Contractor, the Department or other module contractors.
   - Approach to impact analysis.
c. Tools, and techniques for active and ongoing identification and monitoring of project issues.
d. Roles and responsibilities.
e. Describe how issues will be quantified and qualified.

Team Wipro will develop the Issues Management Plan to ensure each issue identified within the project environment is documented, prioritized, and resolved within an appropriate timeframe. At a minimum the Issues Management Plan will describe the information listed in this requirement.

Issues and problems are imminent during large-scale implementation projects and later through the day-to-day operations of complex systems. The Issue Management Process is used to ensure that every issue identified is formally and clearly:

- Communicated
- Documented
- Monitored
- Reviewed
- Resolved

The plan assists us in addressing questions and issues in a thorough, concise manner and ensures problems/issues are properly tracked and monitored.

Utilizing the Project Management Body of Knowledge (PMBOK) best practices for managing issues. Team Wipro has a process in place to handle the logging, reporting, tracking, escalation, and resolution of issues that may arise throughout the life cycle of a project.

Issue Management is introduced to this project through the implementation of five key processes:

- The identification of project issues
- The logging and prioritization of project issues
- The determination of issue resolution actions
- The monitoring and control of assigned issue resolution actions
- The resolution/closure of project issues

The Table of Contents of our standard Issues Management Plan is depicted below to provide an outline of the key areas addressed in the plan.

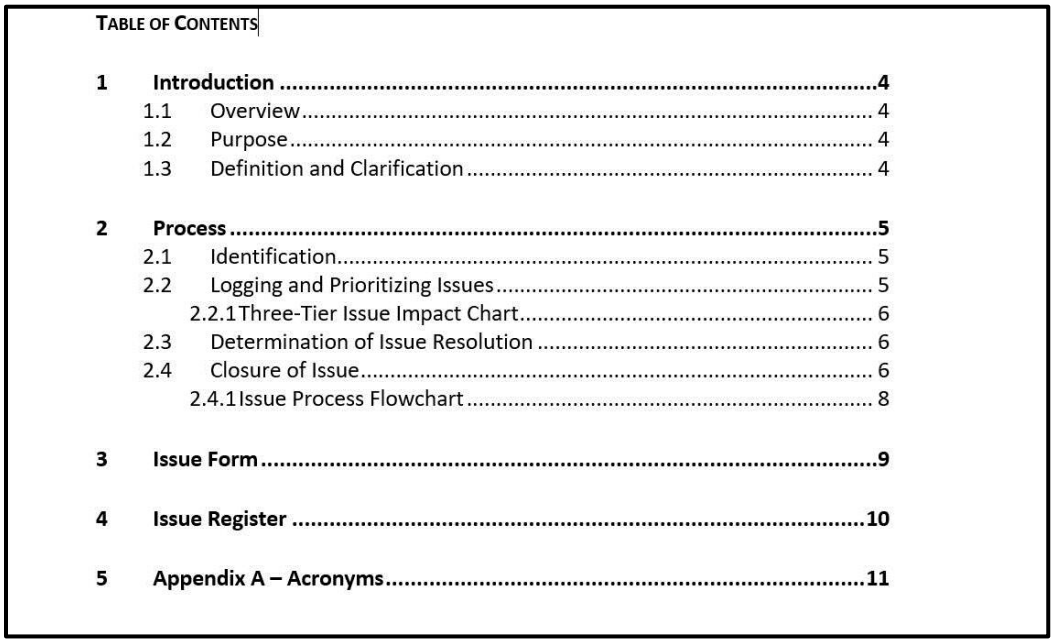


TABLE OF CONTENTS

1 Introduction 4
1.1 Overview 4
1.2 Purpose 4
1.3 Definition and Clarification 4

2 Process 5
2.1 Identification 5
2.2 Logging and Prioritizing Issues 5
2.2.1 Three-Tier Issue Impact Chart 6
2.3 Determination of Issue Resolution 6
2.4 Closure of Issue 6
2.4.1 Issue Process Flowchart 8

3 Issue Form 9

4 Issue Register 10

5 Appendix A – Acronyms 11

Figure 3-83: Table of Contents – Issues Management Plan



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.

Team Wipro will provide a Deliverable Expectations Document (DED) for each deliverable, describing the purpose, content, applicable MECT minimum required content and industry standards that are satisfied for each deliverable. Each DED will be a deliverable.

Team Wipro uses industry standards to define the scope and content for each deliverable document. During the project initiation phase, DEDs are created to ensure each deliverable is clearly defined in accordance with the expectations of the State. The DEDs are used as reference documents while creating and reviewing each deliverable.

At a minimum, the DED includes the following sections:

- Introduction
- Deliverable Description
- Acceptance Criteria
- Deliverable Schedule
- Required Resources
- Deliverable Payment



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).

Team Wipro will collaborate with the Department to develop a comprehensive Operations Procedure Manual, available in the document repository, to document guidelines for the module/component operation. Policies, processes and workflows for the module and/or module component contained within the Operations Procedure Manual will aid users while using the system and provide explanation of the module and its purpose in the overall solution as a whole. Wipro maintains the Operations Procedure Manual as changes are made to the production system so that the manual will also reflect the "as is" system. The Operations Procedure Manual is included in the Documentation Checklist to ensure it is up-to-date with every release.

The Operations Procedure Manual will be used during training sessions and as the team are introduced to the system, so that any inconsistencies can be rectified prior to production. The procedures at a minimum will include policies, processes and workflows in a step-by-step format, including screen shots and process flows.

The illustration below outlines the contents of a sample Operations Procedure Manual for Document Control.

Table of Contents

1 Document Control Unit 5
1.1 Responsibilities 5
1.2 Training 5
1.2.1 New Staff Training Materials 5
1.2.2 Training Process 6
1.3 Quality 6
1.4 Tools 7
1.5 General Processing Information 8
1.5.1 Post Office Box Numbers 8
1.5.2 Internal Batch Control Number 8
1.5.3 Special Handling Claims and Attachments 9
1.5.4 Return to Provider Letters 10
1.5.4.1 Locating the Address 11
1.5.5 Rescans 12
1.5.6 Re-ICNs 12
1.5.7 State Mail 13
1.5.8 Miscellaneous Correspondence 13
1.5.9 Prior Authorization Requests 13
1.5.10 Individual Adjustments 14
1.5.11 Claim Attachments 14
1.5.12 Medicare Crossover Claims 15
1.5.13 Participant Denial Letter 15
1.5.14 Enrollment Broker Paper Application 15
1.6 Document Control Specialist 16
1.6.1 Schedule of Work 16
1.6.2 Opening and Processing Mail 16
1.6.3 Sort Print 18
1.7 Document Control Scanner Operator 19
1.7.1 Schedule of Work 19
1.7.2 Scanning Process 19
1.8 Document Control Courier 22
1.8.1 First Run 22
1.8.2 Second Run 23
1.8.3 Third Run 24
1.8.4 United Parcel Service Machine 25
1.8.5 Mailing Service 25
1.9 Document Control Supervisor 25
1.9.1 Returned Mail 25
1.9.2 Batch Control 26
2 Appendix A – Acronyms 27

Figure 3-84: Table of Contents – Sample Operations Manual



DOC44

The Contractor shall maintain Attachment L- Technology Matrix, and deliver annually for the Department for review.

Team Wipro will maintain and deliver annually, Attachment L- Technology Matrix, which includes the software licensing and complete inventory of all hardware and software licensing, as defined by the template included with this RFP. Wipro will systematically track all technologies needed to operate the solution at all times, and updates applicable information for the matrix. The Technology

Matrix is version controlled and stored in the document repository in Content360.



DOC46

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:

a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation.
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.
c. User Interface organization so documents are readable without requiring an associated style sheet.
d. User Interfaces identifying row and column headers for data tables.
e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required.
f. User Interfaces providing a method that permits users to skip repetitive navigation links.
g. User Interfaces provide text titles for frames to facilitate frame identification and navigation.
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.

Team Wipro will provide a User Interface Style Guide that defines the standards which will be followed during the implementation of the EMaaS solution. The User Interface Style Guide will demonstrate how the solution meets the most current MECT user interface requirements including the requirements listed above.

This serves to ensure that all the staff configuring and building the user interface produce a consistent interaction for the users across the entire solution. Consistency in the user experience with the solution also expedites training, ramp up time and adoption of the solution.

The illustration below provides an example of the Style Guide specifications for the EMaaS member and provider portal user interface.

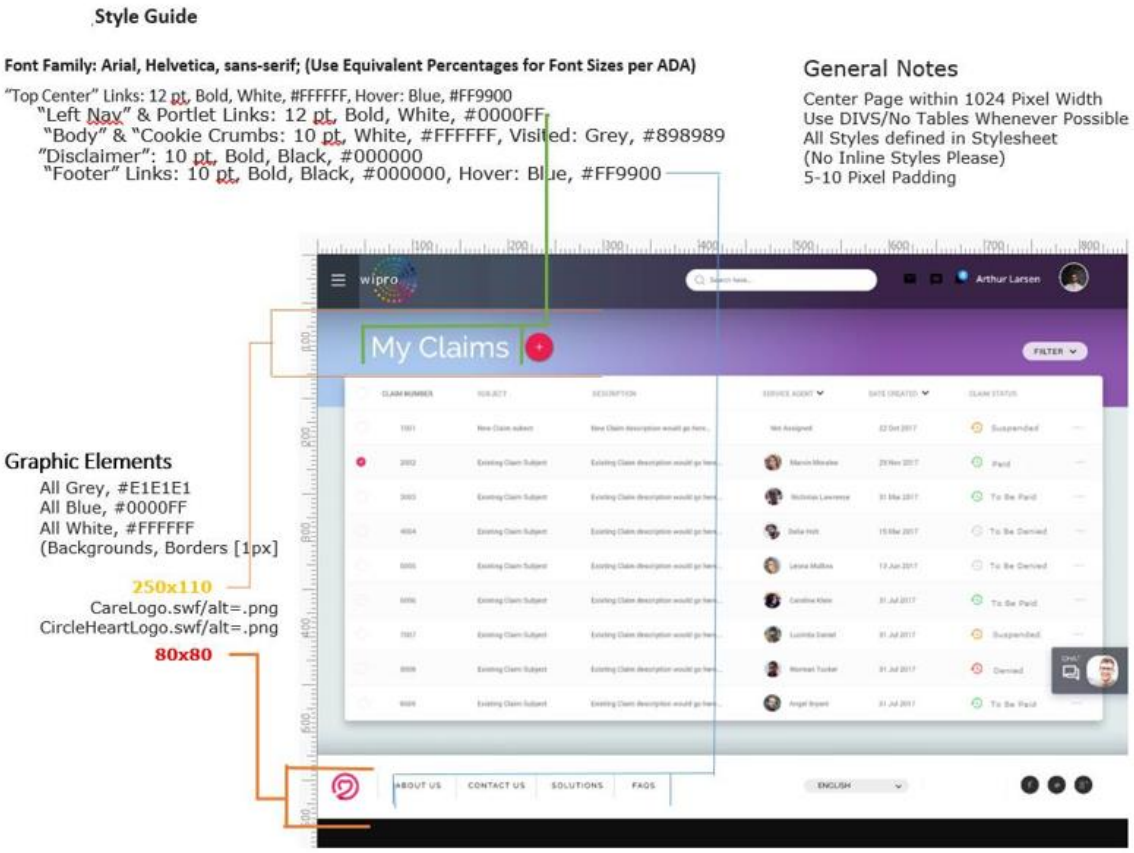


Figure 3-85: Example Style Guide



DOC50

The Contractor shall develop a Module Implementation Plan in conjunction with the State that describes, at a minimum:

a. The rollout approach, including phased implementation, if necessary.
b. Overall integration approach
c. Approach to continuous integration of other modules or data from other data providing entities.
d. Integration Testing, including coordination procedures with System Integrator, other modules, other stakeholders and vendors.
e. Approach to continuous integration of other modules or data from other data providing entities.
f. The proposed implementation schedule.
g. The rollback strategy.
h. Communication and Contractor support procedures.
i. Contractor and State roles and responsibilities.
j. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Contractor, solution, and State readiness.
k. All critical tasks that are required for cutover.
l. Post cutover monitoring.
m. The onsite and offsite user support provided by the Contractor and State during the initial solution implementation.
n. Solution acceptance procedures.
o. Tools and processes to ensure overall quality.
p. Describe post-implementation production deployment process and activities.

Team Wipro will collaborate with the State to develop a Module Implementation Plan. At a minimum the Module Implementation Plan will include the information defined in this requirement.

Team Wipro is familiar with preparing implementation plans and we have a template which addresses evidence needed by the Independent Verification and Validation (IV&V) team as per CMS requirements. Implementation Planning is an important part of ensuring a project's operational readiness. Team Wipro incorporates checklists, gating, training, success criteria, a detailed implementation schedule and validation tasks with the Implementation Plan to ensure that the implementation of our solution is seamless.

Communication during implementation is also critical and Wipro provides multiple methods of communicating with stakeholders and impacted users before, during and after the implementation, so that all are aware of when and how they are impacted by the modifications. The plan covers post-implementation support instructions. The plan includes information on how users report questions and concerns to Team Wipro after an implementation to ensure efficient handling of their issues. After implementation, Team Wipro proactively validates and inspects the solution for any inconsistencies early and notifies the Department if any issues found.

The illustration below shows the Table of Contents for our standard Implementation Plan template:

Table of Contents

1 Introduction 4
2 Implementation Execution Schedule 5
3 Resources 6
4 Communication Approach 7
5 Operational Readiness 8
6 External Coordination Activities 10
7 Planned System Outages 11
8 Back-out Plan 12

Figure 3-86: Table of Contents – Implementation Plan

DOC51

The Contractor shall develop and submit a Training Plan that, at a minimum, addresses the following:

a. Summary of the Contractor's training approach that focuses on methodology, objectives, and desired outcomes.
b. Training needs analysis, including an assessment of the target audience and their knowledge and skills.
c. Recommendations on type and delivery approach based on training needs analysis.
d. Summary of proposed training materials and documentation in addition to hands-on training.
e. Approach to maintaining training documentation and accompanying materials.
f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction.
g. Approach for incorporating feedback to improve training effectiveness over the life of the Contract.
h. Training schedule to be approved by the agency.

Team Wipro will develop and submit a Training Plan for the Wipro EMaaS solution. At a minimum, it will include the information listed in this requirement.

The Training Plan establishes a foundation for the training needs of the EMaaS solution. It provides details as it relates to scope, methodology, curriculum, development, and delivery for training. The document includes specific details for training activities and explains how each training activity is completed.

The Training Plan includes training opportunities for every program or unit that is impacted by the project, to include agency staff, vendor teams and Team Wipro. We work with the agency to define the training plan and schedule.

The Training Plan details the strategy and plan for the Training program. The purpose of this

document is to provide the following:

- Clarify the scope of the training effort required to support the system based on training needs analysis.
- Describe the roles and responsibilities of all parties associated with the development and delivery of training.
- Identify the Work Plan, related milestones and deliverables, and key target dates.
- Outline the steps necessary to complete the development and review of training materials.
- Describe our approach to training delivery.
- Ensure that employees can perform their jobs in the new environment.
- Provide training materials that can be leveraged for future use.
- Create an infrastructure that supports employees during and after implementation.

The Training Plan includes details as suggested by the CMS training plan template for Instructional Analysis and Instructional Methods, and the Training Resources and Training Materials List. Content within the Training Plan provides the detail necessary to execute the Training Plan from training development, to delivery, to evaluation and completion.

Illustrated below is the Table of Contents outlining our standard Training Plan template.

Table of Contents

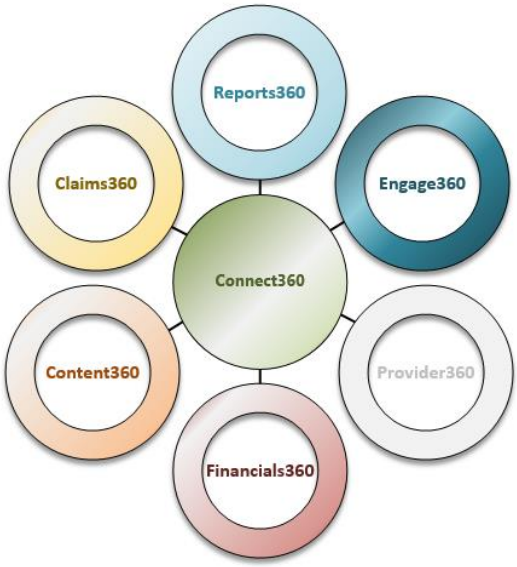
1 Introduction 4
1.1 Overview 4
1.2 Purpose 4
2 Training Requirements 5
2.1 Approach 5
2.2 Training Needs Analysis 5
2.3 Courses 6
2.4 Training Database 6
2.5 Delivery 7
2.5.1 Methods 7
2.5.2 Materials 7
2.5.3 Facilities 8
3 Roles and Responsibilities 9
4 Projected Training Schedule 10
5 Appendix A – Training Evaluation Template 11
6 Appendix B – Acronyms 12

Figure 3-87: Table of Contents – Training Plan

3.10.8 PERFORMANCE STANDARDS

Performance requirements are defined in Attachment F – Requirements Response Matrix. Performance standards (Service Level Agreements), including associated liquidated damages for unmet standards are defined in Attachment J – Service Level Agreements. The Department will defer the enforcement of Operational Performance Standards until the first full month that begins 60 calendar days following the System Acceptance by the Department of the production implementation of the Claims Processing and Management solution. This one-time deferral does not apply to software deployments or releases that follow the initial production implementation (e.g., major/minor implementations, patches, fixes, or maintenance releases). In their response, the Offeror must describe in detail their approach to meet the Performance requirements in Attachment F – Requirements Response Matrix and Performance Standards (Service Level Agreements) in Attachment J – Service Level Agreements. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

The following section outlines our response to the Operational Performance Standards requirements in Attachment F and the Service Level Agreements in Attachment J. Team Wipro has read, understands, and agrees to the performance expectations and reporting requirements as defined below. All components within Wipro EMaaS will be monitored and reports published to Reports360 which houses an SLA dashboard.



As the fiscal agent of Missouri Medicaid, Team Wipro has extensive experience meeting the State's performance expectations and in producing weekly, monthly, and ad hoc performance measure and monthly SLA reports. If we do not meet an SLA, we promptly take the following steps for course correction:

1. Conduct a root cause analysis
2. Work with the Department to create a Plan of Action with Milestones (POAM)
3. Assign an owner and monitor the progress of the corrective action
4. Conduct any necessary lessons learned sessions upon plan completion

Team Wipro is full committed to meeting and exceeding the levels of performance outlined below.

Team Wipro has developed a SLA Response table which can be found in subsection 3.10.8.1 below as a response to the requirement to describe in detail our approach to meet the SLAs found in Attachment J – Service Level Agreements.

PRFM01

The Contractor shall develop a method for maintaining performance compliance with Service Level Agreements (SLA).

Team Wipro will develop a method for maintaining performance compliance with SLAs. We will measure and monitor our system's performance against the established SLAs set forth in this RF.

Intrastate SLAs and Key Performance Indicators (KPI) are identified as defined by the Agency.

If any SLA is not met, Team Wipro will work with the Department to create a Plan of Action with Milestones (POAM). Our POAMs will take into consideration the most cost-effective corrective action. Team Wipro is experienced in performing Root Cause Analysis sessions in order to find the underlying cause of the issue(s) and determine preventative steps. During Root Cause Analysis sessions, the meeting facilitator uses the Five Why technique to draw a Fishbone Diagram (see the figure below).

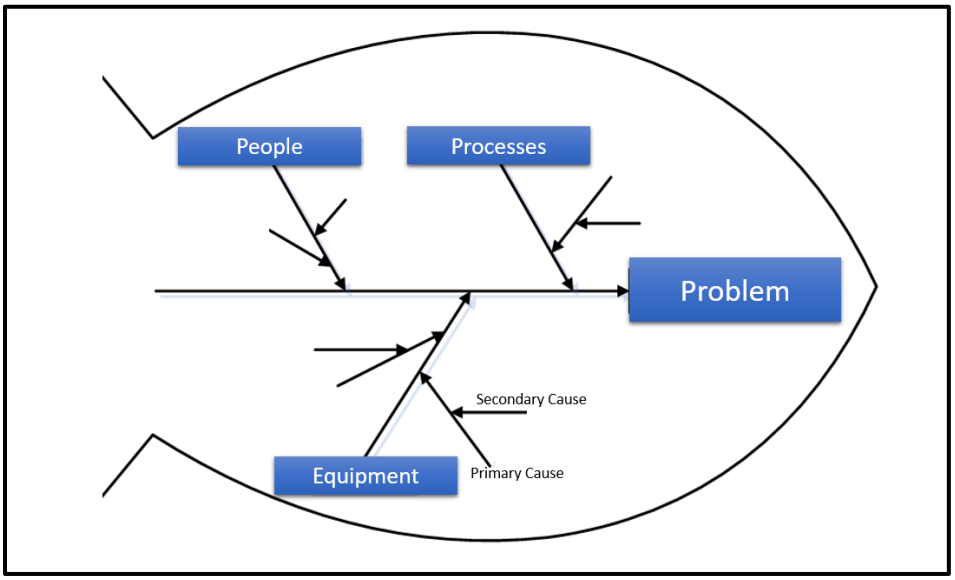


Figure 3-88: Fishbone Diagram for Root Cause Analysis

Once a cause, or causes, are identified, stakeholders work together to identify actions to correct primary causes and assign an owner to monitor the progress of each action item.

Team Wipro's Root Cause Analysis approach ensures all stakeholders' concerns are heard, reviews are thorough, and POAMs are detailed and beneficial.

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.

Team Wipro will meet Service Level Agreements (SLAs) and integrate tools for monitoring system and component performance and create the necessary reports and dashboards to support SLAs.

Team Wipro creates and maintains an SLA Dashboard within Reports360. The application integrates various dashboards, reports, and other graphical management tools in one view. The SLA Dashboard collates information from various Wipro EMaaS components into an integrated data source within Reports360, which stores the reports and retrieves them for future use. These reports evaluate operational and system efficiencies and performance and may be generated using both predefined and ad hoc methods.

See the figure below for Reports360's interactive SLA Reporting Dashboard.

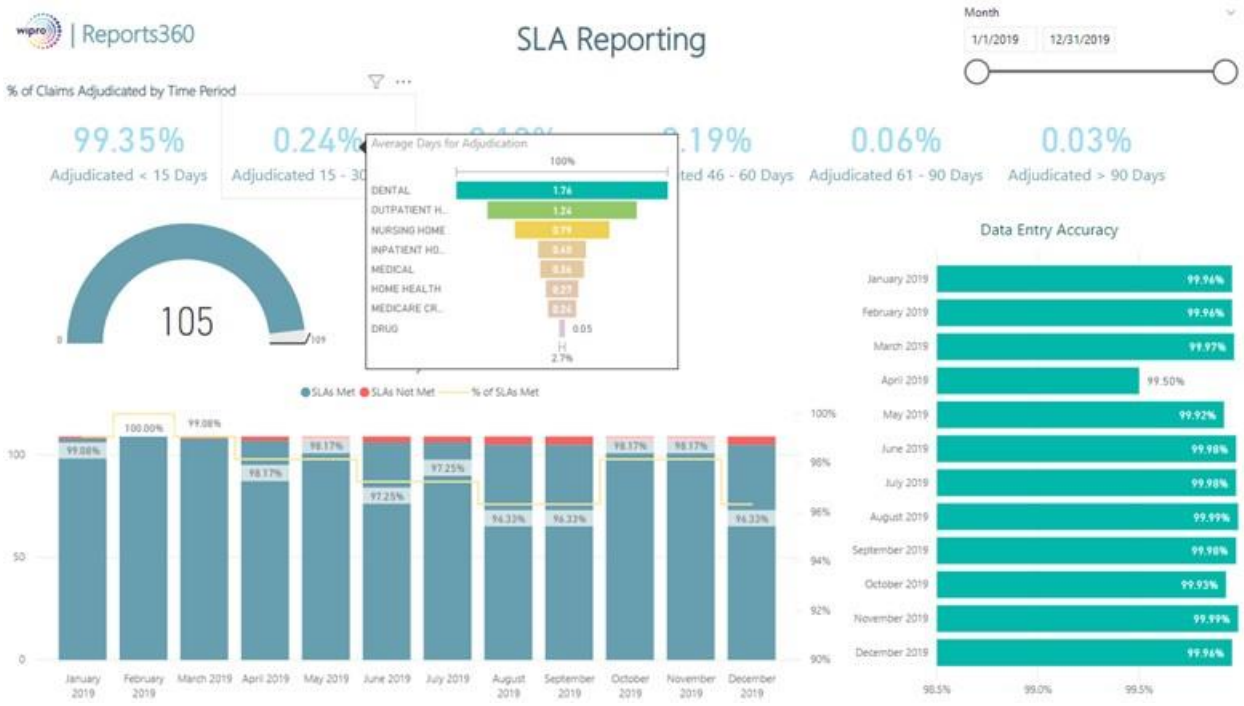


Figure 3-89: Reports360 SLA Dashboard

Team Wipro will also collaborate with the State to ensure CMS' expectations of performance standards are met, including:

- Defining enterprise performance standards
- Periodically reviewing business processes against established KPIs
- Submit and manage web interactions
- Intrastate SLAs and Key Performance Indicators (KPI) are identified as defined by the agency. (MECT number S&C.BRC.6)



PRFM05

The system shall track performance measures for each SLA requirement using predefined and ad hoc reporting methods

Team Wipro will provide SLA reporting using both predefined and ad hoc methods.

Using the Reports360 component within Wipro EMaaS, Team Wipro tracks all performance measures and can schedule reports or produce ad hoc reports to be sent to specific users. Team Wipro will collaborate with the State to:

- Develop scheduled SLA and performance measure reports (i.e. daily, weekly, monthly, and annually)
- Determine what users or user groups require which scheduled reports and in what format; formats may include:
  - Email notification that a new report is available on the SLA Dashboard
  - PDF, spreadsheet, or other document via email or placed in a document repository

- Interactive dashboards accessible via web browser

- Provide access to appropriate State and Team Wipro staff to ad hoc SLA and performance measure report queries

As the fiscal agent of Missouri Medicaid, Team Wipro has extensive experience in producing and providing weekly, monthly, and ad hoc performance measure and monthly SLA reports.

3.10.8.1 ATTACHMENT J – SERVICE LEVEL AGREEMENTS

Team Wipro has read and understands the Service Level Agreements (SLAs) listed in Attachment F and J. In the Table below we provide our approach to meet each Performance Standard specified in the attachments.

Table 3-45: SLA and Wipro Approach

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
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).	Team Wipro understands this SLA. Our mature PMO practice has well defined processes and documents such as detailed work plans that are utilized to ensure that each deliverable meets the expected dates. The established and collaborative project governance processes support the project deliverable timelines.
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.	Team Wipro understands this SLA. We utilize team reviews and Quality Assurance (QA) team to efficiently review submissions to ensure that our Deliverables meet all compliance requirements, including those specified in the Contract and applicable Deliverable Expectation Documents. Team Wipro ensures constant and open communication with the Department while creating deliverables. This collaboration ensures all stakeholders have the same understanding of what details the deliverable contains.
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.	Team Wipro understands this SLA. Meeting Agendas are distributed at least 24 hours prior to the start of a scheduled meeting. Scheduled meetings include reoccurring project meetings, meetings identified in the work plan and Department requested meetings with at least 48 hours' notice. Team Wipro utilizes our Project Document Repository to publish and disperse agendas. Once an agenda is published, Team Wipro sends a notice to all invitees, no later than 24 hours prior to the scheduled meeting. Team Wipro distributes meeting minutes to all the attendees and uploads a copy to the Project Document Repository within two business days of the scheduled meeting.
SLA05	Contractor's Key Personnel positions may	Team Wipro recognizes the importance of key

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	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.	roles being filled at all times; therefore, any role that is vacant will have a qualified temporary resource on staff within 10 Business Days. The qualified temporary resource will meet the requirements of the RFP and Contract Section 4. Furthermore, Team Wipro acknowledges and affirms that existing key personnel will not be used to fill the vacant role unless approval is given by the Department. Team Wipro agrees that the Department retains the authority to approve the proposed replacements of key personnel. Our resource availability mitigation and contingency plans of hiring resources with multiple skill sets and cross training ensures temporary replacements for key personnel are readily available.
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).	Team Wipro recognizes the importance of key roles being filled at all times; therefore, any role that is vacant will have a permanent resource in place within 60 calendar days. The permanent resource will meet the requirements of the RFP and Contract Section 4. Furthermore, Team Wipro acknowledges and affirms that existing key personnel will not be used to fill the vacant role unless approval is given by the Department. Team Wipro agrees that the Department retains the authority to approve the proposed replacements of key personnel.
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. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback.	Team Wipro understands this SLA. Team Wipro ensures that 100% of all critical priority tickets are completed and implemented by the Required Implementation Date. Team Wipro utilizes Jira to log, track and prioritize system tickets. Jira Dashboards give real time information on the status of each ticket. Team Wipro meets with the Department to discuss the priority and details of the tickets when concerns arise. Team Wipro's Management Staff is responsible for all communications to stakeholders and makes sure all policies, procedures, and documentation are in place and accounted for to bring a final resolution to the ticket in a timely fashion, per the agreed-upon process.
SLA10	Contractor shall ensure that 80% of all high Priority tickets (Enhancements, Deficiencies, Maintenance, Research,	Team Wipro understands this SLA. Team Wipro ensures that 80% of all high priority tickets are completed within the required

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	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. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback.	implementation date and 100% within five business days of the required implementation date. Team Wipro utilizes Jira to log, track and prioritize system tickets. Jira Dashboards give real time information on the status of each ticket. Team Wipro meets with the Department to discuss the priority and details of the tickets when concerns arise. Team Wipro's Management Staff is responsible for all communications to stakeholders and makes sure all policies, procedures, and documentation are in place and accounted for to bring a final resolution to the ticket in a timely fashion, per the agreed-upon process.
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).	Team Wipro understands this SLA. The Wipro EMaaS cloud model and redundant infrastructure achieve maximum uptime, reliability, and fault tolerance for critical data, applications, and services. The performance-monitoring dashboard has availability 99% of the time, 24 hours a day, seven days a week, excluding Department approved planned downtime. We also agree to the calculation formula used in defining availability. Team Wipro works with the Department to determine and follow an approved downtime schedule.
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).	Team Wipro understands this SLA. The Wipro EMaaS solution has the availability 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned downtime. The EMaaS cloud model and redundant infrastructure ensure maximum uptime and performance of the system. We also agree to the calculation formula used in defining availability. Team Wipro works with the Department to determine and follow an approved downtime schedule.
SLA11	Contractor shall ensure that 75% of all medium Priority tickets (Enhancements, Deficiencies, Maintenance, Research,	Team Wipro understands this SLA. Team Wipro ensures that 75% of all medium priority tickets are completed by the required

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	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. This SLA is measured based on such tickets due in a calendar month. The Department will establish the Priority and the Required Implementation Date for each ticket based on the business need (e.g., federal law, state law, or regulation). If the Contractor has concerns regarding the Priority or the ability to meet the Required Implementation Date, the Department will meet with the Contractor to discuss the ticket. Where possible, the Department will incorporate the Contractor's feedback.	implementation date and 100% within 10 business days of the required implementation date. Team Wipro utilizes Jira to log, track and prioritize system tickets. Jira Dashboards give real time information on the status of each ticket. Team Wipro meets with the Department to discuss the priority and details of the tickets when concerns arise. Team Wipro is experienced in managing and prioritizing work. Team Wipro commits to providing sufficient personnel for the administration and execution required for project activities, including ensuring tickets are implemented by the required date.
SLA113	Contractor shall have an acceptable documented issue mitigation plan submitted to the Department within 3 business days of issue identification for 100% critical project issues and 5 business days for 100% high project issues. The Department, after consulting with Contractor, will determine the level of criticality of each project issue.	Team Wipro understands and agrees to have an acceptable documented issue mitigation plan submitted to the Department within 3 business days for 100% of critical project issues and 5 business days for 100% of high project issues. We collaborate with the Department to determine the level of criticality of each issue. Team Wipro's Issue Management plan enables the project team to effectively manage issues and negate or minimize negative impacts of the issue to the project. An issue is any matter or concern that has or will affect the work of the project. If left unresolved, issues could affect the project team's ability to deliver the agreed-upon solution on schedule, according to budget, and within scope. The issue management process consists of the following steps: • Issue Identification • Issue Analysis • Issue Monitoring • Issue Escalation • Issue Resolution and Closure
SLA116	The Contractor must disposition (eg. gross level, refund, post to claims, post to cash receipt) cash receipts within 30 days of the deposit date.	Team Wipro agrees to disposition cash receipts within 30 days of the deposit date. Financials360 imports cash receipt and other payment files from Connect360 in layouts defined by the agency. Financials360's internal

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
		processes inherently relate cash receipts and recoupments (referred to as a credit memo) based on pre-defined receivable and payment posting profiles configured by authorized users. These posting profiles include matching criteria between payments and accounts receivables. When Financials360 systematically dispositions cash receipts or cash refunds, the posting definition directs the financial module to apply the cash receipt or refund and close one or more debit or credit entries, respectively. Authorized users configure posting profile parameters to require payments be applied to the oldest open credit entry automatically, or if the receipt should be applied as defined by other methodologies.
SLA117	The Contractor must notify the Agency within 24 hours of detecting an overpayment.	Team Wipro agrees to notify the agency within 24 hours of detecting an overpayment. When an overpayment occurs, Financials360 produces an accounts receivable to track and maintain refunds payable to the agency. Team Wipro will also work with the agency to create a scheduled overpayment report in Reports360, which can be sent via email, to the appropriate agency and Team Wipro staff at within 24 hours of detecting an overpayment.
SLA118	The Contractor must receive or send successfully all interfaces (inbound and outbound) within a specified timeframe as determined by the Agency based on the interface	Team Wipro agrees to receive and send successfully all interfaces (inbound and outbound) within the specified timeframe as defined by the agency. Team Wipro will comply with the agency's Interface Control Document (IDC) to ensure that all our interfaces meet the time requirements and respond with accurate results.
SLA119	The Contractor must assign a cash receipt to a payee within five business days of receipt.	Team Wipro agrees to assign a cash receipt to a payee within five business days of receipt. An electronic notice is sent to the payee according to the notification method the payee indicated as their preferred method for communication. The electronic notice is assigned to the payee within five business days of receipt of payment.
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.	Team Wipro understands this SLA. We ensure compliance with all licensing agreements required to support the proposed solution and services. We work with the necessary vendors to ensure the agreements are concise, understandable, and contain language for appropriate permitted use of the license.

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
SLA120	The Contractor must notify the Agency by the last business day of the week when a cash receipt is unable to be processed without Agency assistance via the receipt of an undispositioned cash report/spreadsheet with explanations as to what assistance is needed by the Agency.	Team Wipro agrees to notify the agency by the last business day of the week when a cash receipt is unable to be processed without the agency assistances via the receipt of an undispositioned cash report with explanations as to what assistance is needed by the agency. The case receipt remains on the future notices until resolved. We collaborate with the agency to define a distribution list to ensure the cash receipts are corrected in a timely manner.
SLA121	The Contractor must balance all weekly payment activity to the interface file and send the file to the State Accounting Office prior to the Saturday at 5:00pm deadline.	Team Wipro agrees to balance all weekly payment activities and send the file to the State Accounting Office prior to the deadline. Wipro EMaaS generates a Payment Balancing and Reconciliation Report comparing data from various sources as defined by the agency. Financials360 considers the claims paid through Claims360 and all of the various financial transactions, including payout and recoupments, to accumulate the total payment per cycle. This data is used by Financials360 to feed into the Balance and Reconciliation report.
SLA122	The Contractor must accurately prepare and reconcile the 1099's to the 1099 Summary Report and the 1099 Reconciliation Summary Report. The IRS file must also be transmitted by the IRS established due date.	Team Wipro agrees that we will accurately prepare and reconcile the 1099s to the 1099 Summary Report and to the 1099 Reconciliation Summary Report. We further agree that we will transmit the file by the due date established by the IRS. Capturing and tracking 1099 tax information is an intrinsic function within Financials360. During each financial cycle, Financials360 aggregates and totals each provider's claims payment amount with all other financial transactions calculating the provider's 1099 amounts as defined by the agency. For vendors requiring a 1099, the financial amounts are accumulated throughout the year. 1099 amounts are tracked at the invoice line level as payments are settled against these invoices that contain 1099 information. Financials360 tracks and stores the 1099 information accumulated throughout the year for later use in preparing the1099 Summary Report and the 1099 Reconciliation Summary Report.
SLA123	The contractor shall periodically evaluate operational business processes against an established intrastate SLA and KPI as	Team Wipro agrees to periodically evaluate operational business processes against an established intrastate SLA and KPIs, as defined

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	defined by the Agency.	by the agency. Team Wipro also collaborates with the State to ensure CMS' expectations of performance standards are met, including, Identifying intrastate SLAs and KPIs.
SLA124	The Contractor shall answer 80% of member and provider calls within 30 seconds.	Team Wipro agrees to answer 80 percent of member and provider calls within 30 seconds. Our customer service representatives (CSR) are trained on the applicable agency policies and navigation of the system in order to resolve caller inquiries accurately and efficiently. Our supervisory staff maintain CSR staffing at a level to ensure at a minimum 80% of member and provider calls are answered within 30 seconds. Team Wipro's supervisory staff have dashboards on their desktop computers that displays real-time queue statistics, such as the number of callers in queue and agent availability. This allows supervisors to respond immediately to changing traffic volumes and path conditions with staff reallocation.
SLA126	The Contractor shall have an Abandoned Member call rate of 5% or less.	Team Wipro agrees to ensure an abandoned member call rate of 5% or less. We will staff the member call center telephone lines with an appropriate number of customer service representatives to maintain the abandoned rate for member calls at or below 5% during the course of normal business operations.
SLA127	Contractor shall staff the Call Center toll-free phone lines from 7:00 a.m. to 7:00 p.m., Agency local 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.	Team Wipro agrees to staff the Call Center toll-free lines with customer service representatives from 7:00 a.m. to 7:00 p.m., agency local time, on all State business days, Monday through Friday, excluding State holidays. With our experience with both member and provider Medicaid call centers, we understand the importance of open phone lines during the specified hours. Team Wipro will generate a report, which at a minimum will include the date and time the Call Center phone lines were open and when the phone lines were turned off. This report will be made available to the agency, as scheduled or requested. Call center staffing reports are available through our Reports360 component and can be scheduled or created on an ad hoc basis. Team Wipro will work with the agency to ensure the report contains relevant and helpful information and is sent to the appropriate

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
		agency staff.
SLA128	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.	Team Wipro understands this SLA. We will ensure that less than one percent (1%) of total monthly calls are escalated to the agency for resolution that are clearly within Team Wipro's scope of work. We understand this SLA does not apply to subject areas where Team Wipro and the agency have agreed in advance that require agency determination. Team Wipro agrees to provide the agency a monthly report to track percentage of calls escalated to the agency, reason for escalation, and the outcome. Team Wipro has a well-defined and time-tested training process for our call center staff. This training ensures CSRs have the knowledge and experience to resolve calls in a wide range of subject areas. Call center supervisors monitor calls in order to assess additional training needs. Team Wipro collaborates with the agency to create a process acceptable to all stakeholders. At a minimum, this process will document: • Which subject areas require agency determination • Subject area definitions • Ownership and responsibility of determining call subject area The Operational Report is available through our Reports360 component and can be scheduled monthly. Team Wipro will work with the agency to ensure the report contains relevant and helpful information and is sent to the appropriate agency staff.
SLA129	Contractor shall ensure the total number of 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.	Team Wipro agrees to ensure the total number of calls disconnected and abandoned measured against the total number inbound calls does not exceed five percent (5%) per day. Our team will generate a report displaying, at a minimum, the following call statistics for each phone line: • Number of all incoming calls against the number of answered calls • Call Abandonment rate • Hold times prior to initial answer • Time placed on hold subsequent to the call was answered • Average talk time • Speed to Answer

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
		Supervisory staff utilize real-time monitoring tools throughout the day to ensure SLAs are met. The Queue Performance dashboard displays number of callers in queue, available agents to take a call, number of agents on a call, and more. This allows supervisory staff to respond immediately to changing traffic volumes or path conditions and make adjustments as required to ensure service levels are maintained. Call center statistics outlined in this SLA are available on a Repots360 dashboard in real-time or intervals as defined by the agency.
SLA13	Contractor shall turn over any applicable Solution related licenses to the Department within 30 calendar days of the request.	Team Wipro will turn over any applicable solution related licenses to the Department within 30 calendar days of the request. Team Wipro will work with the Department and vendors to turnover applicable, non-proprietary licenses.
SLA130	Contractor shall ensure questions and concerns are resolved, as defined by the Agency, ninety percent (90%) 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.	Team Wipro will ensure questions and concerns are resolved, as defined by the agency, upon first contact with the Call Center ninety percent (90%) of the time. At a minimum, we will provide the call metrics to the agency monthly to demonstrate first call resolution. The Call Center customer service representatives receive in-depth training on the agency policies and system navigation in order to efficiently obtain and provide callers with accurate and complete information to resolve the inquiry during the initial contact, no less than ninety percent of the time.
SLA131	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).	Team Wipro understands this SLA. Team Wipro's Call Center staff documents all information provided to callers in the CRM 100% of the time. We understand this requirement includes first contact and any subsequent follow-up contact. Team Wipro will provide view access into the CRM for three view-only seats for use by the agency. The CSRs document the caller identifying information, reason for call, exchange of information that includes the information given to the caller and any other information pertinent to the inquiry. This information is recorded within the CRM for every contact.
SLA132	Contractor shall survey no less than every 10th caller to rate the quality, timeliness,	Team Wipro agrees to survey, at a minimum, every tenth caller to rate the quality, timeliness,

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	and other service delivery elements carried out by the Call Center. Callers shall report Call Center satisfaction at or above ninety percent (90%). The Contractor shall combine caller satisfaction scores to determine the average satisfaction percentage score. Score and surveys will be provided to the Agency, monthly.	and other service delivery elements performed by the Call Center. We understand the necessity for callers to report Call Center satisfaction at 90% or above. Team Wipro will combine caller satisfaction scores to arrive at the average satisfaction percentage score. We will provide caller satisfaction score and the associated surveys to the agency monthly. A quality control agent pulls no less than every tenth call from an agent in the Call Recording system and listens to the call. They score the call based off the call recording. Team Wipro will work with the agency to define the quality and timeliness survey. We will also work with the agency to define the caller satisfaction survey in order for the IVR to conduct the survey and gather the results. Call center quality score and survey reports can be made available through our Reports360 component and can be scheduled to send to the appropriate stakeholders monthly.
SLA133	Contractor's 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. Contractor's staff will attempt to notify the provider via phone call. If the provider was not reached by phone, Contractor's staff will perform a second attempt to rectify the discrepancy through email. Upon resolution, Contractor's staff will correct the discrepancy within the applicable state financial system 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 State and/or 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.	Team Wipro understands this SLA. We will notify the provider by phone within one business day and then email of discrepancies regarding the Backup Withholding "B" notices, 1099s, including FEINs. Once resolved, we agree to correct the discrepancy within two business days with 99% accuracy. We agree to provide a task-tracking workflow associated with discrepancies and to provide a monthly report. Our Financials360 component produces a Backup Withholding “B” and 1099 discrepancies report. The report is sent and stored in Content360, where it is available for call center staff to work the discrepancies tasks. Content360 automatically records the workflow and produces an audit log of each task. The log includes time-stamped activity and what Team Wipro resource, agency staff, or other entity made the change. The discrepancy workflow and task reports can be made available through our Reports360 component and can be scheduled to send to the appropriate stakeholders monthly. Team Wipro understands that the agency will utilize these reports to perform monitoring for accuracy and timeliness of completed tasks.

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SLA134	Contractor shall provide sufficient in-bound access lines so that AVRS users: a. Are connected with the AVRS system within three rings at least 99% of the time b. Report the call abandonment rate, which shall not exceed 5% maximum c. Are connected to the FAXBACK machine 95% of the time on the first attempt. d. Receive AVRS/FAXBACK response within 10 seconds of entry of required information (provider ID, client ID, etc.) at least 99% of the time. e. Receive a busy signal less than 5% of the time they call. f. Are not dropped and do not receive a busy signal in excess of 1% of the total daily call volume. g. Are successfully transferred to live assistance at the customer service call center in less than 120 seconds of the request to transfer.	Team Wipro agrees to provide sufficient inbound access lines so that AVRS users: • Are connected with the AVRS system within three rings at least 99% of the time. • Report the abandonment rate, which will not exceed, at a maximum, 5%. • Are connected to the FAXBACK machine 95% of the time on the first attempt. • Receive AVRS/FAXBACK response within 10 seconds of entry of required information, such as provider ID, client ID, and others, at least 99% of the time. • Receive a busy signal less than 5% of the time they call. • Are not dropped and do not receive a busy signal in excess of 1% of the total daily call volume. • Are successfully transferred to live assistance at the customer service call center in less than 120 seconds of the request to transfer. Team Wipro maintains access lines above the maximum call volume for both inbound and outbound call traffic to ensure line availability. Wipro EMaaS conducts real time monitoring of line utilization, which is used to maintain inbound access lines at sufficient levels to meet this SLA.
SLA135	Busy Out/Blocked Call Rate: Contractor shall ensure the busy out / blocked (overcapacity) call rate must be 1% or less of the total call volume received per month. The performance standard will be measured monthly and included in the monthly audit.	Team Wipro agrees to ensure busy out/ blocked call rate will be 1% or less of the total call volume received during a month. We understand this performance standard will be measured monthly and included in the monthly audit. Access lines are maintained above the maximum call volume to ensure busy out or blocked are 1% or less of the total monthly call volume. Our system conducts real-time monitoring of line utilization, which is used to determine if lines need to be adjusted. Access lines are scaled up immediately when line utilization statics indicate the need. Team Wipro measures and provides this performance standard to the agency as part of the monthly audit.
SLA136	Contractor must ensure the average on hold time and queue time is less than 1 minute.	Team Wipro agrees to ensure the average time on hold and in queue time is less than 1 minute.

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	The performance standard will be measured monthly and included in the monthly audit. The average on hold time and queue time must be 1 minute or less without a response by a human operator to a caller's inquiry.	We understand this performance standard will be measured monthly and included in the monthly audit. We confirm our understanding that the average on hold time and queue time must be 1 minute or less without a response by a human operator to a caller's inquiry. Our customer service representatives (CSR) are trained on the applicable agency policies and navigation of the system in order to resolve caller inquiries accurately and efficiently. Our supervisory staff maintain CSR staffing at a level to ensure the average hold time and queue time is less than one minute. Team Wipro's supervisory staff have dashboards on their desktop computers that displays real-time queue statistics, such as the number of callers in queue and agent availability. This allows supervisors to respond immediately to changing traffic volumes and path conditions with staff reallocation.
SLA137	Contractor's Automated Voice Response (AVR) solution and other applications providing member and provider information 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). The performance standard will be measured monthy and will be included in the monthly audit.	Team Wipro's IVR solution and other applications providing information to members and providers are available 99.5% of the time, 24 hours a day, seven days a week, excluding Department approved planned downtime. We understand the calculation of availability for this SLA and will generate monthly IVR audit reports that list all down times, scheduled and unscheduled, and total availability times. Prior to each software upgrade or installation, Team Wipro applies additional vigilance by performing thorough and extensive high-volume performance tests. Team Wipro will work with the Department to determine and follow an approved downtime schedule.
SLA138	Contractor shall perform patching and corrections to mitigate security vulnerabilities according to the vulnerability priority: Urgent within twenty-four (24) hours, Critical priority within seven (7) calendar days, High priority within thirty (30) calendar days, Medium priority within ninety (90) calendar days, Low priority within one hundred eighty (180) calendar days. The National Vulnerability Database (NVD) will be used to determine the level of priority. If the security vulnerability is not categorized in the NVD, the Agency will	Team Wipro understands and agrees to perform patching and corrections to mitigate security vulnerabilities according to the priority described within this SLA. Team Wipro follows best practices to secure information managed by the State and understands that any event resulting in a potential loss of confidentiality, integrity and/or availability of government data is unacceptable. Team Wipro continually analyzes the system for potential risk to mitigate any security vulnerability. We stay up to date on the potential risk that could cause harm to the

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	assign the priority.	system. In the event of a vulnerability Team Wipro utilizes the National Vulnerability Database (NVD) to determine the level of priority and perform patches or corrections for the following priorities within the timeframes below: • Urgent within twenty-four (24) hours • Critical priority within seven (7) calendar days, • High priority within thirty (30) calendar days, • Medium priority within ninety (90) calendar days, • Low priority within one hundred eighty (180) calendar days. When a vulnerability is not categorized in the NVD, Team Wipro will obtain the priority from the agency.
SLA139	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.	Team Wipro understands this SLA. Within four hours of the unscheduled downtime, Team Wipro will restore availability using the approved Business Continuity and Disaster Recovery Plan. Team Wipro believes that a Business Continuity and Disaster Recovery strategy is an integral part of the overall data center strategy and is essential to mitigating risk. Prior to any data residing within the solution, Team Wipro will provide the Business Continuity and Disaster Recovery Plan to address a wide range of infrastructure and service recovery responsibility associated with: • Partial loss of a function or of data for a brief amount of time • Man-made or natural disaster • Hardware or Software failures resulting in data center equipment or infrastructure failure or total system failure. • Human Error • Other unforeseeable emergencies
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	Team Wipro understands and agrees to thoroughly test and demonstrate proof of successful testing of Wipro EMaaS for 100% of the Specifications defined for each Implementation. As noted in section 3.10.2.6 of the RFP, Team Wipro executes performance, system, parallel,

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	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.	regression, and integration testing and provides test results that are traced to use cases, user stories, and design documentation. As part of each release, individual test plans are completed to identify all of the specific testing needs planned for the release. This includes performance, system, parallel, regression, and integration testing. The requirements translate to test cases being written and loaded into a test case Jira ticket for tracking, review of results, approval, and status updates. Designated testing dashboards providing real-time data are created in Jira for the agency to monitor. In order to maintain bi-directional traceability to the requirements, Team Wipro leverages the Requirements Traceability Matrix (RTM) and the Jira ticket fields designated to the requirement, user story, or use case identifier. The designated testing dashboards are configurable to display all desired fields, thus providing the agency testing status and the assurance that all requirements are tested and verified according to the individual test plan.
SLA140	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.	Team Wipro agrees to provide an alternate business site, fully operational within two business days, if our primary site becomes unsafe or inoperable. Team Wipro will use a phased approach to prepare, execute, and maintain a Business Continuity and Disaster Recovery Plan for the Department. This plan provides for back-up processing capability at a remote site from the primary site so that normal processing can continue in the event of a disaster or major hardware problem at the primary site within two business days of the primary site becoming unsafe or inoperable.
SLA141	Contractor shall provide detailed Disaster Recovery Plan test results annually to the Department within 30 days of test completion	Team Wipro understands this SLA. Team Wipro conducts an annual test of the Business Continuity and Disaster Recovery Plan and submit the Test Report to the Department within 30 days of test completion. The Test Report, at a minimum includes: • Summary and Scope of the test, which includes goals and objectives, participating teams, and location. • Narrative of the timeline and outcome. Based on the goals and objectives of the test, this section describes if/how

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		outcomes met or did not meet expectations. • Issue log; the table below shows example information found in the issue log. • Observations, recommendations, and Corrective Action Plan, as needed. If goals and objectives were not met and/or the Business Continuity and Disaster Recovery Plan was not able to be followed, Team Wipro will collaborate with all stakeholders to propose a Corrective Action Plan. • Revisions to the Business Continuity and Disaster Recovery Plan, if needed, based on test results.
SLA142	Contractor shall maintain and retain for 24 months electronic records of all AVRS/FAXBACK inquiries made, information requested, and information conveyed.	Team Wipro understands this SLA. Team Wipro maintains and retains electronic records of all IVRS/FAXBACK inquiries made, information requested, and information conveyed for 24 months. Wipro EMaaS captures all Automatic Call Distributor (ACD), IVRS, and FAXBACK transaction information, which is stored and maintained within EMaaS. In addition to this information, EMaaS stores and maintains agency defined information collected from the caller by the Customer Service Representative (CSR). All transaction information is displayed on a dashboard by transaction type. The dashboard provides user-friendly search and filter functionality and audit details displayed in an easy to read format.
SLA145	Contractor shall produce and distribute new publications and publications with changes in final form by the date requested by the Agency.	Team Wipro agrees to produce and distribute new publications and publications with changes in final form by the date requested by the agency. All written communication undergoes a multi-step review process that includes review and approval by the agency prior to production and distribution. The timelines for the final form of new and changed publications will be aligned to meet the date the agency requests.
SLA146	Contractor shall develop and update training materials and provide appropriate Agency staff with all training materials for review and approval at least 15 days prior to training sessions.	Team Wipro develops and updates training materials and provides appropriate agency staff with all training materials for review and approval at least 15 days prior to training sessions.

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		In conjunction with changes that are implemented, Team Wipro collaborates with the agency to determine specific training needs and identify updates to existing training materials. In accordance with updated documentation procedures, a checklist that contains a placeholder for Training Materials is utilized and reviewed with all modifications to the system to ensure documentation is accurate. As the checklist is moved through review stages, checkpoints are in place to remove accidental omissions and ensure updates are made as needed. Team Wipro recognizes that the maintenance and upkeep of training materials is critical to ongoing success. By capitalizing on proven practices and a system of checks and balances, the agency will benefit from an up-to-date training repository.
SLA147	Contractor shall maintain a 99.9% accuracy rate for all reference file updates.	Team Wipro agrees to maintain a 99.9% accuracy rate for all reference file updates. Reference file updates are tested in a production-like test environment, to assure accuracy, prior to being updated in the production system.
SLA148	Contractor shall notify provider of all electronic claims rejected or accepted (i.e. snip, pre-process, and receive 999 and 277-CA) within two seconds for an 837 that contains 1000 or fewer claims, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor.	Team Wipro understands and agrees to respond to all 837 electronic claim transactions received with 1000 or fewer claims within two seconds, unless the response time exceeding two seconds is due to circumstances beyond our control. The transaction response may vary based on acceptance or rejection of the transaction. For example, a 277-CA cannot be generated if a transaction was rejected for a SNIP level 1 validation error, as a claim is not generated in this case.
SLA149	Contractor shall, within 5 business days of receipt in the contractor's mailroom, pay or deny 90% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse, improper coding, because of a court order, because of retroactive payments or pended because of eligibility problems not related to the contractor's operation of the claims solution).	Team Wipro understands and agrees to pay or deny 90% of all claims and/or claims adjustments within five business days of receipt in the mailroom. We understand this metric does not include claims that are pended for review. All claims and associated attachments are scanned, stored, and maintained in Claims360. Exam entry staff are responsible for creating batch control for all paper claims in the Claims360 component. Each paper claim within each batch is keyed and tracked to ensure all

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		claims are keyed and adjudicated. Claims360 workbasket, identified as Claim Batch Entry lists the batch of claims that have not been processed and is assigned to specific staff to work daily. Daily log reports and real-time views are available for supervising staff to reconcile, audit, and track paper claim inventory.
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.	Team Wipro agrees to maintain environments to perform system validation, integration testing, and data migration to determine overall production readiness. These environments include all components to support the intended purpose of that environment. We understand that any component not replicated in an environment is disclosed to the Department with a written explanation. Team Wipro provides environments and resources essential for successful testing of all applications in scope for the Department, including the support for data and access to environments and tools. Wipro EMaaS provides fully functioning test environments for all applications within the solution, to which designated Department Staff will have access. Team Wipro understands the importance of synchronizing the software and data from production environment to test regions. Non-production environments can be refreshed or loaded with data using a configuration tool to load specific data sets to enable the testing or modeling. In addition, environments can be refreshed with a snapshot to restore to a previous configuration.
SLA150	Contractor shall, within 7 business days of receipt in the contractor's mailroom, pay or deny 95% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution).	Team Wipro understands and agrees to pay or deny 95% of all claims and/or claims adjustments within seven business days of receipt in the mailroom. We understand this metric does not include claims that are pended for review. All claims and associated attachments are scanned, stored, and maintained in Claims360. Exam entry staff are responsible for creating batch control for all paper claims in the Claims360 component. Each paper claim within each batch is keyed and tracked to ensure all claims are keyed and adjudicated. Claims360 workbasket, identified as Claim Batch Entry lists the batch of claims that have not been processed and is assigned to specific staff to

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		work daily. Real-time log reports are available for supervising staff to reconcile, audit, and track paper claim inventory.
SLA151	Contractor shall, within 10 business days of contractor receipt pay or deny 99% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution).	Team Wipro understands and agrees to pay or deny 99% of all claims and/or claims adjustments within ten business days of receipt. We understand this metric does not include claims that are pended for review. All claims and claim adjustments that are submitted to EMaaS are captured and maintained in Claims360. Business Rules within Claims360 are tested and verified to ensure that 99% of claims and adjustments pay or deny within 10 business days. Claims360 contains all claims processing and payment information necessary to provide reports to support the State agency in compliance with timely claims payment.
SLA152	Contractor shall, within 15 days of contractor receipt, pay or deny 100% of all claims and/or claims adjustments which have not been pended for review (e.g., third party liability, fraud/abuse or pended because of eligibility problems not related to the contractor's operation of the claims solution).	Team Wipro understands and agrees to pay or deny 100% of all claims and/or claims adjustments within 15 business days of receipt. We understand this metric does not include claims that are pended for review. All claims and claim adjustments that are submitted to EMaaS are captured and maintained in Claims360. Business Rules within Claims360 are tested and verified to ensure that 100% of claims and adjustments pay or deny within 15 business days. Claims360 contains all claims processing and payment information necessary to provide reports to support the State agency in compliance with timely claims payment.
SLA153	Contractor shall pay or deny all claims referred to the Agency or its designee within 5 business days after the claims are received by the Contractor.	Team Wipro agrees to pay or deny all claims referred to the agency or its designee within 5 business days after Team Wipro's receipt of the claims. Once Team Wipro receives the referred claims, all electronic and paper claims submitted to the Claims360 application are processed within 5 business days. The claims are adjudicated and, based on the edits defined by the agency, are paid, denied, or suspended. The claims status is made available via the Claims360 online as well reported through the 835 Remittance Advice.
SLA154	Contractor shall adjudicate a minimum of 99.9% of all claims submitted via EDI and web portal that do not require manual	Team Wipro agrees to adjudicate a minimum of 99.9% of all claims submitted via EDI and web portal that do not require manual intervention

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	intervention within 5 minutes of receipt.	within five minutes of receipt. The Claims360 component adjudicates all electronic claims submitted electronically through the EDI process or through the Engage360 Web portal in real time. Claims360 supports parallel processing of claims and can process any claims not requiring manual intervention in sub-second time.
SLA155	Contractor shall ensure the number of suspended claims cannot exceed 2% of the average weekly claims (based on a 12-month rolling average of weekly claims).	Team Wipro understands this SLA. We will ensure the number of suspended claims does not exceed 2% of the average weekly claims. Wipro EMaaS utilizes suspense workflows, suspense file management reports, aging of suspended claims, and other parameters to meet and exceed the claims suspension service level agreements requested by the agency. Within Claims360, suspended claims requiring manual or system intervention will be tracked via workbaskets and reporting each business day. Those suspended claims with no activity after a specified number of days can be assigned to a higher priority queue to be monitored and researched as needed until they are assigned a final status of paid or denied based on agency policy and rules.
SLA156	Contractor shall return paper claims which fail the contractor's prescreening process within three (3) business days of receipt.	Team Wipro understands and agrees to return paper claims that fail our prescreening process within three business days of receipt. Mailroom staff are responsible for mailing and processing of outbound physical correspondence, such as failed paper claims. To process the outbound physical correspondence, the mailroom staff creates and prints mailing labels using Engage360 correspondence component and Claims360 components. Team Wipro has over 30 years of experience handling mailroom functions and time tested processes to execute intake and outgoing of mail. Our quality processes ensure we use the best practices to satisfy all agency mailroom requirements.
SLA157	Contractor shall provide access to imaged documents within one business day following the date of receipt.	Team Wipro agrees to provide access to imaged documents within one business day following the date of receipt. All claims and associated attachments are scanned, stored, and maintained in Content360. The agency can access the imaged documents

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		through Content360. Providers have access to any permitted imaged/scanned documents through the provider portal in Engage360. Documents scanned into Content360 are available immediately for the agency to view. Team Wipro ensures appropriate document control and mailroom staff are available for document and exception processing to meet this SLA. Upon document indices being applied, Engage360 accesses Content360's imaged documents in real time, ensuring Providers have timely access to documents.
SLA158	Contractor shall ensure claims processed in error are reprocessed within 2 business days of identification of the error or upon a schedule approved by the Agency.	Team Wipro understands this SLA. We ensure claims processed in error are reprocessed within 2 business days of identification of the error or according to an agency approved schedule. Rules can be established to address claims processed in error, and Claims360 automatically reprocesses any claims that were affected. The system sends the list of affected claims to the Reprocessed Claims workbasket for review and approval, if desired, to meet agency policy and procedures. The workbasket displays each individual claim and the financial impact on each one, as well as totals of the financial impact across all of the potentially reprocessed claims. A user with appropriate security can accept or reject the reprocessed claims, place an appropriate note on the claim batch, and finalize the automatic reprocessing.
SLA159	Contractor shall maintain at least a 98% keying accuracy rate for manually entered data and Optical Character Recognition (OCR) documents.	Team Wipro will maintain at least a 98% keying accuracy rate for manually entered data and Optical Character Recognition documents. Our Data Entry Operator's work products are monitored to determine the accuracy of the data entered. Additional training is provided to our data entry operators, if indicated. Team Wipro has a 99.92% accuracy rate in our current Missouri Operations for calendar year 2019.
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.	Team Wipro understands this SLA. Team Wipro documents all business rules applicable to the functioning of the module and any new or changed business rules within 10 business days of the implementation of a change. The business rules are cataloged, published and presented using our Content360 platform to Department and Team Wipro staff as required

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		by the State.
SLA160	Contractor shall receive, acknowledge, accept, or reject nintey-nine percent (99%) of all batch and real-time EDI transactions in accordance with the applicable HIPAA Implementation Guide and Agency defined business rules.	Team Wipro agrees to receive, acknowledge, accept, or reject 99% of all batch and real-time EDI transactions in accordance with the applicable HIPAA Implementation Guide and agency defined business rules. Wipro EMaaS includes a validation feature that performs configurable real-time front-end editing prior to claim submission and prevents further processing for claims that fail the front-end edits. Field validity and pre-editing of claims data is performed as part of the Claims360 EDI gateway.
SLA161	Contractor shall obtain the annual DRG grouper and quarterly Outpatient Prospective Payment System (OPPS) grouper from the vendor, modify it to the State calibrations, and install the grouper by the effective date or within 20 business days of receipt.	Team Wipro understands and agrees to obtain the annual Diagnosis Related Groups (DRG) grouper and quarterly Outpatient Prospective Payment System (OPPS) grouper from the vendor. We will modify it to the State calibrations, and install the grouper by the effective date or within 20 business days of receipt. Team Wipro understands the changes to DRG and OPPS and how they impact claims processing. The Claims360 component within Wipro EMaaS allows authorized users to update the DRG and OPPS rules to accommodate State specific calibrations.
SLA162	Contractor shall transmit payment file(s) to the Agency's financial system on the day of the payment cycle processing, as defined by the Agency.	Team Wipro understands this SLA. Wipro EMaaS transmits payment file(s) to the agency's financial system on the day of the payment cycle processing, as defined by the agency. The payment cycles can be configured to run on a specific day of the month, specific date of the week, or daily depending on the cycle type. During the claims financial cycle, Claims360 exports provider payment data to Financials360. Financials360 aggregates the provider payment data with outstanding non-claims accounts payables and accounts receivables per the pre-defined recoupment hierarchy. Financials360 calculates the provider's final check amount that is included on exported payment files and the provider's 835/remittance advice. After all final payment amounts are calculated, Financials360 downloads each payment file to our Connect360 integration platform for transmission to the agency's financial system via the State's Integrator platform.

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SLA163	Contractor shall receive and process the payment file from the Agency's financial system on the day of the payment cycle processing, as defined by the Agency.	Team Wipro understands this SLA. Wipro EMaaS receives and processes the payment file(s) from the agency's financial system on the day of the payment cycle processing, as defined by the agency. Financials360 imports the payment files from Connect360 in layouts defined by the agency. Financials360's internal processes utilize the payment file information to supplement the creation of the remittance advices.
SLA165	The contractor shall notify the Agency of any overpayments, duplicate payments, or incorrect payments (regardless of cause) within 48 hours of identification, provide a detailed explanation, cause, resolution, and correct the error within a timeframe approved by the Agency.	Team Wipro agrees to notify the agency of any overpayments, duplicate payments, or incorrect payments within 48 hours of identification. We will provide a detailed explanation, cause, resolution, and correct the error within the timeframe approved by the agency. When Team Wipro detects any overpayment, duplicate payment, or incorrect payment, we will log the issue in Jira and will send notification to the agency. The designated agency staff can then monitor the Jira ticket in real time. The ticket is updated as Team Wipro researches and works the ticket, providing cause, resolution, and any details needed within the timeframe approved by the agency.
SLA166	Contractor shall revise all edit text language or resolution instructions within one (1) business day following Agency approval.	After receiving agency approval, Team Wipro will revise and edit text language or resolution instructions within one business day. When edit text language requires revision, we will work with the agency to define the accurate text and obtain approval, so the revision update is applied quickly. Team Wipro also ensures quality of text language edits by following an internal review workflow. These reviews are completed efficiently in order to avoid rework, which ensures quick turnaround time.
SLA167	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 thirty minutes of becoming aware of the issue, whichever is earlier. Contractor shall provide its plan for resolution within four hours of the notification of the Deficiency to the Department and resolve the Deficiency within 24 hours of the notification of the	Team Wipro agrees to 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 thirty minutes of becoming aware of the issue. We will provide a plan for resolution within four 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.

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	Deficiency to the Department.	Team Wipro prescribes to incident management procedures that define how we respond to critical deficiencies that cause functional interruptions to core business functions. Team Wipro incident management procedures are defined for ensuring: • quick and appropriate communication • restoration of normal service operation as quickly as possible • minimized adverse impact on business operations • improved internal and external customer satisfaction
SLA169	The Contractor shall ensure that 98% or more of payments received are deposited and applied to the correct account within 24 hours unless there is not enough data available to identify the account, in which case the money will be in suspense.	Team Wipro understands and agrees that at least 98% of payments received are deposited and applied to the correct account within 24 hours. We will suspend any money in which there is not enough data available to identify the account. Our Financials360 component logs all payment transaction activity, including how the payment was deposited and posted to an account receivable. While processing payment files, Financials360 recognizes payments submitted by payees not defined in the system and sends them to a Hold Account. In addition, if the payment cannot be applied to a matching invoice for other reasons, the payment is sent to a Hold Account for resolution by an authorized user.
SLA170	The Contractor shall recover all overpayments within 30 calendar days from the detection of an overpayment.	Team Wipro will recover overpayments within 30 calendar days from the detection of an overpayment. Wipro EMaaS uses financial reason codes and associated automated batch processes to support recovering overpayment dollars within 30 calendar days of the identification of the overpayment. When an overpayment occurs, Financials360 creates an AR for the exact amount of the credit balance to track and maintain recovery of the excessive dollars paid to the entity. The reimbursement process removes the credit balance for the customer account and creates a balance due for the vendor account that corresponds to the entity. The credit amounts are transferred to the vendor accounts of the entity and are processed as ordinary payments.

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
SLA171	Contractor shall 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 within 75 calendar days upon detection of an overpayment.	Team Wipro agrees and confirms to develop a repayment schedule for the payee in collaboration with the agency when there are insufficient claims or payee funds to satisfy recoveries within 75 calendar days upon the detection of an overpayment. Wipro EMaaS creates, stores, and maintains amortization schedules for repayment of recoupments (i.e. payee overpayment) as defined by the agency. Our Financials360 component has the standard functionality that allows authorized users to provide accruals for certain expenses for desired number of periods. Amortization schedules are calculated and stored within our Financials360 component whenever authorized users define accounts receivable (AR) payment schedules for the specific AR.
SLA21	Contractor shall document all Configuration items applicable to the Solution and update Documentation within 10 Business Days of the Implementation of a change.	Team Wipro understands this SLA. Team Wipro provides system documentation for all configuration items of the solution. As configurations are implemented, Team Wipro captures and updates the documentation within 10 days. As documentation is updated, members from technical and quality staff provide feedback prior to publishing. All documentation is versioned in the project repository so that users can access prior versions of documentation.
SLA22	Contractor shall ensure that the Data integrity error rate and routing errors of any transaction is less than.001%.	Team Wipro understands this SLA. Wipro EMaaS ensures that all business rules and workflows that process transactions are thoroughly tested before production implementation. This ensures that all transactions are processed correctly and Data integrity is maintained. If any errors occur during processing or routing, those transactions are moved to error tables, so as not to affect the integrity of the master data. This ensures the Data integrity error rate and routing errors of any transaction is less than 0.001%
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	Team Wipro understands this SLA. We ensure Data received from real-time Interfaces is accessible in Wipro EMaaS within three seconds at least 99% of the time. Team Wipro leverages a scalable cloud solution which utilizes elastic load balancing to meet performance needs. Horizontal and vertical

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	the time the Data is available to query in the Module database or presented to the user via a Module user interface.	resource scaling guarantees optimum performance. This ensures Data received from real-time Interfaces is accessible in the Module within three seconds at least 99% of the time. We track all database records updates with a timestamp, and use this data to ensure that the system is running with optimal performance.
SLA26	Contractor's Solution response time for user-initiated functionality related to the Data store for queries has three tiers: Tier 1 includes simple queries whose output ranges from 1 to 4,999 rows, for which response time shall not exceed three seconds; Tier 2 is for more complex queries whose output ranges from 5,000 to 20,000 rows, for which response time shall not exceed 30 seconds; Tier 3 is for the most complex queries whose output ranges from 20,001 to 100,000 rows, for which response time shall not exceed 60 seconds. Performance is measured by a predefined query compiled by solution provider of the three tiers for a sample measuring of the three tiers until return of accurate output.	Team Wipro understands this SLA. Extensive testing will be performed to ensure that the response time for Tier 1, 2, and 3 are met. Prior to each software upgrade or installation, Team Wipro applies additional vigilance by performing thorough and extensive high-volume performance tests and validates the response time remains below three seconds for Tier 1 queries, below 30 seconds for the more complex queries in Tier 2, and below 60 seconds for the most complex queries designated as Tier 3. All standard queries are tuned for performance when created. Query logic developed by users is automatically examined at run-time to determine if there are indexes that can speed the performance and utilizes them if so. We will work with the Department to agree on performance issues that are outside the direct control of Wipro.
SLA27	Contractor's Solution shall accommodate a user interface response time of two seconds or less per discrete transaction, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor.	Team Wipro understands this SLA. Wipro EMaaS accommodates a UI response time of two seconds or less through extensive performance testing. Prior to each software upgrade or installation, Team Wipro applies additional vigilance by performing thorough and extensive high-volume performance tests and validates the response time remains at or below two seconds per discrete transaction. We understand that this SLA does not apply for performance issues beyond the control of Team Wipro that are agreed to by the Department.
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.	Team Wipro understands this SLA. Wipro EMaaS accommodates a response time of three seconds for adding, updating, or deleting data from operational components. Prior to each software upgrade or installation, Team Wipro applies additional vigilance by performing thorough and extensive high-volume performance tests and validates the response time remains at or below three seconds per

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	2) Review action history for timing.	function. Predefined sample measurements are agreed to by the Department. Wipro EMaaS continuously monitors activity to capture performance metrics of all transactions, and systematic alerts are created when performance issues arise. Additionally, Team Wipro performs audits on regularly scheduled intervals to validate appropriate action to Data was completed.
SLA29	Contractor must ensure all of the required Interfaces for the Module operate in accordance with the Specifications, without degradation in performance.	Team Wipro understands this SLA. Team Wipro collaborates with the Department to define and document all operational specifications for the required interfaces during the requirements phase. We ensure performance is not degraded through extensive testing and monitoring of various interfaces. Test and monitoring results are matched against the specification(s). Team Wipro shares and reviews results with the Department.
SLA31	Contractor must ensure all production reports will be available on line for review by the Department pursuant to the following schedule: A. Daily or Weekly Reports – by the end of the Business Day following the end of the reporting period. B. Monthly Reports – by the third Business Day following the end of the reporting period C. Quarterly or Annual reports – by the fifth Business Day following the end of the reporting period.	Team Wipro understands this SLA. Production reports within the specified timeframes within this SLA are available on-line for review by the Department and/or designated users. Team Wipro publishes all the periodic production reports created throughout EMaaS components in Content360. The application integrates various dashboards, reports, and other graphical management tools in one online view.
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. Unless the Department consents, it does not qualify as approved Downtime.	Team Wipro understands this SLA. Team Wipro requests any planned downtime due to scheduled upgrades or maintenance, outside the normal maintenance window, to the Department at least five business days prior to downtime. Team Wipro understands if the Department does not consent, the downtime does not qualify as “approved downtime.” Team Wipro follows an implementation plan and schedule for all implementations. Within the plan, outage notifications are scheduled at a minimum of five business days prior depending on the complexity, impact, and coordination efforts of the implementation.

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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.	Team Wipro agrees to notify the Department of any major deficiencies, as defined by the Department, within one hour of becoming aware of the issues. Team Wipro will provide a plan for resolution within four hours of notification, and will resolve the deficiency within 36 hours of the notification. Team Wipro prescribes to incident management procedures that define how we respond to Major deficiencies that cause serious disruption to Operations and Services where there is no alternative or work around. Team Wipro incident management procedures are defined for ensuring: • quick and appropriate communication • restoration of normal service operation as quickly as possible • minimized adverse impact on business operations • improved internal and external customer satisfaction
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.	Team Wipro agrees to notify the Department of any moderate deficiencies, as defined by the Department, within 24 hours of becoming aware of the issue. Team Wipro prescribes to incident management procedures that define how we respond to Moderate deficiencies, as defined by the agency that affects a small number of users, causes inconvenience, or delays business or prevents use of a fully supported Service. Team Wipro incident management procedures are defined for ensuring: • quick and appropriate communication • restoration of normal service operation as quickly as possible • minimized adverse impact on business operations • improved internal and external customer satisfaction
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	Team Wipro agrees to work collaboratively with the Department to gather, analyze and report findings to the Office of Civil Rights (OCR) for any HIPAA or HITECH incident involving Team Wipro that affects a population of 500 members or more. Sufficient technical evaluation will be completed by the Team

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	completed by the Contractor to verity the number of member potentially affected.	Wipro to verity the number of member potentially affected. Team Wipro collaborates with the Department to define the criteria to determine the impact of incidents. Using the defined criteria, Team Wipro captures and analyzes the data to determine the number of members impacted. Team Wipro works with Department to provide all the information needed to address the incident. In our healthcare business, Team Wipro manages PHI information for over a million participants for the State of Missouri. We have executed Business Associate Agreements (BAA) with our customers, vendors, and subcontractors. Team Wipro understands the definition of Business Associate as defined under HIPAA/ HITECH and the responsibilities as defined in HIPAA/ BAA. We perform risk assessment per the HIPAA/OCR guidelines and implement necessary, technical, physical and administrative safeguards. We participate in internal and external audit reviews to ensure we are meeting high quality/security standards.
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.	Team Wipro will work with the Department to ensure that Wipro EMaaS meets compliance requirements. In the event of a compliance issue, a mitigation plan (including testing), to re-establish compliance will be provided to the Department within ten business days. In our healthcare business, Team Wipro manages PHI information for over a million participants for the State of Missouri. We have executed Business Associate Agreements (BAA) with our customers, vendors, and subcontractors. Team Wipro understands the definition of Business Associate as defined under HIPAA/ HITECH and the responsibilities as defined in HIPAA/ BAA. We perform risk assessment per the HIPAA/OCR guidelines and implement necessary, technical, physical and administrative safeguards. We participate in internal and external audit reviews to ensure we are meeting high quality/security standards. For any compliance incidents, the security incident management process is carried out, focusing on the following critical stages:

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
		• Identification - Incident Reporting and Detection • Response – Classification and Containment • Investigation - Preparation, Analysis, and Communication • Recovery – Corrective Action, Stakeholder Notification, and Reporting • Post Incident Review – Learnings and Preventive Action
SLA47	Contractor shall prevent any user or system administrator from having a shared account.	Team Wipro understands this SLA. Shared user IDs or user account information is prohibited under Team Wipro's Security, Confidentiality and Non-Disclosure policies. Violations are subject to disciplinary and/or legal action if necessary. Audit tools are used to monitor and track system access and usage in order to identify abnormalities.
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 project risks. The Department, after consulting with Contractor, will determine the level of criticality of each project risk.	Team Wipro understands and agrees to submit an approved risk mitigation plan to the Department within five (5) business days for all high or critical project risks. Team Wipro follows a comprehensive risk management plan ensures all risks are reviewed and mitigated before they become an issue. Following are key elements of our risk management plan: • Risk Identification, • Risk Analysis, • Risk Mitigation and Contingency Plan, • Risk Monitoring, Controlling and Reporting, and • Risk Closure. Risks are tracked and monitored in our Risk Management Log within our Project Repository.
SLA51	Contractor will ensure that Module Federal Certification is achieved retroactive to the first day of Operations and continued throughout the Operations Phase. The Contractor is responsible for meeting the Federal standards, conditions and business requirements, formally published by CMS on the date the RFP closes, necessary to ensure initial and continued federal Certification for the operation of the Module and Department to receive full	Team Wipro ensures that Module Federal Certification is achieved retroactive to the first day of Operations and continued throughout the Operations Phase. We understand our responsibilities listed in this SLA, including support requested by the Department. Team Wipro will deliver all contractually required Wipro EMaaS documents and artifacts in a timely manner and with high quality. The Team Wipro Work Plan for Certification,

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	Federal Financial Participation (FFP) and the Federal Medical Assistance Percentage (FMAP) funding. In addition, the Contractor is responsible for meeting any new or modified Federal standards necessary to ensure initial and continued federal Certification, provided that to the extent those standards or requirements are not outside the scope of the RFP and do not result in a material cost impact on Contractor, otherwise the Contractor shall only be required to meet them if and to the extent the parties agree to do so through the Change Order process. 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.	Design, Development and Implementation is based on MECT 2.3 and current and best practices. Team Wipro will coordinate with the State to develop the CMS Certification Checklist documentation for each MECT Checklist requirement. Team Wipro will populate the certification document repository, as each required item/artifact is completed and approved. The required artifacts and evidence are organized and stored in the shared certification document repository for the Milestone Reviews.
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.	Team Wipro understands this SLA and will work collaboratively with all partners to offer support defined within this SLA within five business days. Team Wipro distributes and reviews any documentation required for review in support of integration within the State's healthcare enterprise. Team Wipro brings any concern of the documentation to the State, other module contractors, and System Integrator, as needed. Team Wipro will collaborate with all stakeholders to perform necessary testing that supports the State's healthcare enterprise goals. We will ensure testers are available to perform applicable testing for other State contractors that integrate with Wipro EMaaS.
SLA53	Contractor shall ensure that 99% of all Data converted is correctly mapped and usable by the scheduled completion date in the Work Plan.	Team Wipro understands this SLA and ensures that 99% of all data converted is correctly mapped and usable by the scheduled completion date in the work plan. As a part of data conversion, the Data Validation phase involves various reports that work in conjunction with testing to verify the converted data is correct prior to the data

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		moving to production. Comparisons are continually made between source and target data to ensure the data correctly transfers, works in the target destination, retains its integrity, and continues to be consistent. All testing results and reports are shared with the stakeholders. Final conversion only occurs after all testing and reports validate expected outcomes and all stakeholders have signed off on the final product. Even after conversion, validation of the conversion process continues for the time established by the agency.
SLA54	Contractor is required to maintain a Data dictionary, accessible electronically, that shall be updated within 10 Business Days of any change.	Team Wipro understands and agrees to maintain an electronic data dictionary that is updated within ten business days of any change. Team Wipro develops and maintains an electronic data dictionary using industry best practices. At a minimum, the data dictionary contains 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. This Data dictionary will be accessible electronically for the authorized users.
SLA57	Contractor shall ensure accurate processing in accordance with the applicable Specifications of all electronic data interchange (EDI) transactions.	Team Wipro collaborates with the Department to define all EDI specifications. We ensure accurate processing through testing of EDI transactions conducted during development. Test results are compared to the specifications to ensure accurate processing is occurring. Wipro EMaaS utilizes Claims360 EDI Gateway for its EDI interface. The EDI Gateway is pre-built with the necessary business rules to meet HIPAA compliancy for both data content and data format. The EDI Gateway application also provides the ability to establish standalone business rules to perform real-time front-end editing prior to acceptance of incoming transactions. These rules can be configured to halt processing and notify the sender of the errors encountered. In addition to the standalone business rules within the EDI interface, Claims360 allows the configuration of custom edits that are accessible by the EDI interface and reported back to the sender.

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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.	Team Wipro understands and agrees to maintain and update System Design Documentation and System Documentation, within 10 business days of a change. Team Wipro updates the applicable System Design and System Documentation and maintains appropriate changes to the documentation within 10 business days after modifications are released into production. Documentation checklists are maintained to ensure all necessary documents are updated as and when system enhancements are made.
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.	Team Wipro agrees to perform functional documentation updates within 10 business days of implementation of changes. Team Wipro updates the applicable functional Documentation including both User Documentation and the Operations Procedures Manual and maintains appropriate changes to the documentation within 10 business days after modifications are released into production. Documentation checklists are maintained to ensure all necessary documents are updated as and when system enhancements are made.
SLA64	Contractor will provide a statement with a request for 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.	Team Wipro agrees to provide a written request to the Department regarding any publicity relating to the Contract. We will not proceed until the Department approves the request as it relates to Contract information in the form of pamphlets, notices, reports, signs, public notices, or press releases. Team Wipro understands the sensitivity of releasing information pertaining to any contract to the public. We will work collaboratively with the Department to ensure all stakeholders agree to any requested publicity.
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.	Team Wipro understands this SLA. We understand that damages may be assessed if other contract or RFP requirements are not met. These requirements will have a measure and scoring mechanism through negotiation with the Department. Team Wipro collaborates with the Department to ensure fair performance criteria and scoring mechanisms are in place to measure all necessary and measurable contractual and RFP requirements.

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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 in consultation with Contractor.	Team Wipro agrees to provide accurate responses to all Department Change Requests for various enhancements including a proposed solution based on the level of complexity established by joint collaboration with the Department. We agree to provide a solution and costs relating to each of the following: • Low complexity projects within 10 days • Medium complexity projects within 20 days • High complexity projects within 30 days Team Wipro maintains a Change Management Plan containing a Change Management Process, which includes: • Change Request Initiation • Change Request Analysis • Change Request Adjudication and Authorization • Change Request Tracking and Monitoring
SLA67	Contractor must receive Implementation Acceptance from the Department for each scheduled Implementation no later than the Acceptance Date in the Work Plan.	Team Wipro understands this SLA. When deploying the proposed solution to production Team Wipro will: • Submit an implementation letter to the State confirming that the solution is ready for implementation. • Receive the State's approval of the implementation letter, accepting Wipro's confirmation no later than the Acceptance Date in Work Plan. • Deploy the solution according to the approved Implementation Plan. • 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. • Receive the State's acceptance of the system implementation. The items above are included in the implementation plan to ensure they are completed within the planned timeline.
SLA68	Contractor shall notify the Department	Team Wipro agrees to notify the Department of

ID	Performance Standards Language	Team Wipro Approach to Meet Performance Standard
	within the time period described in the Business Associates Agreement 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.	security incidents within the designated time period set forth in the Business Associates Agreement. We agree to take appropriate measures to mitigate any actual or potential security incidents and notify the Department within two hours of the incident. We understand these incidents include any physical or system breach, any attack, or the introduction of any disabling device related to the system. Our security incident management process is carried out focusing on the following critical stages: • Identification - Incident Reporting and Detection • Response – Classification and Containment • Investigation - Preparation, Analysis, and Communication • Recovery – Corrective Action, Stakeholder Notification, and Reporting • Post Incident Review – Learnings and Preventive Action
SLA69	Contractor shall provide a written report and assessment to the Department within 24 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).	Team Wipro agrees to provide a written report and assessment to the Department following the identification of any Security Incident, detailing all actions taken concerning the incident. Team Wipro has a well-documented Security Incident Management policy and procedure. In an event of a security violation is detected, security incident management procedure is initiated. Communication and escalation matrix is documented to report security breaches. The stakeholders are informed and notified in the event of a security breach. The security incident management process is carried out, focusing on the following critical stages: • Identification - Incident Reporting and Detection • Response – Classification, Containment • Investigation - Preparation, Analysis, Communication • Recovery – Corrective Action, Stakeholder Notification, Reporting • Post Incident Review – Learnings, Preventive Action

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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, unless the response time exceeding two seconds is due to circumstances beyond the control of Contractor.	Team Wipro understands this SLA. Wipro EMaaS accommodates a response time of two seconds or less between the initiation of a transaction and the confirmation receipt of the transaction by the ESB. Connect360's API Manager manages traffic and monitors requests, and resulting responses, while managing ESB traffic throughput and exposes any latency. Prior to each software upgrade or installation, Team Wipro applies additional vigilance by performing thorough and extensive high-volume performance tests and validates the response time remains below two seconds. We understand this SLA does not apply to circumstances beyond our control.

3.10.9 SUBCONTRACTORS

The 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 in detail their approach to meet the Subcontractor requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro, as the Prime Contractor, will be responsible for all work of any subcontractor, and it is understood that there is no contractual relationship between any subcontractor of Team Wipro and the State. As elaborated in Attachment F, the Requirements Response Matrix, we have described in detail our approach to meet these subcontractor requirements.

Key Benefits

- Global technology service firm, powered by our talent of over 180,000 people.
- Recognized by our clients for our ability to bring in "an integrated perspective" i.e. ability to bring together broad and deep technology and domain expertise.
- Proven experience supporting Medicaid solutions for the State of Missouri for more than 30 years.

One of the many reasons for our success is our well-qualified highly experienced resources supported by our efficient leadership team. Team Wipro believes in the power of a synergized Team and empowers it to make decisions to improve efficiency and productivity of the team. We understand the organizational structure and resources required to successfully execute a project of this scale and magnitude. Our staffing approach has evolved through our experience supporting both government and commercial sector customers in all business domains. We have been a strategic partner to State of Missouri for the last 30 plus years delivering value and service to the citizens of Missouri.

Team Wipro has over 30 years' experience managing MMIS and Fiscal Agent Services. We have

engaged subcontractors for many projects where their expertise and specific business areas complement services to our customers. Our subcontractors become part of Team Wipro, managed by us and fully integrated into our team. Through our Medicaid agency Fiscal Agent background, we understand the importance of collaborating with the right subcontractors in the right areas of expertise to successfully implement a project. Team Wipro believes the most effective delivery team is one that acts seamlessly, without regard to organizational boundaries. We make no distinction between Team Wipro personnel and our subcontractors' staff in terms of qualifications, screening, involvement, responsibilities, expectations, and participation.

Additionally, at the larger organizational level, Team Wipro is recognized as a leader in Systems Integration and has experience working with subcontractors. Some of the tasks subcontractors perform for us include: SURS/EFADS, ID card printing and Bulk Print and Distribution components. We are a top 5 global partner for Salesforce, platinum alliance partner for Microsoft, and have industry leading platforms for Medicare and individual markets. These partnerships are based on the same subcontractor model where Team Wipro is the responsible party for all work efforts and delivery.

Team Wipro will manage the subcontractors fully. However, we will not limit the State's access to the larger team - we will not act as intermediary between the Department and our subcontractors/third-party personnel. Team Wipro agrees the Department has the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of our solution directly with any subcontractors or third parties involved in performing work for the Department. Team Wipro agrees that the Department reserves the right to review and approve any subcontracts for the Wipro EMaaS solution.

Team Wipro understands that good communication between Team Wipro and agency staff and stakeholders is key to the successful implementation of the Wipro EMaaS solution. Thus, Team Wipro will inform the agency of any subcontractor changes and ensure the use of subcontractors does not exceed 40% of the scope of work.

Team Wipro will execute a Business Associate Agreement (BAA), in compliance with Privacy and Security provisions of HIPAA prior to start of work, with any subcontractor involved as part of the Wipro EMaaS solution. In addition, we will annually submit 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. Team Wipro's Subcontractor Usage Report will, at a minimum, contain the total subcontractor dollar value, total subcontractor Full Time Employees (FTEs), and total subcontractor hours.

Team Wipro is committed to having the right resources at the right location for the success of this initiative. Team Wipro's staffing model is aligned towards having the majority of staff in an onshore model. Offshore and near-shore resources will be utilized as necessary during DDI phase for efficiency and speed to market. Offshore and near-shore resources will not have access to production (PHI) data. All security personnel on the Account will be on-shore. Team Wipro utilizes Virtual Desktop Infrastructure (VDI) without the ability to capture data or images to ensure that all information is kept in the on-shore environment. Offshore and near-shore resources will Virtual Private Network (VPN) into the VDI environment, establishing an encrypted network for additional security.



Team Wipro has assembled a highly energetic and skilled team with comprehensive knowledge of Medicaid and the Healthcare industry for the success of this engagement and achieving the goals of the State for the Medicaid Enterprise System. Wipro is built upon shared core values and culture.

Team Wipro is committed to the success of this initiative and is proposing key personnel, including subcontractor relationships and an accomplished leadership team. We have the experience and knowledge to lead and respond to the requirements of the project. Together, we will work closely with the Department and become your long-term trusted partner and exceed your expectations to improve efficiency and implement the project on time within budget and high quality.

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.

With over 30 years of industry experience, Team Wipro understands that good communication between Team Wipro and agency staff is key to the successful implementation of the Wipro EMaaS solution. Team Wipro will inform the agency of any subcontractor changes and ensure the use of subcontractors does not exceed 40% of the scope of work.

If Team Wipro finds it necessary to transfer resources to a third party to fulfill the contract, we understand the third party is considered a subcontractor, and the transfer is subject to your approval and the 40% subcontractor limitation.

SUB03

The Contractor shall list all subcontractors, if any, in the proposal.

Team Wipro's subcontractors for this proposal are as follows:

- HealthEdge® – Core Claims Solution Implementation and SaaS Partner
- Change Healthcare – Fulfillment and ID Card Services



SUB04

The Contractor shall provide a detailed description of all work to be subcontracted to third parties.

The work that is subcontracted for the Wipro EMaaS solution proposal includes:

Table 3-46: Wipro Subcontractors

Subcontractor	Work to be Performed
HealthEdge®	Claims360 and Reports360 components (SaaS) vendor; Platform vendor and professional services partner
Change Healthcare	A component of Engage360 as Team Wipro's correspondence and fulfillment solution



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.

Team Wipro will annually submit 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. Team Wipro's Subcontractor Usage Report will, at a minimum, contain the total subcontract dollar value, total subcontractor FTEs, and total subcontractor hours.

Team Wipro will execute a Business Associate Agreement (BAA) with any subcontractor engaged as part of the Wipro EMaaS solution. As part of subcontractor due-diligence and contracting processes, we will perform a Subcontractor Security and Compliance assessment. A detailed security checklist-based assessment is performed on Team Wipro's vendors and subcontractors, to measure compliance with the employment practices mandated by federal and state statutes and regulations.

Team Wipro is experienced in submitting regular, accurate subcontractor reports to state agencies. We will collaborate with the Department to ensure the Subcontractor Usage Report is delivered annually in the approved format.



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

Team Wipro agrees and understands that all current and future subcontractors are required to enter into a signed BAA as part of the contract. The BAA will be in compliance with Privacy and Security

provisions of HIPAA prior to start of work. Team Wipro holds all subcontractors to the highest standards and ensures they are in compliance with all federal and state mandates, policies, and requirements. We will use the BAA contract template found in the Procurement Library.

As part of subcontractor due-diligence and contracting processes, we will perform a Subcontractor Security and Compliance assessment. A detailed security checklist-based assessment is performed on Team Wipro's vendors and subcontractors, to measure compliance with the employment practices mandated by federal and state statutes and regulations.



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.

Team Wipro will allow Department personnel direct access to all subcontractor and third party personnel serving in critical roles. We will not act as intermediary between the Department and our subcontractors/third-party personnel. Team Wipro agrees the Department has the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of our solution directly with any subcontractors or third parties involved in performing work for the Department.

Team Wipro believes the most effective delivery team is one that acts seamlessly, without regard to organizational boundaries. We make no distinction between Team Wipro personnel and our subcontractors' staff in terms of qualifications, screening, involvement, responsibilities, expectations, and participation.



SUB08

The Department shall have the right to review and approve any subcontracts through the Contractor.

Team Wipro agrees that the Department reserves the right to review and approve any subcontracts for the Wipro EMaaS solution.

We believe the most effective team performs best when every member of the team works well together. This includes not only Team Wipro and Department staff, but also any subcontractor staff. To ensure a high functioning, positive-outlook team, we understand the Department also needs to approve our subcontractors.



SUB09

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 also applies to infrastructure, infrastructure software, or software that supports the core product.

Team Wipro understands and agrees to use subcontractors for no more than 40% of the scope of work included in the contract. We understand that the subcontractor 40% limit will be determined using the highest proportional value among the following factors: subcontract dollar value relative to the overall contract value, subcontractor FTEs relative to the total contract FTEs, subcontractor hours relative to the total contract hours. Team Wipro understands that any commercially licensed COTS or SaaS products we propose can be excluded from the 40% subcontractor calculation. We have included these commercially licensed products in the "Other" column in Attachment L – Technology Matrix. We understand this exclusion also applies to infrastructure, infrastructure software®, or software that supports the core product.

Team Wipro's subcontractors for this proposal are as follows:

- HealthEdge® – professional implementation services less than 15%
- Change Healthcare – less than 10%

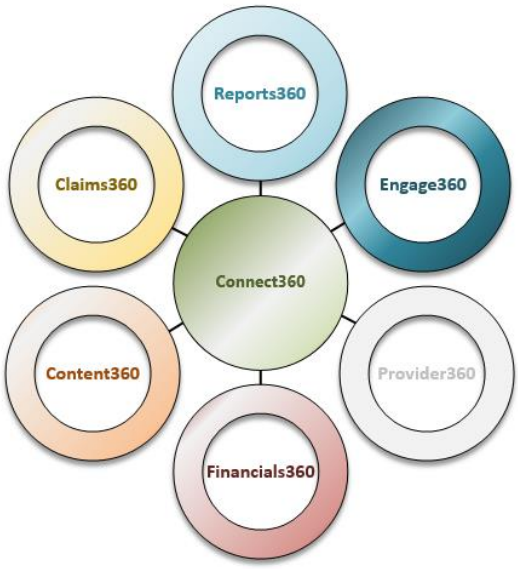
Through our Medicaid agency Fiscal Agent background, we understand the importance of collaborating with the appropriate subcontractors in the right areas of expertise to successfully implement a project.

3.10.10 EDITS, PROCESSING, AND ADJUSTMENTS

This section addresses claims editing, processing, and adjustment requirements. The solution will adjudicate all claims transactions and apply edits based on configurable business rules (e.g., duplicate, history, bundling, procedure, service limit(s), accumulators such as dollar and units limits reached monthly, annual, and lifetime, diagnosis codes, procedure code relationships, service authorizations, age, gender, eligibility, provider type, specialty, and category of service, and NCCI editing). The solution will have configurable claim transaction adjustment processes with automated and ad-hoc functions to support retroactive rate changes, procedure or diagnosis code revisions, benefit plan updates, and audit activities. The Offeror must describe in detail their approach to meet each of the Edits, Processing, and Adjustments requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has domain knowledge with over 30 years of experience with the Medicaid environment providing comprehensive and configurable edits based on business rules. Wipro Enterprise Medicaid as a Service (EMaaS) adjudicates claims using the configured edits. Examples of the configured edits are:

- Duplicate
- History
- Bundling
- Procedure
- Service limit(s)
- Accumulators, such as dollar and units limits reached monthly, annual, and lifetime
- Diagnosis codes
- Procedure code relationships
- Service authorizations
- Age
- Gender
- Eligibility
- Provider type
- Specialty
- Category of service
- NCCI editing



Wipro EMaaS has a configurable claims transaction adjustment process with automated and ad hoc functions to support retroactive rate changes, procedure or diagnosis code revisions, benefit plan updates, and audit activities.

The Wipro EMaaS Claims360 component is configurable and flexible to meet current and future agency needs, rise to rapid changes due to State and Federal regulatory changes, and respond to innovations and proposed changes to address immediate budgetary needs. Additionally, the Claims360 component manages health insurance premium payments (HIPP), Third Party Liability (TPL), premium/pay-in transactions, Medicare Part B buy-in, and other payment processes for the Medicare program. Team Wipro understands the importance of providing robust, configurable, accurate, and accountable editing and adjustment processing that meet agency current and future regulatory and budgetary requirements.

Claims360 incorporates the HealthRules Payor component at the core of the EMaaS pricing and payment strategy, ensuring that all claims editing and adjustment requirements are met. HealthRules® is an integrated solution based on a contemporary vision of the ever-changing healthcare marketplace. HealthRules® is a modern technology that has a proven Medicaid and managed care organization processing footprint in the healthcare industry and next-generation functionality all seamlessly integrated.

Claims360, in conjunction with other Wipro EMaaS components, including Connect360, Engage360, Reports360, and Financials360, enables the agency to process claims and all related transactions with pricing methodologies that have highly flexible pricing provisions and configuration options. Claims360 provides comprehensive editing and adjustment processing functions, including but not limited to the following:

- Capture of comprehensive information on approved and denied service authorizations to drive accurate claims adjudication based on configured rules
- Application of all applicable benefit and pricing provisions during the real-time claims

adjudication process
- Automates a wide array of edits, duplicate claims, age and gender limits
- Integrates with Financials360 to track payout and threshold amounts based on agency-defined criteria
- Adjudicates encounter claims while capturing the shadow-priced fee for service rates for inclusion in Reports360 for further analysis and reporting
- Accepts and processes Medicare claims and payment information received directly from Medicare or from providers using Engage360
- Routes suspended claims into a Claims Review and Repair Workbasket
- Provides NCCI editing utilizing clinical and rules-based logic to put into practice the most current Centers for Medicare & Medicaid (CMS) coding and modifier guidelines and the NCCI Incidental and Mutually Exclusive edits
- Stores claims related information and any data field is easily configurable through ad hoc functions. Users have the ability to pull claims through an ad hoc in Reports360; these claims can be sent to a File Transfer Protocol (FTP) folder for re-processing

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



EPA01

The Contractor's solution shall receive, store with encryption, maintain, and index all imaged documents. Imaged documents shall be indexed with sufficient metadata to allow users to search and retrieve images and easily differentiate between similar documents.

Wipro EMaaS Content360 supports the receipt, storage, maintenance, and indexing of all imaged documents.

The Graphical User Interface (GUI) aids everyday access and navigation of workflows by both agency and Team Wipro staff via Engage360. Capture functionality encrypts and stores the images and their associated metadata and are available for search and retrieval. Dashboard capabilities for workflows are available for users to manage tasks.

Content360 handles both individual and bulk correspondence as well as direct file import regardless of document type. Team Wipro understands the importance to track tasks and ensure data is captured, retained, and retrieved accurately and efficiently. Users have visibility into workflow status, assignment, and approval of tasks associated with each image. Work queues allow for flexible assignment, approval, completion, and reassignment of tasks.

Team Wipro will collaborate with agency staff to determine the metadata needs required for efficient search, identification, and retrieval of images. Identifiable information is available for each image based on provider, member, receipt, and generic information available at the time of document ingestion.



EPA02

The Contractor's shall provide the ability to automatically suspend claims based on configurable business rules (e.g., inactive eligibility, one day-specific eligibility, nursing home span, attachment) including the ability to cycle claims for adjudication automatically when criteria is met as defined by the Agency

Wipro EMaaS provides the ability to create business rules, which cause a claim to suspend

automatically. All suspended claims are assigned an exception code that indicates the reason a claim was suspended.

Claims360 routes suspended claims into a Claims Review and Repair Workbasket. Each workbasket is assigned a specific workflow to facilitate the required resolution or action by Team Wipro or agency staff. A resolved edit triggers the system to automatically reprocess the claim. Depending on the policy, Claims360 allows specific edits to be overridden.

Claim edits can be authored to suspend based on agency policy. Common claim suspension rules include:

- Duplicate procedures
- Review of medical records
- Exceeding benefit limitations

Team Wipro will collaborate with agency staff to establish the required suspense rules to meet agency policy and procedures. For example, suspend payment for waiver services for individuals in hospital, nursing facility or ICF/MR.

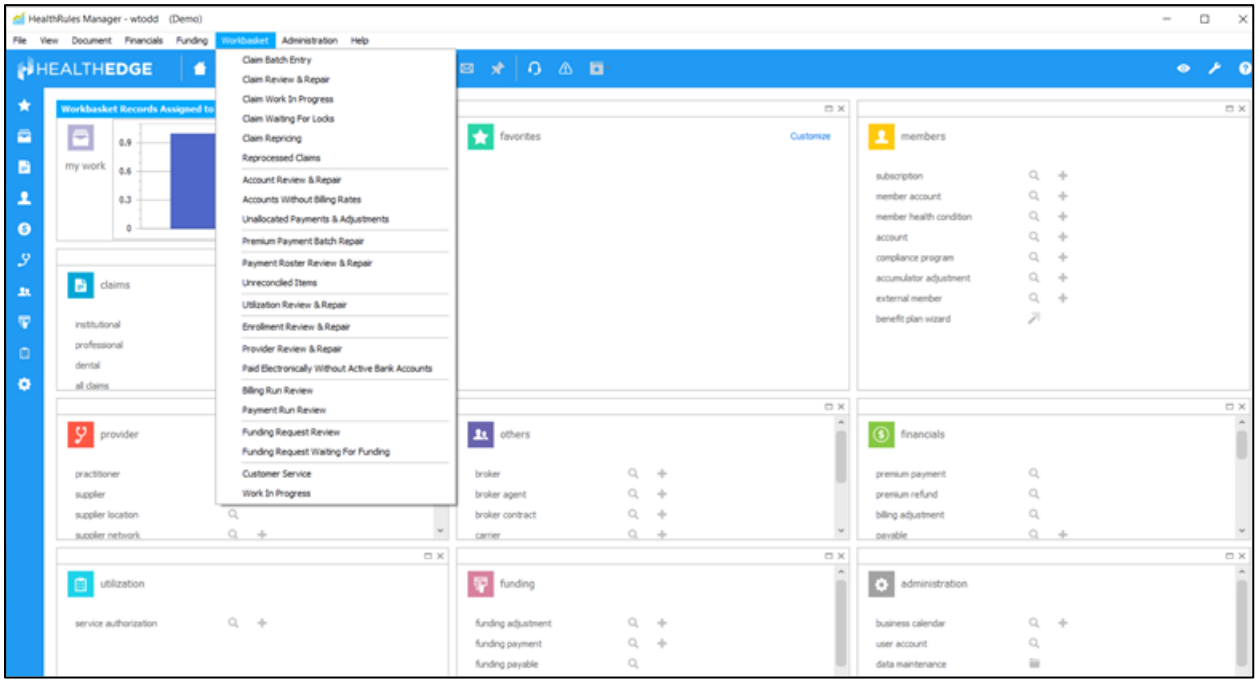


Figure 3-90: Selecting a Workbasket

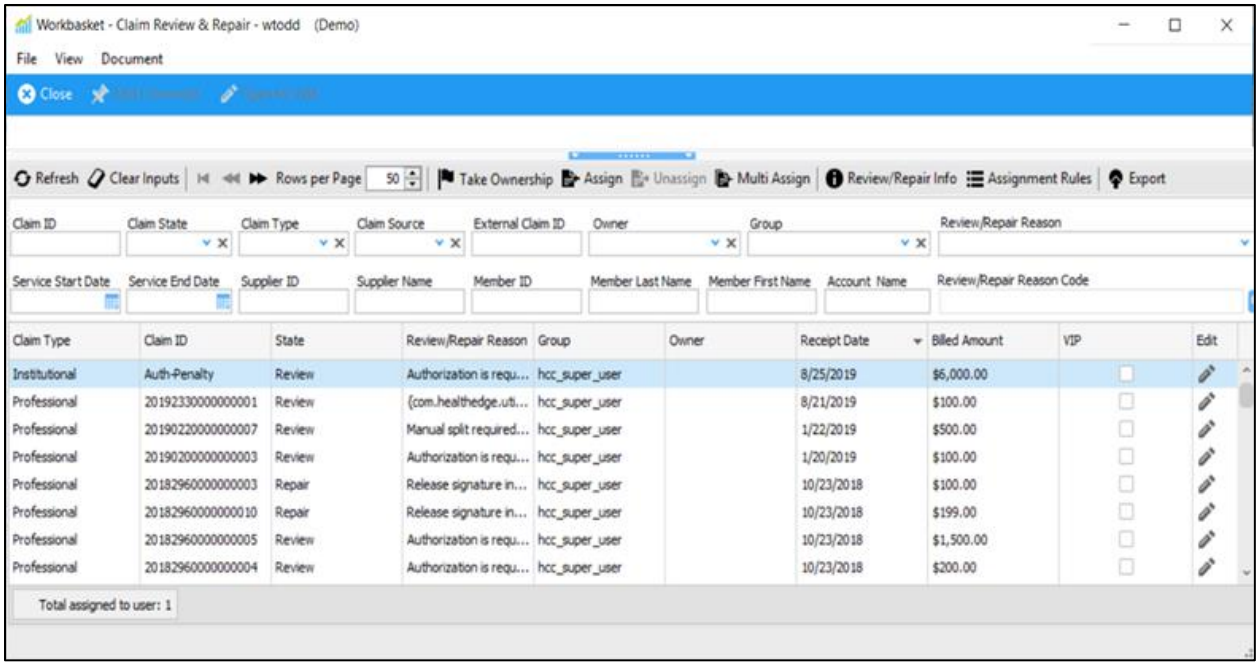


Figure 3-91: Selected Workbasket and Task List

Claims360 also supports auto-reprocessing of claims based on configured rules within the HealthRules Language. Claims requiring review or retroactive changes are considered when determining what claims to reprocess (e.g. service authorization received retroactively).

EPA03

The Contractor's solution shall have the ability to receive service authorizations for services to be performed by specific and non-specific providers.

Wipro EMaaS allows for the receipt of service authorizations with a specific or non-specific provider identified.

When the provider is non-specified, Claims360 provides the use of a provider taxonomy on the service authorization to enforce the provider type and specialty required for the provider performing the service. Allowing members the flexibility to choose where they have their services performed is critical to providing customer service and satisfaction.

In cases where a specific provider must perform the services, Claims360 supports authorizations to providers to perform specific services for a member. HealthRules Language allows configurable business rules for provider specific authorization edits.

EPA04

The Contractor shall adhere to data retention requirements cited in 45 CFR 164.316 and State specific policies. The Agency may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate).

Team Wipro adheres to the data retention requirements cited in regulation 45 CFR 164.316. Wipro EMaaS complies with the associated guidelines and security standards of associated regulation CFR

45 146.306.

Wipro EMaaS supports the six-year data retention requirement associated with the government regulation and can be configured for different time periods. The information retained is available to agency and contracted staff as required. In those instances where agency policy is more stringent than Federal regulations, collaboration with the agency will occur to ensure affected policies and procedures are in accordance with such agency policy.

Team Wipro will collaborate with agency staff to determine workflows and permissions required to obtain and update the documentation. Periodic reviews are performed to determine needed updates to address environmental or operation changes affecting the security of any electronic protected health information.



EPA05

The Contractor's solution shall adjudicate all claims transactions and apply edits based on configurable business rules (e.g., Duplicate Checking Edits, History Checking Edits, Bundling Edits, Payment Error Rate Measurements (PERM) Audit Support, Edits based on trend analysis against claims history, NCCI / MUE – Medically Unlikely Edits, NCCI / PTP – Procedure to Procedure Edits, Edits for CPT4 to HCPCS Relationship, Maximum allowable units by Revenue Code/HCPCS relationship, Limit checks for client accumulators such as dollar and units limits reached monthly, annual, and lifetime, diagnosis codes to procedure code relationships, service authorizations, age, gender, eligibility, provider type/specialty, category of service) as defined by the Agency.

Claims360 utilizes a comprehensive set of configurable validation policies and business rules. All claims adjudicated by the Wipro EMaaS solution process through these established policies and rules to determine claim status. The rules are tied at a provider, member, or basic claim level for Electronic Data Interchange (EDI) and data validation purposes. Business rules are available for determining pricing schedules, claim validation, provider status, medical criteria, and member validation.

The configurable business rules associated with Claims360 allows edits to be established regarding:

- Duplicate Checking Edits
- History Checking Edits
- Bundling Edits
- Payment Error Rate Measurements (PERM) Audit Support
- Edits based on trend analysis against claims history
- NCCI / MUE – Medically Unlikely Edits
- NCCI / PTP – Procedure to Procedure Edits
- Edits for CPT4 to Healthcare Common Procedure Coding System (HCPCS) Relationship
- TPL Edits
- Maximum allowable units by Revenue Code/HCPCS relationship
- Limit checks for client accumulators such as dollar and units limits reached monthly, annual, and lifetime
- Vaccination edits (data validity, duplicate, quality)
- Diagnosis codes to procedure code relationships
- Service authorizations
- Age
- Gender

- Eligibility
- Provider type/specialty
- Category of service
- Flag claims for same member for emergency occurring within one day of similar claim
- Prevent payments for waiver services to a provider without a provider agreement
- Edit to ensure referring National Provider Identifier (NPI) is present on claims that were referred
- Allow multiple providers to use the same service authorization for approved services as defined by the agency

Claims360 includes validation policies, which check member accumulations based upon the benefit plan configuration. Accumulators can be either dollar, units, days, etc., for a specified time to include month, rolling month, days, rolling days, year, calendar year, benefit plan year, or lifetime.

Claims360 provides over 100 various data elements associated with Provider, Member Eligibility, and Claim Edits. This includes an attachment indicator to identify claims for which attachments are being submitted separately. For fraud detection, over 24 data elements are available for use in detection and enforcement of duplication. In the event a validation policy is not covered by the existing policy, business rules are configured to provide additional custom policies and business procedures as needed.

A small sample of the many other configurable items that utilize business rules in Claims360 are:

- Benefit plans that include the following:
  - Benefit Rules/Services
  - Network Definitions
  - UM Rules (prior authorization requirements)
- Provider Contracts
- Fee Schedules
- "Lesser Of" pricing
- Service Categories
- User Defined Terms (UDTs)
- Code Entries including but not limited to the following:
  - Diagnosis Codes
  - Procedure Codes
  - Taxonomy Codes
  - Place of Service Codes
  - Diagnosis Related Group (DRG) Codes
  - Drop-down Code Options (for fields throughout the system)
  - System Message Codes
  - User Message Codes
  - Claim Review Message Codes

Claims360 includes the claim-editing tool, ClaimsXten, which continually updates edits, including NCCI edits and Outpatient Prospective Payment System (OPPS), using multiple source references.

Team Wipro recognizes the ability to identify, implement, and adjust to policy and procedural changes as critical to reducing cost and increasing efficiency. The business rules provided by Wipro EMaaS eliminate the need for changes to core application code and minimizes delays associated with maintaining static business logic associated with legacy applications.



EPA06

The Contractor's solution shall process all claims transactions using edits and business rules during adjudication to validate transactions against service authorization(s), track utilization (e.g., authorized vs. used) and post edits if there are duplicate service authorizations or one or more service authorizations that conflict with each other as defined by the Agency.

Wipro EMaaS processes all claims transactions against validation policies comprised of configurable edits and business rules. The edits and rules validate claims against the existence or absence of a service authorization. Validation edits check for the presence of a service authorization for the time period, track units authorized and used, identify duplicates, report conflicts with other service authorizations, and validate the provider and/or provider type associated.

Within Claims360, when a claim line item is matched to a service authorization, authorized service information is automatically applied to the line item. Claims360 shows updated days or units used and how many remain. If a single line item includes more days or units than are authorized/remaining, the system automatically splits the line out to deny the services that exceed authorized limits.

When a claim fails a service authorization edit, an edit is posted to the transaction and audit information is captured and stored. Team Wipro will work with the agency to determine the appropriate disposition and workflow associated to meet the agency's service authorization policy and procedures.

Business rules may be established to pay, deny, or pend the transaction per the agency requirements. For suspended claims, the Claims360 also supports auto reprocessing to address retroactive events that could impact initial payment and processing.



EPA07

The Contractor's solution shall provide the ability to reprocess a claim transaction that has suspended due to a service authorization edit once the service authorization has been modified.

Wipro EMaaS provides the ability to reprocess a claim transaction that was suspended due to a service authorization edit.

Within Claims360 when retroactivity occurs that can potentially impact claim status or possibly change the amount paid on a claim, the Claims360 automatically reprocesses the claim. This retroactivity includes modification of an existing service authorization or receipt of an authorization after a claim has processed.

Service authorizations are linked to the claims that process against them. Modifications to an authorization are recognized and associated claims are automatically reprocessed by Claims360.

Edits can be established within Claims360 to automatically recycle claims receiving specific edits for a specific time period. If a required service authorization is not received, applying these edits causes the claim to re-process if the service authorization is retroactively provided within a specified time period.

Team Wipro recognizes the need and value to provide reprocessing without manual intervention. This ability expedites payment and services benefiting both the member and provider community.



EPA08

The Contractor's solution shall have the ability to automatically reprocess claims (e.g., paid, denied, suspended) based on Agency configurable business rules (e.g., new/updated eligibility, TPL, benefit plan changes, aid category changes, rate updates, date of death, member liability, new/updated service authorization, edit resolution).

The Claims360 component within the Wipro EMaaS solution provides the ability to automatically reprocess claims regardless of status.

Claim edits can be configured to identify system events that cause claims to become out of date or impact the amount paid on a claim. When such events occur, the system automatically identifies and reprocesses any claims affected. In cases where the paid amounts are impacted, the edits are configured to allow for manual review if necessary.

Claims360 also supports a Request Reprocessing Wizard that allows the user to reprocess claims with a specific status of "Needs Review" or "Needs Repair." All suspended claims are assigned edits to explain the reason for suspending. As users work these edits, automatic claim reprocessing occurs immediately.

Updates to member eligibility, TPL, benefit plans, aid categories, rates, date of death, member liability, service authorizations, and edit resolutions are addressed using application edits and business rules. A wide variety of claims criteria is also available to limit the claims selected for reprocessing if desired.



EPA09

The Contractor's solution shall support electronic forms needed for proper claims processing and ensure the form is matched to the submitted claim.

Wipro EMaaS supports electronic forms needed for proper claims processing and ensures the form is matched to the submitted claim.

Wipro's EMaaS is designed to accept electronic attachments received via postal mail, fax, or on-line via Content360 or Engage360.

Claims360 provides the ability to identify, track, and manage electronic forms, which are matched to submitted claims during adjudication.

When a claim is adjudicated, policy edits are applied to the claim to ensure that all appropriate forms have been received. If the absence of a form such as an authorization or referral is detected, an exception is applied to the claim and the appropriate action is triggered based on agency policy.

Claims360 supports processing of professional, institutional and dental claims. This includes paper forms CMS-1500, UB-04, American Dental Association (ADA) claim formats and the following X12 transactions:

- Profession Claim and encounter submission (837P, 837I, 837D)
- Electronic Remittance Advice (835)
- Premium Payment (820)
- Eligibility Inquiry and response (270/271)
- Claim status request and response (276/277)

- Enrollment (834)
- Request for Review and Response (278)
- Claim attachments (275/277RFAI)

Additionally, Claims360 supports the following X12 transactions and their appropriate responses in real time:

- Eligibility Inquiry and response (270/271)
- Claim status request and response (276/277)
- Request for Review and Response (278)



EPA10

The Contractor's solution shall include a validation feature that performs configurable real-time front-end editing prior to claim submission, prevent further processing for claims that fail the front-end edits (e.g., active provider enrollment, valid revenue codes, procedure codes, and diagnosis codes) as defined by the Agency.

Wipro EMaaS includes a validation feature that performs configurable real-time front-end editing prior to claim submission and prevents further processing for claims that fail the front-end edits (e.g., active provider enrollment, valid revenue codes, procedure codes, and diagnosis codes) as defined by the agency.

Claims360 provides field validity, pre-editing of claims data and the ability to establish standalone business rules to perform real-time front-end editing prior to claims submission. These rules are configured to halt processing and notify the provider of the errors encountered. These edits include:

- Provider Enrollments
- Member Eligibility
- Valid Revenue Codes
- Valid Procedure Codes
- Valid Diagnosis Codes

In addition to the standalone business rules within the EDI gateway, Claims360 allows the configuration of custom edits that are accessible by the EDI gateway and reports back to the billing provider.

Claims, whether submitted via the Engage360 or Connect360, are processed in real time. The Claims360 application processes claims through as many edits as possible to identify as many issues as possible within a single pass of the adjudication process.

Team Wipro understands the need to prevent further processing when a claim fails specific edits. For this reason, the agency has the ability to customize the rules to meet whatever level of processing is desired upon receipt of a claim.



EPA11

The Contractor's solution shall retain the relationship between the service authorization and any claim adjudicated against the service authorization, as defined by the Agency.

Wipro EMaaS retains the relationship between service authorizations and any claims that adjudicated against the service authorizations.

Current and historical data for both claims and service authorizations are captured and stored in Claims360. This data is available to the users for both online inquiry through the portals and reporting purposes.

When claims are matched to a service authorization within Claims360, a cross-reference is built to allow the claim screens to display the authorization used during adjudication. The service authorization includes the units/days authorized, units/days used and the remainder.

Claims360 also provides the ability to see the list of claims matched to a service authorization when performing inquiries on a specific service authorization.



EPA12

The Contractor's solution shall capture, store, maintain, and display the status of each claims transaction (e.g., as suspended, paid, denied, to be paid, to be denied) based on Agency configurable business rules.

Wipro EMaaS claim status is captured, stored, maintained, and displayed for each claim transaction adjudicated within Claims360.

The status assigned is based on claim edits applied during adjudication. These edits are associated with specific business rules and configurations, allowing the agency to determine what status to apply for each edit.

As claims move through the multiple stages of adjudication they are assigned a status. The adjudication process is broken down into 19 stages.

Claims that process through the entire adjudication cycle without requiring manual review or intervention by staff receive either a status of “Final” or “Denied”.

If an edit requires manual review or intervention by staff, the claim is assigned a status of “Needs Review”, “Needs Repair”, or “Rejected”. Claims that need review can ultimately move to the final or denied state, and claims needing repair can ultimately move to the final, denied, or rejected state.



EPA13

The Contractor's solution shall enforce timely filing requirements using configurable business rules as defined by the Agency.

Wipro EMaaS enforce timely filing requirements required to meet agency policy by using configurable business rules.

Claims360 business rules are established to enforce timely filing requirements required to meet agency policy. The configurable rules are authored, stored, and displayed in a natural language format, using over 100 data elements associated with claim, provider, and member.

The rules enforce Provider submitted claims to be billed within a specified time period of the date of service. Claims submitted may be denied or suspended based on agency policy.

Team Wipro will collaborate with agency staff to determine the necessary timely filing rules and the associated policy and procedures.

EPA14

The Contractor's solution shall provide the capability for Agency staff to mass adjust claims based on specific criteria and allow for edits to be bypassed as defined by Agency. At the direction of the Agency the Contractor's must perform the requested mass adjustment using the Agency's specific criteria.

Wipro EMaaS Claims360 provides the capability for agency staff to mass adjust claims based on specific criteria and allow for edits to be bypassed as defined by the agency. At the direction of the agency, Team Wipro will perform the requested mass adjustment using the agency's specific criteria.

Mass adjustment of claims may be requested by the agency. Team Wipro extracts the claims and, upon agency approval, submits them for reprocessing. If desired, edits can be bypassed and a description of why the adjustment was requested may be provided and applied to the claims.

Claim edits are also configured within Claims360 to identify system events that cause claims to become out of date or impact the amount paid on a claim. When such events occur, the system automatically identifies and reprocesses any claims affected. In cases where the paid amounts are impacted, the edits are configured to allow for manual review (if necessary).

Claims360 also supports a Request Reprocessing Wizard that allows the user to reprocess claims with a specific status of “Needs Review” or “Needs Repair.” All suspended claims are assigned edits to explain the reason for suspending. As users resolve these edits, automatic claim reprocessing occurs immediately.

Updates to member eligibility, TPL, benefit plans, aid categories, rates, date of death, member liability, service authorizations, and edit resolutions can be addressed using application edits and business rules. A wide variety of claims criteria is also available to limit the claims selected for reprocessing (if desired).

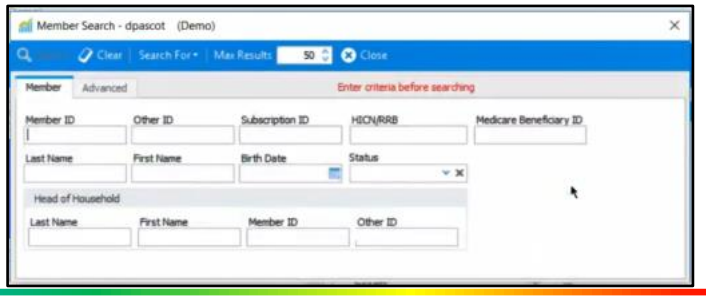
EPA15

The Contractor's solution shall provide searchable options that are applicable to specific business rules including but not limited to: client, provider, benefits, reference data, claims processing, prior authorization, third party liability (TPL), and financial, as defined by Agency

Search options provided within Wipro EMaaS for the various business rules and business processes are supported by Claims360. This includes search capability for members, providers, benefits, service categories, claims, authorization, TPL, and financial areas. Search capability is provided at the overall dashboard level as well as each specific area within Claims360.

The online interface provides search capability for each area and is based specifically for that area. These search panels allow users to populate the search criteria required and returns any applicable information associated with the submitted request. A user may supply one or more criteria in their search.

A claim search may include member name, date of service, and/or provider, while a member search may use member name, date of birth, address, etc., as shown in the adjacent figure.



In addition to the online search capabilities, Wipro EMaaS provides

reporting capabilities to allow the user to search the Claims360 data warehouse and retrieve data using Reports360.

Team Wipro recognizes the need to identify where policies are applied within claims processing. Claims360 provides the tools to allow users to easily search and obtain where configurations, rules, and policy is applied.



EPA16

The Contractor's solution shall optimize the processing steps for working suspended claims to maximize user efficiency and meet or exceed claim suspension service level agreements.

Wipro EMaaS utilizes suspense workflows, suspense file management reports, aging of suspended claims, and other parameters to meet and exceed the claims suspension service level agreements requested by the agency.

Within Claims360, suspended claims requiring manual or system intervention are tracked via workbaskets and reporting each business day. Those suspended claims with no activity after a specified number of days are assigned to a higher priority queue to be monitored and researched as needed until they are assigned a final status of paid or denied based on agency policy and rules.

Business Rules are established to determine the workbasket structure required to support the suspense claims, determine the number of days a claim can remain in a workbasket, and the escalation procedures required to meet agency SLAs.

Reprocessing of claims is also available when data has been retroactively modified. For example, a claim which has been suspended due to a lack of authorization, automatically reprocesses when the corresponding authorization is received.

Team Wipro will collaborate with agency staff to determine the most efficient and effective procedure to meet their suspense processing needs. Edits may be established using over 100 provider, member, and claim data elements.



EPA17

The Contractor's solution shall accept attachments through the following mechanisms: fax, mail, electronic upload via the online provider portal. Additionally the Contractor's solution shall accept attachments via standard HIPAA transaction formats or any standard healthcare delivery methods.

Wipro EMaaS solution accepts attachments through the following mechanisms: fax, mail, and electronic upload via the online provider portal. Claims360 accepts attachments via standard Health Insurance Portability and Accountability Act of 1996 (HIPAA) transaction formats or any standard healthcare delivery methods.

Engage360 allows providers to upload attachments using Engage360. The EDI gateway supports processing of professional, institutional, and dental claims. This includes paper forms CMS-1500, UB-04, ADA claim formats and the following X12 transactions:

- Profession Claim and encounter submission (837P, 837I, 837D)
- Electronic Remittance Advice (835)
- Premium Payment (820)
- Eligibility Inquiry and response (270/271)

- Claim status request and response (276/277)
- Enrollment (834)
- Request for Review and Response (278)
- Claim attachments (275/277RFAI)

Additionally, Claims360 supports the following X12 transactions and their appropriate responses in real time:

- Eligibility Inquiry and response (270/271)
- Claim status request and response (276/277)
- Request for Review and Response (278)

Team Wipro's mailroom staff sort, prepare, and scan all paper attachments and are processed via Content360. Team Wipro's Exam Entry staff utilize the Claims360 application claim entry and processing, which currently allows processing for multiple claim types, including 837 Professional, 837 Institutional, 837 Dental, CMS-1500, UB-04, and ADA.



EPA18

The Contractor's solution shall provide a base set of effective dated claims edits, audits, and rules for Agency use and maintain a version history of rules.

The Wipro EMaaS solution provides a base set of effective dated claims edits, audits, and rules for agency use that are versioned to maintain a history of past policy.

Claims360 includes validation edits, all business rules, and policies that are date driven allowing transactions to be processed as of their date of service or other date parameter as specified by the agency.

All business rules, reference data, code sets, and valid value lists are effective dated and maintained within Claims360. Claims are processed against the effective dated edits, audits, and rules, regardless of the date they were entered or updated. This allows policy to be changed retroactively and adjustments and corrections to be applied as needed.



EPA19

The Contractor's solution shall create, store, and maintain configurable edits and audits (e.g., member groups, benefit plan, age, region, claim type, procedure, provider type and/or specialty, provider taxonomy, tooth number, modifiers, benefit plan or lock-in or lock-out) as defined by the Agency.

Wipro EMaaS allows the agency to provide system users, including agency staff, the ability to create, configure, store, and maintain business rules, edits, and audits to meet policy requirements required by the agency.

Claims360 provides for over 100 data elements associated with member, provider, and claims to author business rules using the patented HealthRules Language (HRL). Edits can be established at the specific benefit plan and service category levels. These capabilities support the edit and audit requirements associated with the following:

- Member Groups
- Benefit Plans
- Age

- Region
- Claim Type
- Procedure
- Provider Type
- Provider Specialty
- Provider Taxonomy
- Tooth Number
- Modifiers
- Lock-in or Lock-out
- Payment for emergency medical condition without authorization from Primary Care Case Management (PCCM)
- Edit and deny payments to Fee for Service (FFS) providers for services without PCCM referral
- Edit and deny payments to referral providers if service not authorized by PCCM gatekeeper
- Claim Status assignment hierarchy

Team Wipro understands the benefits of bringing the IT and business teams together. Claims360 provides a user-friendly interface that bridges the gap by providing business rules in an English-like format for readability and understandability. Users have access to drop-down selection screens and service categories to define common business rules, plus the ability to author unique agency-specific business rules. Users may create, modify and deploy the rules in real time, eliminating the need for manual coding changes that limit flexibility and may cause delay. This includes TPL and Coordination of Benefits (COB) rules as defined by the State.

Business rules and policy configuration edits are stored within Claims360 and made available electronically to agency and Team Wipro staff. The business rules are available in the patented HealthRules Language along with the applicable audit information associated with each rule.

By providing a comprehensive listing of rules, agency staff are able to research, recommend, and implement policy changes more efficiently and accurately.

Reports360 provides the capability to monitor services via the “pay and report” claim status, lock-in, etc.



EPA20

The Contractor's solution shall identify and deny or suspend duplicate or suspected duplicate claims across all claims transactions (e.g., fee for service, encounter) submitted by all enrolled providers, organizations, MCOs based on configurable business rules as defined by the Agency.

Wipro EMaaS utilizes business rules to identify, deny, or suspend any claim that is considered a duplicate or suspected duplicate claim. Edits are applied across all fee-for-service and encounter claims submitted regardless of claim type, provider, or billing organization.

Within Claims360, duplicate edit checks are configured across all claim types using combinations of 24 data elements. New claims are validated against prior history of adjudications and in-process claims using agency defined configurable business rules.

Team Wipro recognizes the benefit of identifying billing errors and capturing potential fraud and abuse at the time of billing. This regulates policy and saves the agency resources by eliminating the pay and chase model utilized by many legacy applications.



EPA21

The Contractor's solution shall process and adjudicate all claims transactions using configurable business rules (e.g., bundle vs. unbundled, suspect or exact duplicates, invalid tooth number, age vs. procedure, category of eligibility vs. procedure, mutually exclusive, incidental, emergent visits) as defined by the Agency.

Wipro EMaaS processes and adjudicates all claims transactions using configurable business rules as defined by the agency.

Claims360 includes business rules that are associated with specific business processes. All claims transactions process through 19 adjudication stages from claims entry to finalization. As claims are processed any edits applied to a claim are stored and maintained within Claims360 and made available for claims inquiry and resolution.

Claims360 allows the agency to provide system users the ability to create, configure, store, and maintain business rules, edits, and audits to meet policy requirements required by the agency. Over 100 data elements associated with Member, Provider, and Claims are available to author business rules using HRL. Edits are established at the specific benefit plan and service category levels. These capabilities support the edit and audit requirements associated with the following:

- Bundled vs Unbundled
- Suspect and Exact Duplicates
- Tooth Number
- Age vs Procedure
- Category of Eligibility vs Procedure
- Mutually Exclusive Procedures and Services
- Incidental Requirements
- Emergent Visits



EPA22

The Contractor's solution shall receive, process, and store encounter data from a variety of sources (e.g., Managed Care Health Plans, NEMT vendors) based on configurable business rules.

Wipro EMaaS provides the ability to receive, process, and store encounter data from a variety of sources (e.g., Managed Care Health Plans, NEMT vendors) based on configurable business rules.

The Wipro EMaaS Connect360 seamlessly integrates to third-party platforms, systems, and interfaces for a complete enterprise solution. External web services provide integrations to legacy systems and portals and accommodate all the standard X12 transaction sets. Custom web services are developed for those areas using proprietary formats.

The EDI gateway within Claims360 processes claims and subjects them to pre-validation edits to identify incorrect or missing information upon receipt.

All encounter data is stored in Claims360 as well as the HealthRules data warehouse. Team Wipro will collaborate with the agency to determine the business rules required to support agency policy and procedures.



EPA23

The Contractor's solution shall, using configurable business rules, automatically review suspended claims based on Agency defined timeframes. The priority for these claims will systematically increase and where appropriate be automatically escalated for additional evaluation. All claims shall be electronically tracked until the claim is finalized.

Wipro EMaaS automatically reviews suspended claims based on agency-defined timeframes using configurable business rules. Priority systematically increases and automatically escalates for additional evaluation if required.

Claims360 provides the capability to create and maintain configurable work queues to support the routing and assignment of suspended claims. Claims360 provides the ability to create business rules, which cause a claim to automatically suspend.

Suspended claims requiring manual or system intervention are tracked through workbaskets and daily reporting. Rules and configuration are available to address suspended claims if there is no activity over a specified time period. Claims that exceed the time period are assigned to a higher priority queue to be monitored and researched as needed until they are assigned a final status of paid or denied, based on agency policy and rules

Suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket is assigned a specific workflow to facilitate the required resolution or action by the system, Team Wipro, or agency staff.

When users resolve edits applied to a claim or if retroactive updates occur, claims reprocess automatically. Depending on the policy, the system allows for specific edits to be overridden.

Work queue automation increases efficiency and provides a mechanism to control the adjudication of claims requiring manual intervention. As a result, claims are not orphaned and providers receive payment or required feedback.



EPA24

The Contractor's solution shall automatically identify missing claims attachments (e.g., required forms, trip reporting, medical records) and automatically search the document repository for relevant documentation (e.g., a document associated to the member and service type for the attachment) and associate the document with the claim.

Wipro EMaaS automatically identifies missing claim attachments, such as required forms, trip reporting, and medical records. Claims360 automatically searches the document repository for relevant documentation and associate the document with the claim.

Claims360 allows the user to configure business rules that require documentation to be provided for claims when adjudicating. Based upon agency policy, rules are configured to automatically resolve or suspend the claim if required documentation is not provided.

Claims may suspend and be flagged for review due to associated attachments being required. These claims route to workbaskets for resolution and the reason for claim suspension is identified and logged.

Through integration with Content360, Claims360 automatically searches the document repository to see if relevant documentation exists to meet the business policy. If documentation exists, the system

establishes a cross-reference to associate the document with the claim. Documents associated with a claim during adjudication are tracked and made available when viewing the claim in Claims360. Users can click a hyperlink when viewing the claim and the image opens for viewing.

EPA25

The Contractor's solution shall allow for user friendly manual entry of claims and adjustments by Contractor's and Agency staff.

Wipro EMaaS allows for manual entry of claims and adjustments by Team Wipro and agency staff.

Claims360 data entry interface aligns with the following paper claim forms to facilitate ease of entry:

- UB-04
- CMS 1500
- ADA

Claims360 allows users to navigate through the claim forms using the mouse and/or keyboard for smooth transition through the various claim fields. Field validations are applied real time to ensure required fields have been populated with valid values and data types. These validations avoid basic keying errors and eliminate unnecessary rework due to failed validation edits.

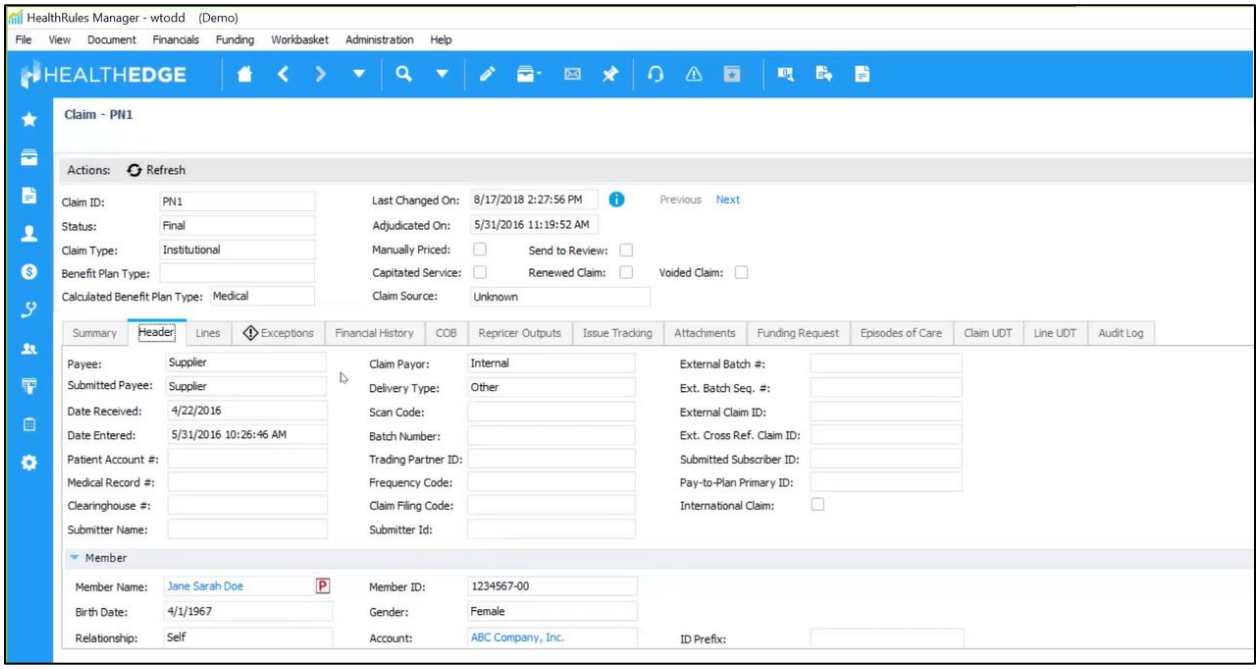


Figure 3-92: Claims360 sample Claims Entry

Team Wipro will work with agency staff to identify the users, roles, and permissions needed to grant access and ability to manually enter and/or adjust claims through Claims360 interface.



EPA26

The Contractor's solution shall identify, store, and display and report all edits, audits, and exceptions (error codes) applied to the claim during processing and provide viewable audit trail for all edits and exceptions that are applied to a claim as it is processed, as defined by the Agency.

Wipro EMaaS identifies, stores, displays, and reports all edits, audits and exceptions applied to a claim during processing. The ability to view and report on the edits is available through Claims360.

Claims360 captures, records, and communicates all edits, audits, and exceptions applied as the claims is processing. All edits that impact a claim is stored in Claims360 and made available on the exception tab when inquiring on the claim.

During adjudication claims are processed as far as possible to identify as many issues within a single pass. As an edit, audit or exception is handled, it is stored and made available through Claims360.

These edits may directly impact the disposition of the claim or impact the financial amounts associated with adjudicating the claim. Staff have the ability to override any edits based on agency policy and procedures. For edits that impact the disposition, a description of the edit and its associated exception code is made available for each exception applied to the claim.



EPA27

The Contractor's solution shall create notification for requesting and performing providers, case managers, authorized users and participants of service authorization activity, as defined by the Agency

Wipro EMaaS provides the ability to create notification for requesting and performing providers, case manager, authorized users and participants of service authorization activity.

Claims360 uses triggers to generate the requested correspondence. The triggers are based upon an action within the Wipro EMaaS system, such as adding a new member, changing member address, adding a new authorization, and changing an authorization.

Service authorization activity is retained in the audit log of the service authorization. The audit log entries are used to trigger correspondence. A correspondence document can be developed and sent to notify the appropriate party of authorization activity when the correspondence item is triggered. The requested correspondence is then made available through Engage360 portals for requesting and performing providers, case managers, authorized users and participants.

Notifications are provided based on a providers preferred method of communication.



EPA28

The Contractor's solution shall adjudicate and finalize claims at a frequency (e.g., real-time, near-real-time processing, and batch processing where appropriate and/or necessary) as defined by the Agency.

Wipro EMaaS adjudicates and finalizes claims at a frequency defined by the agency.

All claims received through data entry and batch are processed in real time or based upon an agreed schedule identified by the agency. Team Wipro will work with agency staff to determine the required schedule if batch adjudication and finalization is required. Batch adjudication is scheduled using the

sweep or polling of Connect360. Claims that have been received through the EDI gateway reside on the SFTP site until imported into Claims360. Upon import, the claims are adjudicated in real time.

Our EDI gateway solution supports the following transactions and their appropriate responses in batch for v5010:

- 837P Professional Claims and Encounters
- 837I Institutional Claims and Encounters
- 837D Dental Claims and Encounters
- 835 Electronic Remittance Advice
- 270/271 Eligibility and Inquiry and Response
- 276/277 Claim Status Request and Response
- 834 Enrollment
- 278 Request for Review and Response

The following transactions and their appropriate responses are also supported in real time:

- 270/271 Eligibility and Inquiry and Response
- 276/277 Claim Status Request and Response
- 278 Request for Review and Response

Suspended claims requiring manual or system intervention are tracked through workbaskets and reported each business day. Rules and configurations are available to address suspended claims if there is no activity over a specified time period. Claims that exceed the specified time period are assigned to a higher priority queue to be researched and resolved. All claims will be in a final paid or denied status within 30 calendar days of receipt excluding days assigned to the agency as per 42 CFR 447.45.



EPA29

The Contractor's solution shall identify and utilize third-party and/or Medicare coverage/payments at the header or line level to pay (e.g., pay in full, pay reduced amount, pay at zero, or pay coinsurance and deductible) or deny as defined by Agency business rules.

Wipro EMaaS identifies and utilizes third-party and/or Medicare coverage/payments at the header or line level to pay or deny as defined by agency business rules.

Coordination of Benefit (COB) processing rules for Medicare and other Third Party Liability (TPL) coverage are fully configured in Claims360. Rules are established at the header or line level of the claim to pay in full, reduced amount, coinsurance and deductible, or zero.

For example, processing rules can be configured to pay Medicare crossover and TPL claims as using a “less than” calculation. For example, the paid amount is the lessor of the following:

- Medicare coinsurance plus the deductible or
- Medicaid allowed amount minus the amount TPL paid

Claims360 provide a fully configured solution for TPL and Medicare processing.



EPA30

The Contractor's solution shall process all claims transactions utilizing specific information contained in a benefit plan (e.g., member's healthcare coverage, provider, procedure/service, cost share, diagnosis) using Agency defined configurable business rules.

Wipro EMaaS utilizes benefit plans consisting of defined configurable business rules, which claims transaction are processed against for adjudication and payment.

Claims are validated against benefit plan information, including coverage, type of provider, procedure, co-pay, taxonomy, and diagnosis. Benefit plans are established using both base policies and configurations as well as customized agency specific edits and rules to address:

- Member Healthcare Coverage
- Provider Validation
- Procedure and Service
- Cost Share
- Diagnosis

For example, rules are configurable that provide editing and payment of a claim for a member who is covered only for women's health by editing on diagnosis and provider. Laboratory services for family planning may be payable, whereas, a dental claim will not.



EPA31

The Contractor's solution shall identify, rollback/recover, reprocess and report on all claims transactions processed in error (e.g., system malfunction, sending or receiving error, Contractor's error) as defined by the Agency.

Wipro EMaaS can identify, rollback/recover, reprocess, and report on all claims transactions processed in error. This includes but is not limited to system malfunctions, sending or receiving errors, and Contractor error.

Rules are established within Claims360 to address events, such as, mass underpayment due to pricing errors, systematic rejection of a service, and member/provider retroactive eligibility. Claims360 automatically reprocesses any claims that were affected or modified post-processing. If claim amounts are affected, the system can send the list of affected claims to the Reprocessed Claims Workbasket for review and approval, if appropriate.

The workbasket displays each individual claim and the financial impact across all of the potentially reprocessed claims. A user with appropriate security can accept or reject the reprocessed claims, place an appropriate note on the claim batch, and finalize the automatic reprocessing.

In addition, claim-reprocessing candidates can be limited based on whether the claims need to be reviewed prior to reprocessing. A wide variety of claims criteria can be selected to identify the claims to be reprocessed.

The Request Reprocessing Wizard allows users to reprocess claims on-demand. A complete audit trail is supported and maintained to identify the claims reprocessed. Please reference the following workbasket screenshot as part of Claims360.

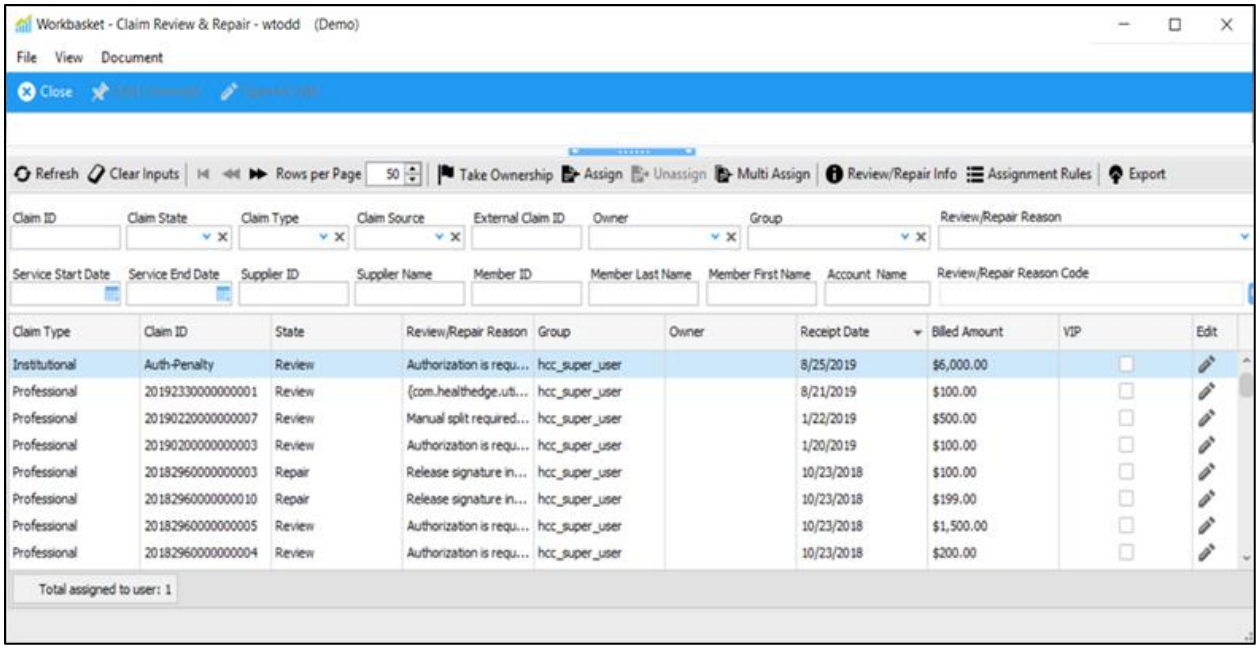


Figure 3-93: Selected Workbasket and Task List

EPA32

The Contractor's solution shall provide the ability to process claims with Medicaid-covered, non-covered and non-healthcare services (e.g., DME, transportation, EPSDT, home modifications, waiver services) as defined by Agency configurable business rules.

Wipro EMaaS provides the ability to process claims with Medicaid-covered, non-covered and non-healthcare services (e.g., Durable Medical Equipment (DME), transportation, Early Periodic Screening, Diagnosis, and Treatment (EPSDT), home modifications, waiver services) as defined by agency configurable business rules.

Claims360 supports code sets for the payment of Medicaid-covered non-healthcare services such as waiver services. Non-healthcare services can be processed using a local use service code, these non-healthcare services, such as housekeeping or wheelchair ramps, are designated by a local use code and processed on a professional claim.

Team Wipro will work with the State Agency to establish the exceptions process and define the rules for non-covered services. Rules can be configured for automatic payment or denial or suspend the claim for medical review.

EPA33

The Contractor's solution shall provide the capability to waive timely filing on claims based on Agency configurable business rules.

Wipro EMaaS provides the capability to waive timely filing on claims based on the agency's configured business rules.

Claims360 business rules are established to enforce or waive timely filing requirements required to

meet agency policy. The configurable rules are authored, stored, and displayed in a natural language format, using over 100 data elements associated with claim, provider, and member.

The rules enforce submitted claims to be billed within a specified time period of the date of service. Claims submitted that exceed timely filing limits may be denied, suspended, or waived based on agency policy.

Team Wipro will collaborate with agency staff to determine the necessary timely filing rules and the associated policy and procedures.



EPA34

The Contractor's solution shall accept, validate, and process all current and future approved HIPAA ASC X12 transactions from covered entities (e.g., health plans, health care clearinghouses, billing companies, trading partners, and health care providers)

The Wipro EMaaS accepts, validates, and processes all current approved HIPAA Accredited Standards Committee (ASC) X12 transactions from all interfaces including health plans, healthcare clearinghouses, billing companies, trading partners, and healthcare providers. Team Wipro will ensure that future approved HIPAA ASC X12 transactions are fully supported and implemented within the mandated dates of publishing.

With the Connect360 service, Claims360 can seamlessly integrate with health plans, healthcare clearing houses, billing companies, trading partners, healthcare providers, and other third-party platforms to accept, validate, and process ASC X12 transactions.

Our Claims360 accepts or generates all published healthcare industry standard X12 files, including:

- Eligibility inquiry and response (270/271)
- Claim status request and response (276/277)
- Prior Authorization (278)
- Electronic remittance advice (835)
- Claim and encounter submission (837)
- Claim attachments (275/277RFAI)
- Enrollment (834)
- Premium payment (820)

Team Wipro collaboration will be ongoing to ensure Claims360 is compliant and ready to accommodate future approved HIPAA transactions and code sets.



EPA35

The Contractor shall have an online solution for providers to complete submission of claim transactions with efficient keying of claims without requiring additional keystrokes such as slashes, dashes or double entry (e.g., allow providers to submit individual and/or batch claims file, allow providers to submit through direct data entry, allow providers to submit adjustments, voids, replacements, and corrections to existing claims as well as resubmissions of denied claims, allow providers to submit service authorization requests, allow providers to submit required participant attachments, forms, and requests for information, including the ability to submit supporting claims documentation, allow providers to review upfront validation of claims data at the point of entry by the billers, and allow for necessary correction) and allow for any additional types of submissions as defined

by the Agency.

Wipro EMaaS has an online solution for providers to complete submission of claim transactions with efficient keying of claims without requiring additional keystrokes such as slashes, dashes or double entry. Providers have the ability to:

- submit individual and/or batch claims file
- submit through direct data entry
- submit adjustments, voids, replacements, and corrections to existing claims
- resubmit denied claims
- submit service authorization requests
- submit required participant attachments, forms, and requests for information
- submit supporting claims documentation
- review upfront validation of claims data at the point of entry
- allow for necessary correction

Team Wipro will work with the agency to determine the requirements for any additional types of submissions.

Wipro EMaaS Engage360 portal solution is hosted on the Salesforce Cloud platform, and makes it easy for providers to enter claims data, find information, manage their account, and connect with the agency effortlessly.

Engage360 allows providers to access various functions 24 hours a day, 7 days a week. The portal is integrated with Claims360. This integration allows access to the claims screen through the provider portal with processing performed by the Claims360 component.

Engage360 accepts all published healthcare industry standard X12 files in batch (i.e.: 270, 271, 276, 277, 278, 820, 834, 835, 837), and allows providers to manually key claims, which generates standard X12 claims for processing. Various online editing can be performed up-front on manually keyed claims to assist providers and prevent submission errors. All variations of supporting claim documentation will be identified jointly with the agency.

Our solution links the supporting claim documentation to the submitted claims for real-time adjudication. Claim and batch confirmation responses are displayed immediately through the Engage360 web portal once the file/claim is received.

Structured and unstructured documents are submitted through attachments. This can include a wide array of documentation, including medical records in an unstructured document, such as PDF or clinical data in an HL7 Clinical Document Architecture (CDA) format.

Team Wipro understands the need for a user friendly, efficient solution for providers to submit, inquire, and update their submissions.



EPA36

The Contractor's solution shall accept and process all current and future paper claim types (e.g., CMS 1500 (Professional Claim form), UB04 (Institutional Claim), ADA (Dental Claim) and paper adjustments as defined by the Agency.

The Wipro EMaaS solution accepts and processes all current and future paper claim types, including CMS 1500 (Professional Claim form), UB04 (Institutional Claim), ADA (Dental Claim) and paper adjustments as defined by the agency.

Team Wipro mailroom staff are available for sorting, prepping, and scanning of all paper claims.

Content360 OCR's and indexes the claims and is stored electronically in the Content360 document management system, Alfresco. Once indexed and batched, Exam Entry staff utilizes Claims360 for claim entry and processing. All claims received and submitted to Claims360 through exam entry are processed real time.

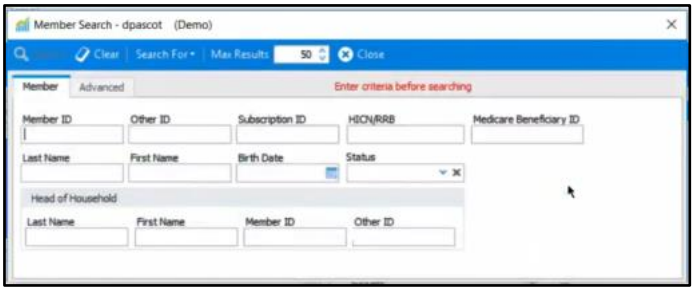
Team Wipro will work with agency staff to ensure future paper claim types are supported.

EPA37

The Contractor's solution shall display claims and associated documents which shall be searchable and printable as defined by the Agency

Wipro EMaaS displays claims and associated documents and makes them searchable and printable.

Claims360 links all associated documents to the claim. The claim online displays the claim in an industry standard form that includes CMS 1500, UB04, and ADA 2019. These forms are printable through Claims360 by the user. Claim search options are provided for the various business rules and business processes supported by Claims360. This includes search capability for member, provider, benefit, service category, claim ID, etc.



The user interface provides search capability for each area. These search panels allow users to populate the search criteria required and returns any applicable information associated with the submitted criteria. A user may supply one of more criteria in their search. A search for a claim may include member name, date of service, and/or provider while a search for a member record may use member name, date of birth, and address.

The Content360 application is used to scan, index, and store all paper correspondence in the data warehouse. This correspondence is linked to the claim and made available for inquiry through the claim online. Search capability is available within Content360 for users to search the content data and retrieve, modify, or print as needed.

EPA38

The Contractor's solution shall allow manual override of edits that do not suspend for manual intervention based on the Agency's configurable business rules.

Wipro EMaaS allows for manual override of edits that do not suspend for manual intervention.

Claims360 allows for users to manually override edits at the time of entry or after a claim has processed, regardless of the status. Any claim that has been initially denied or suspended can be reprocessed with an override. Security settings within Claims360 can be configured to define permissions for edit override authority by user.

Team Wipro will work with agency policy staff to establish the required processing policy and procedures.



EPA39

The Contractor's solution shall have the ability to configure edit dispositions (i.e. deny, pay, pay and report, suspend, and super-suspend), as defined by the Agency's configurable business rules.

Wipro EMaaS provides the ability to configure edit dispositions as defined by the agency's configurable business rules.

Claims360 utilizes the following edit dispositions to indicate the claim status:

- Final (Pay)
- Review (Pend)
- Repair (Pend)
- Denied
- Rejected

Based on the business rules defined, these dispositions are assigned to the rule to force the respective action or result. Dispositions, such as Review and Repair, forces the claim to suspend to allow staff to review or work the claim and resolve the exceptions associated with the edit.



EPA40

The Contractor's solution shall provide the capability to apply and maintain edits and pricing rules for EPSDT related services or Agency defined name for a EPSDT program.

Wipro EMaaS provides the capability to apply and maintain edits and pricing rules for EPSDT related services or agency defined name for an EPSDT program.

Edits and pricing rules are established within Claims360 to identify EPSDT and ensure that children and adolescents are able to receive needed preventive, dental, mental health, developmental, and specialty services.

Benefit plans can be established and the capability exists to combine procedure, diagnosis, and treatment services to flag the EPSDT claims. These claims are captured and stored in Claims360 data warehouse providing the ability to report in Reports360.



EPA41

The Contractor's solution shall allow manual (e.g., force, deny, clear edit, super-suspend) and system overrides, and bypass criteria for edits on an individual claim or batch of claims including the source of the override as part of each individual claim record.

The Wipro EMaaS allows manual and system overrides, and bypass criteria for edits on an individual claim or batch of claims including the source of the override as part of each individual claim record.

Security settings within Claims360 can be configured to define permissions for edit override authority by user. When an edit is posted to a claim, a user can override that edit, either as they are entering the claim or after the claim has processed.

Claims360 supports the override of any edit and maintains an audit trail with an exception record of

the override activity for the claim.

For batch claims processing, users have the ability to pull claims via an ad hoc in Reports360, these claims can be pulled and sent to an FTP folder for re-processing. Bypass criteria may be applied to the batch when processing occurs.

An audit of who initiated the override and why is captured and maintained with the claims in Claims360 or Reports360.



EPA42

The Contractor's solution shall receive, store, maintain, display, and use current and support all future versions of the Council for Affordable Quality Healthcare (CAQH) Committee on Operating Rules (CORE) standards: Claim Adjustment Group Codes (CAGC), Claim Adjustment Reason Code (CARC), and Remittance Advice Remark Code (RARC).

Wipro EMaaS receives, stores, maintains, displays, and uses current and will support future versions of the Council for Affordable Quality Healthcare (CAQH) Committee on Operating Rules (CORE) standards: Claim Adjustment Group Codes (CAGC), Claim Adjustment Reason Code (CARC), and Remittance Advice Remark Code (RARC).

Within Claims360, error codes are defined locally with a code value, short name, source of code, message action, responsibility, and CARC and RARC cross-reference. All message codes associated with the adjudication of a claim is retained in the Claims360 data warehouse. User message domain code sets are provided and contain user-defined code entries and customized message descriptions that get applied to a claim during claims adjudication and that print on the Explanation of Benefits (EOB)/Remittance Advice unless suppressed.

Configuration rules allow the agency to determine when message codes are applied and to drive processing, such as workflow routing. CARCs and RARCs are mapped to domain code entries to ensure that the required HIPAA messages are included on the EOB/Remittance Advice/835 for claim payment

Team Wipro, as a member of Washington Publishing Company, receives notifications of updated CARCs and RARCs. As updates are published, Team Wipro performs a review and analysis with the agency. If system updates are necessary, we will coordinate with the agency as required.



EPA43

The Contractor's solution shall provide the ability to view summary level claim information for a member. Users shall have the ability to view utilization by service type (e.g., dental, vision, therapy), the ability to view header and line level edits, including the ability to filter the claims (e.g., date of service, date of payment, claim status, provider type, claim type, rendering provider, pay-to provider) as defined by the Agency.

Wipro EMaaS provides the ability to view summary level claim information for a member. Users shall have the ability to view utilization by service type and the ability to view header and line level edits, including the ability to filter the claims (e.g., date of service, date of payment, claim status, provider type, claim type, rendering provider, pay-to provider) as defined by the agency.

The Claims360 user interface provides access to summary level claim information for the member by accessing the claims tab when viewing the member record. Various data from the claim is available for viewing including, but not limited to, claim type, provider name, claim type, billed amount,

allowed amount, total member responsibility, non-covered amount and date of change.

Search functionality is also provided within the claims screens to allow users to filter by specific claim criteria for a member. This functionality allows for filtering using the various claims fields such as date of service, date of payment, claim status, provider type, claim type, rendering provider, pay-to provider.



EPA44

The Contractor's solution shall have the ability to create, receive, maintain, and issue service authorizations for service(s) to be provided to a member with or without a specified provider using configurable business rules (e.g., service type) as defined by the Agency.

Wipro EMaaS supports the ability to create, receive, maintain, and issue service authorizations for services to be provided to a member with or without a specified provider using configurable business rules.

The Engage360 portal allows providers to submit service authorizations in real time and the Claims360 EDI gateway including the X12 278 transaction. Current and historical data for both claims and service authorizations is captured and stored in the Claims360 data warehouse.

When the provider is non-specified, Claims360 provides the use of a provider taxonomy on the service authorization to enforce the provider type and specialty required for the provider performing the service. Allowing members the flexibility to choose where they have their services performed is critical to providing customer service and satisfaction.

In cases where a specific provider must perform the services, Claims360 supports authorizations to providers to perform specific services for a member. HealthRules Language allows configurable business rules for provider specific authorization edits.

Business rules and policy configuration may be defined to drive claims processing and service authorization editing per agency requirements. When claims are matched to a service authorization, a cross-reference is built to allow the claim screens to display the authorization used during adjudication. The service authorization includes the units/days authorized, units/days used, and the remainder.

Team Wipro will work with agency staff to identify the requirements needed to support their service authorization and claims adjudication policy and procedures.



EPA45

The Contractor's solution shall provide a service/prior authorization process that is flexible (e.g. across numerous programs, benefit plans, external systems interfaces, claim types, and services).

Wipro EMaaS provides a service/prior authorization process that is flexible.

Claims360 utilizes the HealthRules CareManager and HealthRules Payor applications to configure and store service authorizations and referrals. HealthRules CareManager supports the entry and processing of multiple types of service authorizations (e.g., physical and behavioral health). Service authorizations and referrals process based on configured business rules in HealthRules Care Manager. Service authorizations and referrals always apply to a particular member for a specified set of services, and can be limited to specific suppliers and practitioners, dates of service, and number of units of service. A Service Authorization includes the Authorization ID, Received Date, Referral

Source, Service(s) Authorized, Diagnosis Code, and Referred to Providers. Configured service groups enable the authorization of standard services such as office visits with x-rays, hospitalizations with all ancillary providers.

Claims360 captures comprehensive authorization information and assigns a unique authorization ID to drive accurate processing based on configured rules. The rules can be tied at a provider, member, or data validation level. Business rules are available for determining service authorization validation, provider status, medical criteria, and member validation.

Connect360 provides the ability to interface with external systems if required. This robust integration layer provides real-time and batch access to all Claims360 data and functionality from other applications and portals. Connect360 enables payers to easily integrate Claims360 with other systems, partner networks and exchanges.

Claims360 support service authorization requirements at both the benefit plan and provider contract level. The configurable business rules associated with Claims360 allows for edits to be established regarding:

- Duplicate Checking Edits
- History Checking Edits
- Bundling Edits
- Edits based on trend analysis against claims history
- Limit checks for client accumulators such as dollar and units limits reached monthly, annual, and lifetime
- Diagnosis codes to procedure code relationships
- Age
- Gender
- Eligibility
- Provider type/specialty

Team Wipro recognizes the ability to identify, implement, and adjust to policy and procedural changes as critical to reducing cost and increasing efficiency. The business rules capabilities provided by Wipro EMaaS provide that capability while eliminating the need for changes to core application code, eliminating delays associated with maintaining static business logic associated with legacy applications.



EPA46

The Contractor's solution shall provide the ability to generate claim based event notifications to providers of required action (e.g., provide missing attachments) based on their preferred method of communication. The frequency (e.g., once per adjudication cycle) and content of the notification must be aggregated into a single event and configurable by the agency.

Wipro EMaaS provides the ability to generate claim-based event notifications to providers of required action (e.g., provide missing attachments) based on their preferred method of communication. The frequency (e.g., once per adjudication cycle) and content of the notification can be aggregated into a single event and configurable by the agency.

Claims360 uses triggers to generate the requested correspondence. The triggers can be based upon an action within the Claims360, such as claims activity, adding a new member, changing member address, missing a required authorization, adding a new authorization, or changing an authorization.

Events such as a missing attachment can also trigger correspondence to be sent to the provider based on a provider's preferred method of communication.



EPA47

The Contractor's system shall have the capability to create and maintain and configurable set of work queues to support the routing and assignment of suspended claims based on edits using Agency configurable business rules.

Wipro EMaaS provides the capability to create and maintain configurable work queues to support the routing and assignment of suspended claims based on edits using agency configurable business rules.

Claims360 provides the ability to create business rules which cause a claim to automatically suspend. Suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by the agency staff.

Once the edits are worked, automatic claim reprocessing occurs immediately. Depending on the policy, the system allows for specific edits to be overridden.

Suspended claims requiring manual or system intervention are tracked through workbaskets and reported each business day. The workbaskets can be configured to trigger escalation if there is no activity on a claim within a specified number of days.

Work queue automation increases efficiency and provides a mechanism to monitor the adjudication of claims requiring manual intervention. As a result claims are not orphaned and providers receive payment or feedback required.



EPA48

The Contractor's solution shall automatically reprocess suspended transactions after any modification(s) or edit resolution(s) based on Agency configurable business rules.

Wipro EMaaS supports configurable business rules that trigger automatic reprocessing of suspended transactions after any modification or edit resolution occurs. All suspended claims are assigned an edit that explains why the claim was suspended.

Within Claims360, suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by Team Wipro or agency staff. Once the edits are worked, automatic claim reprocessing occurs immediately. Depending on the policy, business rules can be configured to allow specific edits to be overridden.

Claim edits are authored to suspend a claim based on agency policy. Team Wipro will collaborate with agency staff to establish the required suspense rules.

Claims360 supports auto-reprocessing of claims and can be configured based on a wide variety of claims criteria within the Claims360 HealthRules Language. Claims requiring review or retroactive changes are considered when determining what claims to reprocess. For example, reprocessing may occur when an authorization arrives after the associated claim was processed.



EPA49

The Contractor's solution shall adjudicate claims transactions against all identified member third-party payer benefits (e.g., primary, secondary, tertiary). The Contractor shall ensure all third-party payer benefits are exhausted prior to billing Medicaid.

Wipro EMaaS adjudicates claims transactions against all identified member third-party payer benefits. Team Wipro ensures all third-party payer benefits are exhausted prior to billing Medicaid.

Claims360 adjudicates claims against coordination of benefit and TPL cost avoidance business rules configured for pricing and editing when third party payer sources such as Medicare, private, commercial, or other insurance is applicable to the claim.

Coordination of Benefit (COB) processing rules for Medicare and other Third Party Liability (TPL) coverage are fully configured in Claims360. Rules are established at the header or line level of the claim to pay in full, reduced amount, coinsurance and deductible, or zero. Claims360 provides configurable business rule functionality to make Medicaid the payer of last resort.



EPA50

The Contractor's solution shall have the ability to create, receive, update, and store member Third Party Liability (TPL) information (e.g., primary, secondary, tertiary) as defined by the Agency.

Wipro EMaaS TPL processing supports the ability to create, receive, update, and store member Third Party Liability (TPL) information (e.g., primary, secondary, tertiary) as defined by the agency.

Claims360 HealthRules Payor contains all the member TPL information used in the adjudication of claims. Member TPL data includes:

- Insurance Company Name
- Policy Holder Name
- Policy Holder ID
- Plan ID
- Benefit Plan Restrictions

Agency staff accesses or enters TPL information using the Coordination of Benefits (COB) tab and the Cases tab in the member online area of the Claims360.



EPA51

The Contractor's solution shall support coordination of benefits pricing and editing when TPL sources such as Medicare, private, commercial, or other insurance is present, based on Agency configurable business rules.

Wipro EMaaS supports coordination of benefits pricing and editing when TPL sources such as Medicare, private, commercial, or other insurance is present based on agency configurable business rules.

Claims360 adjudicates claims transactions against all identified member third-party payer policies and benefits. Claims360 adjudicates claims against coordination of benefit and TPL cost avoidance business rules configured for pricing and editing when third party payer sources such as Medicare, private, commercial, or other insurance is applicable to the claim. Rules are established at the header

or detail level to enable payment to be considered based on header data such as provider or line level data such as procedure. Rules can be configured to pay claims in full, partial, coinsurance and deductible, or other payment methodology specified by the agency.



EPA52

The Contractor's solution shall capture, track, maintain, store, and report claims processing and payment information based on configurable business rules (e.g. service category, provider type, submission date, entry date, claim input media, adjudication date, payment date) and Federal requirements as defined by the Agency

Wipro EMaaS captures, tracks, maintains, stores, and reports claims processing and payment information based on configurable business rules and Federal requirements as defined by the agency

Claims360 processes all claims transactions against validation policies comprised of configurable edits and business rules. Validation edits are authored using over 100 data elements associated with member, provider, claim, and reference data. These 100 data elements include service categories, provider types, date of submission, date of entry, claim input media, adjudication date, and payment date.

Agency and Federal requirements are validated by the use of business rules and configurations within Claims360. When a claim line is adjudicated, any edits applied to the claim as well as the claim status is retained and stored within Claims360. Payment information associated with the claim such as splits, agency share, and Federal share is also stored.

Business rules may be established to pay, deny, or pend the transaction per the agency requirements. For suspended claims, Claims360 also supports auto reprocessing to address retroactive events that impact initial payment and processing.

Claims360 captures detailed claim and financial data in real time. Customized reports are generated within Reports360 for each edit or provide overall activity for a specific timeframe for all exceptions and claims. Reports can include averages, minimums, maximums and the specific number and percent over the thresholds identified. These reports may identify fraudulent activity or identify areas where training is needed for the provider community.



EPA53

The Contractor's solution shall capture, track, maintain, store, and report claims processing and payment information based on configurable business rules (e.g. service category, provider type, submission date, entry date, claim input media, adjudication date, payment date) to validate requirements contained in 42 CFR 447.45.

Wipro EMaaS captures, tracks, maintains, stores, and reports claims processing and payment information based on configurable business rules to validate requirements contained in 42 CFR 447.45.

Claims360 business rules may be established to enforce timely filing requirements required to meet Federal policy. The configurable rules are authored, stored, and displayed in a natural language format, using over 100 data elements associated with claim, provider, and member data elements.

The rules enforce Provider submitted claims are billed within a specified time period of the date of service. Claims submitted that do not meet agency policy may be denied or suspended for review. Business rules are established to pay, deny, or suspend the transaction per the agency or Federal

requirements.

The Claims360 data warehouse captures detailed claim and financial data in real time. Reports360 allows the agency to create ad hoc or auto-generated reports for timely filing exceptions or provide overall activity for a specific timeframe for all exceptions and claims. Reports can include averages, minimums, maximums and the specific number and percent over the thresholds identified.



EPA54

The Contactor's solution shall adjudicate claims transactions and edit against provider enrollment status based on Agency defined configurable business rules.

Wipro EMaaS has the ability to adjudicate claims transactions and edit against provider enrollment status based on agency defined configurable business rules.

Claims360 contains rules to prevent claim payments to a provider who is not eligible or does not have a valid agreement. Claims360 stores data elements such as enrollment status effective date that are compared to date of service on the claim to determine if an edit should apply. All available provider data elements within Claims360 can be used in the adjudication process using business rules.

Team Wipro will collaborate with the agency to determine the appropriate provider validation rules needed to support claims adjudication.



EPA55

The Contactor's solution shall identify all claims in the adjudication cycle by billing provider, group by claim status (e.g., paid, denied, suspended, adjusted) and generate a remittance or downloadable remittance using a current or future HIPAA standard format following CAQH core operating rules.

Wipro EMaaS identifies all claims in the adjudication cycle by billing provider, group by claim status (e.g., paid, denied, suspended, adjusted), and generates a remittance or downloadable remittance using a current or future HIPAA standard format following CAQH core operating rules.

Claims360 retains, identifies, and groups the claims processing and payment information by the billing provider NPI and sorts the claims by status of paid, denied, suspended, and adjusted for inclusion on the remittance advice. Claims are assigned a status during adjudication and all rules, edits, and messages applied during adjudication are captured and stored. This detailed information is included on the claims screen for authorized users and is available for inclusion in the detailed output files produced for claim payment and Remittance Advice (RA) generation.

The remittance advice is available in the current HIPAA 835 format and made available to the provider for download through the Engage360 web portal. Within Claims360, error codes are defined locally with a code value, short name, source of code, message action, responsibility, and HIPAA Claims Adjustment Reason Codes (CARC) and Remittance Advice Reason Codes (RARC) cross-reference. All message codes associated with the adjudication of a claim is retained in Claims360. User message domain code sets are provided and contain user-defined code entries and customized message descriptions, which get applied to a claim during claims adjudication and print on the EOB/Remittance Advice unless suppressed.

Configuration rules allow the agency to determine when message codes are applied and to drive processing, such as workflow routing. CARCs and RARCs are mapped to domain code entries to

ensure that the required HIPAA messages are included on the EOB/Remittance Advice/835 for claim payment.



EPA56

The Contractor's solution shall have the ability to automatically and/or manually configure an edit to process claims or adjustments for a specific event (e.g., retroactive rate adjustment) or group of claims (e.g., edit, batch, provider type, member, claim type) as defined by the Agency.

The Wipro EMaaS Claims360 has the ability to automatically and/or manually configure an edit to process claims or adjustments for a specific event such as a retroactive rate adjustment or group of claims based on an edit, batch, provider type, member, or claim type as defined by the agency.

Retroactive changes to members, providers, benefits, contracts and/or authorizations can trigger an automatic re-adjudication of all affected claims based upon configured reprocessing rules. The claims either process through without intervention or move into a workbasket where they can be reviewed. The workbasket displays each individual claim along with the financial impact on each one, as well as totals of the financial impact across all of the potentially reprocessed claims. A user with appropriate security can accept or reject the reprocessed claims, place an appropriate note on the claim batch, and finalize the automatic reprocessing.

Claims360 supports auto-reprocessing of claims where retroactive activity has occurred. During normal system operation, certain events might impact previously processed claims, potentially changing the amounts that should have been paid. Rules can be established to address such events and Claims360 automatically reprocesses any claims that were affected.

If claim amounts are affected, the system sends the list of affected claims to the Reprocessed Claims workbasket for review and approval, if desired, to meet agency policy and procedures.

The workbasket displays each individual claim along with the financial impact on each one, as well as totals of the financial impact across all of the potentially reprocessed claims. A user with appropriate security can accept or reject the reprocessed claims, place an appropriate note on the claim batch, and finalize the automatic reprocessing.

In addition, claim reprocessing candidates can be limited based on whether or not the claims need to be reviewed first prior to reprocessing, and a wide variety of claims criteria can be selected to identify the claims to be reprocessed.

For batch claims processing, users have the ability to pull claims via an ad hoc of the Claims360 data warehouse. These claims can be pulled and sent to a SFTP folder for reprocessing. Bypass criteria may be applied to the batch when processing occurs.

The Request Reprocessing wizard allows users to reprocess one or more claims on-demand with a specific status of “Needs Review” or “Needs Repair” A complete audit trail is supported and maintained in the Claims360 data warehouse to identify the claims reprocessed.



EPA57

The Contractor's web portal real-time direct data entry claims solution shall support the creation and maintenance of provider type specific claim templates for recurring billing (i.e., roster billing to allow institutional or residential service providers to create a template with multiple members for monthly billing, enter patient days, generate and submit claims, recall the template, add or remove members or service authorization numbers, and generate claims for the next month, recall a specific claim from the template for adjustment/void) and provide notification to the provider via secure inbox if a template is not regenerated within a timeframe defined by the agency.

Wipro EMaaS web portal real-time direct data entry claims solution supports the creation and maintenance of provider type specific claim templates for recurring billing and provide notification to the provider via secure inbox if a template is not regenerated within a timeframe defined by the agency.

The Engage360 portal supports roster billing, allowing institutional and residential service providers to bill using a batch template that supports multiple members. The form template allows the provider to enter a list of members along with the service information, including diagnosis, patient days, and dates of service. Upon entry, the portal generates the claims and submits them to Claims360 for real-time adjudication.

Engage360 gives providers the ability to recall the template from the prior submission using a copy function. After performing the copy, providers can add or remove members, modify member data, and update any changed or new data prior to submitting claims for subsequent months. All submitted claims are available for a provider to recall, copy, adjust, or void as needed.

The form and copy design utilized by the Engage360 component eliminates the need for template regeneration. The ability to copy the prior claim or claim form template is continually available to the providers within Engage360.



EPA58

The Contractor's solution shall assign each claims transaction, adjustment, and void a unique identification number (i.e. ICN or TCN). The unique ID must be assigned to each claim and associated attachment prior to adjudication.

Wipro EMaaS assigns each claim transaction, adjustment, and void a unique identification number prior to adjudication.

As claims transactions are received a unique ID is assigned upon entry into Claims360. This enables the system to uniquely identify and audit the transactions as they process throughout the system. When claims are adjusted or voided a new transaction is created for the adjustment leaving the original claim information in the data warehouse for inquiry and audit purposes. A cross-reference is built to associate the adjustments and voids back to the original claim.

Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with a user ID, timestamp, as-of date, reason code, and optional comment. Additionally, the Claims360 keeps a full history of all prior versions of the claim data.

The unique identifier used by Claims360 is configurable. Team Wipro will work with the agency to determine the requirements needed for the unique identifier.



EPA59

The Contractor's solution shall process claims adjustments and voids; maintain the original claim and link all adjustments and voids to allow users to easily view the claim processing history as defined by the Agency.

Wipro EMaaS provides the ability to process claim adjustments and voids; maintain the original claim and link all adjustments and voids back to the original claim, allowing users to easily view the claim processing history.

Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with a user ID, timestamp, as-of date, reason code, and optional comment. Additionally, the Claims360 keeps a full history of all prior versions of the claim data.

A unique ID is assigned to each claim upon entry into the Claims360 application. This enables the system to uniquely identify and audit the transactions as they process throughout the system. When claims are adjusted or voided, a new transaction is created for the adjustment, leaving the original claim information in the data warehouse for inquiry and audit purposes. A cross-reference is built to associate the adjustments and voids back to the original claim.

All adjustments to a claim can be viewed using the Claims360 claim inquiry option.



EPA60

The Contractor's solution shall have the ability to edit new claims against prior history of adjudicated and in-process claims (e.g., once in a lifetime service limits, cumulative limits, duplicates) using Agency's defined configurable business rules.

Wipro EMaaS has the ability to edit new claims against prior history of adjudicated and in-process claims. (e.g., once in a lifetime service limits, cumulative limits, duplicates) using agency's defined configurable business rules.

Claims360 performs audit check on all current claims against history claims using provider/member/procedure combinations to ensure claims comply with duplicate and benefit limit policies specified by the agency. Duplicate edit checks can be configured across all claim types using combinations of 24 data elements. New claims are validated against prior history of adjudicated and in-process claims.

Claims360 business rules are configured for edits using combinations of over 100 data elements, allowing the creation of edits for history checking, lifetime service limits, cumulative limits, and duplicates. Both adjudicated and in-process claims are considered when applying the edits.

Claims360 provides validation policies that check member accumulations based upon the benefit plan configuration. Accumulators can be either dollar, units, or days over a specified time. The timing can includes months, rolling months, days, rolling days, year, calendar year, benefit plan year, or lifetime.

Team Wipro recognizes the benefit of identifying billing errors and capturing potential fraud and abuse at the time of billing. This not only regulates policy but also saves the agency resources by eliminating the pay and chase model utilized by many legacy applications.



EPA61

The Contractor's solution shall, in the absence of required information (i.e. missing attachment) and after multiple adjudication cycles over a timeframe defined by Agency, auto-deny the edit and process the claim.

Wipro EMaaS, in the absence of required information (i.e. missing attachment) and after multiple adjudication cycles over a timeframe defined by agency, auto-denies the edit and processes the claim.

When retroactivity occurs that can potentially impact claim status or possibly change the amount paid on a claim, the Claims360 automatically reprocesses the claim. This retroactivity includes modification of an existing service authorization or receipt of documentation such as a missing attachment or authorization after a claim has processed.

Claims360 business rules can be configured to automatically recycle claims failing certain edits for a specific time period (e.g. 15, 30, 45 days). Each edit can be configured with a different recycle time. If a required service authorization or missing documentation is not received within required timeframes, business rules are configured to auto-deny the edit. The claim completes adjudication and the provider receives notification of the failed edit.

Team Wipro will collaborate with the agency staff to determine the business rules required to meet agency policy and procedures.



EPA62

The Contractor's solution shall have the ability for users to manually route suspended claims to work queues based on Agency defined business rules.

Wipro EMaaS provides the ability for users to manually route suspended claims to work queues.

Claims360 provides the capability to create and maintain configurable work queues called workbaskets to support the routing and assignment of suspended claims.

Suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket is assigned a specific workflow to facilitate the required resolution or action. Claims360 supports the customization of workflows between claims, customer service, provider management, finance, and other business units. Security permissions within Claims360 allow authorized users to work claims and manually route suspended claims to other work queues.

Work queue automation increases efficiency and provides a mechanism to monitor the adjudication of claims requiring manual intervention. As a result claims are not orphaned and providers receive payment or the feedback required.



EPA63

The Contractor's solution shall have the ability to automatically route suspended claims to work queues based on Agency defined business rules.

Wipro EMaaS provides the ability to automatically route suspended claims to work queues.

Wipro EMaaS supports the capability to create and maintain configurable work queues called

workbaskets to support the routing and assignment of suspended claims. Claims360 provides the ability to create business rules which cause a claim to automatically suspend.

Suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by Team Wipro or agency staff.

Once the edits are worked, automatic claim reprocessing occurs immediately. Depending on the policy, the system allows for specific edits to be overridden.

Suspended claims requiring manual or system intervention are tracked through workbaskets and reported each business day. The workbaskets can be configured to trigger escalation if there is no activity on a claim within a specified number of days.

Work queue automation increases efficiency and provides a mechanism to monitor the adjudication of claims requiring manual intervention. As a result claims are not orphaned and providers receive payment or feedback required.



EPA64

The Contractor's solution shall create, maintain, store, and display a configurable crosswalk (e.g., procedure codes, diagnosis codes, benefit plans) to define valid/invalid combinations as defined by Agency.

Wipro EMaaS provides the ability to create, maintain, store, and display configurable crosswalks to define valid and invalid combinations.

Claims360 utilizes benefit plans, service categories, validation policies, and operating provisions to drive policy and pricing. Claims360 processes claims based on the rules associated with that particular plan or plans.

Procedure and diagnosis code rules are configured for each benefit plan to represent the policy requirements and represents the crosswalk of valid code combinations for the services associated within each plan. Claims are adjudicated against these benefit plan rules to determine coverage and payment.



EPA65

The Contractor's solution shall allow for a configurable edit disposition (i.e., retain all, none, or selected prior edit dispositions) on a claim adjustment (e.g., mass adjustment, individual claim adjustment) to finalized claims.

Wipro EMaaS allows for a configurable edit dispositions (i.e., retain all, none, or selected prior edit dispositions) on a claim adjustment to finalized claims.

Claims360 provides the ability to establish user permissions ability to override edits when performing claims adjustments to a finalized claim. When an edit is posted to a claim, a user can override that edit, either as they are entering the claim or after the claim has already processed.

Claims360 provides the capability for manual or automatic override of any edit. For example, if the original claim posted an edit that was manually overridden, the same edit can be automatically overridden for the adjustment alleviating the need to review the same services again. The claim audit trail and exceptions tab records the activity that overrode the claim edit.



EPA66

The Contractor's solution shall have the ability to override an auto-deny edit prior to adjudication and the ability to retain the override when a claim is adjusted, and allow for all original edits on an adjustment to be retained and overridden as defined by the Agency

Wipro EMaaS provides the ability to override an auto-deny edit prior to adjudication and the ability to retain the override when a claim is adjusted, and allow for all original edits on an adjustment to be retained and overridden as defined by the agency.

Claims360 provides users the ability to manually override edits posted to a claim. When a claim posts an edit, a user can override that edit after the claim has already processed, regardless of the status. Any claim that has been initially denied or suspended can be reprocessed.

To adjust the claim, a user opens the claim for editing, makes the adjustments where necessary, and adjudicates the claims. As they work the claim, they have the ability to override the edits already posted. Once the user has completed the necessary updates and overrides, the claim is automatically adjudicated in real time. Any edits not overridden by the user are applied to the claim during reprocessing.

All claim adjudication activity is recorded and stored in the Claims360 data warehouse. This activity is made available to the user via an audit trail.

All edits and their statuses within Claims360 are configurable. The status each edit represents and the ability to override can be established using configurable edits and rules. The system also allows the agency to define who can override an edit and reprocess a claim.

Team Wipro will work with agency policy staff to establish the required processing policy and procedures.



EPA67

The Contractor's solution shall provide online, real-time claims processing functionality to allow authorized users to override certain edit and audit errors, the application of which must be reflected in the audit trail.

Wipro EMaaS provides online, real-time claims processing functionality to allow authorized users to override certain edit and audit errors and these overrides are reflected in the claim audit trail.

Users have the ability to manually override edits posted to a claim. When a claim posts an edit, a user can override the edit after the claim has already processed, regardless of the status. Any claim that has been initially denied or suspended can be reprocessed.

To process the claim, a user opens the claim for editing, makes the adjustments where necessary, and adjudicates the claims. As they work the claim, they have the ability to override the edits already posted. Once the user has completed the necessary updates and overrides, the claim is automatically adjudicated in real time.

All claim adjudication activity is recorded and stored in the Claims360 data warehouse. This activity is made available to the user via an audit trail.

All edits and their statuses within Claims360 are configurable. The status each edit represents and the ability to override can be established using configurable edits and rules. The system also allows the agency to define who can override an edit and reprocess a claim.

Team Wipro will work with agency policy staff to establish the required processing policy and procedures.



EPA68

The Contractor's business rules engine shall be configurable for users to define alerts, notifications, and claim processing business rules.

Wipro EMaaS provides the ability to establish and configure business rules to define alerts, notifications, and claim processing business rules.

Claims360 uses triggers to generate alerts and notifications. These triggers can be based upon an action within the Wipro EMaaS system, such as adding a new member, changing member address, adding a new authorization, changing an authorization, and the approval and/or denial of an event.

Notifications and alerts can be developed within Claims360 and sent to notify the appropriate party when an event or trigger occurs.

Specific to claims processing, user-defined business rules and configurations trigger a claim for manual review or repair. The claim is placed in the appropriate workbasket (queue) and a separate workflow is configured to guide the appropriate group or individual to resolution.



EPA69

The Contractor's solution shall provide the ability to configure business rules to be date-specific (e.g., date added, date modified, start date, end date, and effective date) as defined by the Agency.

Wipro EMaaS provides the ability to configure business rules to be date-specific.

All Claims360 data used to process transactions is versioned using effective dates and termination dates. This includes business rules, reference data, procedure codes, pricing data, and any agency specific codes or valid value lists. Users with appropriate permissions can add, update, or end values and codes by manipulating the effective and termination dates accordingly.

Within the Claims360 data warehouse, audit information is stored with each business rule, including:

- Creation Dates
- Modification Dates
- Start Dates
- End Dates
- Effective Dates

By allowing date driven business rules and policies, “as-of” transactions are able to process by utilizing the rules in place for that date of service or activity. Claims are processed against the various rules and code sets with effective dates for the Date of Service (DOS), regardless of the date the code was entered or updated.



EPA70

The Contractor's solution shall provide a complete claims audit trail to track, report, and display all actions made to a claim by the system or a user, including the date of each action and processing step.

Wipro EMaaS provides a complete claims audit trail to track, report, and display all actions made to a claim by the system or a user, including the date of each action and processing step.

Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with a user, timestamp, as-of date, reason code, and optional comment. Additionally, the Claims360 data warehouse keeps a full history of all prior versions of the claim data.

Claims360 assigns a unique ID to each claim upon entry. This enables the system to uniquely identify and audit the transactions as they process throughout the system. When claims are adjusted or voided, a new transaction is created for the adjustment leaving the original claim information in the Claims360 data warehouse for inquiry and audit purposes. A cross-reference is built to associate the adjustments and voids back to the original claim.

Data types involving Protected Healthcare Information (PHI) and all user-views of data are captured. All activity applied to a claim can be viewed using the Claims360 claim inquiry option.



EPA71

The Contractor's solution shall maintain all data from the adjudication of each claims transactions, as defined by the Agency.

Wipro EMaaS maintains all data from the adjudication of each claim transactions, as defined by the agency.

Claims360 captures and retains all claims data submitted on the claim and maintains a complete audit history of all actions, including but not limited to adjustments, voids, and manual user updates.

Claims360 assigns a unique ID to each claim upon entry. This enables the system to uniquely identify and audit the transactions as they process throughout the system. When claims are adjusted or voided, a new transaction is created for the adjustment leaving the original claim information in the Claims360 data warehouse for inquiry and audit purposes. A cross-reference is built to associate the adjustments and voids back to the original claim.

Claims360 retains the claims processing and payment information at the service category, rendering provider, billing provider, referring provider, provider location, benefit, provider pricing, member, and accumulator levels.



EPA72

The Contractor's shall suspend claims for manual review or automated reprocessing based on edits that post using configurable business rules.

Wipro EMaaS provides the ability to create business rules, causing a claim to automatically suspend for manual review. If desired, auto-reprocessing rules can also be established for claims to avoid

manual intervention. All suspended claims are assigned an exception code that indicate why the claim was suspended.

Suspended claims are placed into a Claims Review and Repair Workbasket (queue). Each workbasket is configured to assign a specific workflow to facilitate the required resolution or action. Once the edits resolved, automatic claim reprocessing immediately occurs. Depending on the policy, specific edits can be overridden when adjudicating a claim.

Claims edits can be authored to suspend a claim based on agency policy. Common rules around claim suspension include:

- Requiring additional information
- Manual review of requirements
- Claims reaching specific limits, or missing information

Team Wipro will collaborate with agency staff to establish the required suspense rules to meet agency's policy and procedures.

Auto reprocessing of claims can be established based on a wide variety of claims criteria within the HealthRules Language. Claims requiring review or retroactive changes are considered when determining the claims to reprocess. For example, reprocessing may occur when an authorization arrives after the associated claim was processed.



EPA73

The Contractor's solution shall provide, maintain, store, and display a configurable edit hierarchy for all claims transactions and apply the hierarchy during claims adjudication.

Wipro EMaaS provides, maintains, stores, and displays a configurable edit hierarchy for all claims transactions and applies the hierarchy during claims adjudication

Claims360 is architected in a way in which defined rule flows and hierarchies are not required for rules to process and policy be applied during claims adjudication. The system utilizes benefit plans, service categories, validation policies, and operating provisions to drive policy and pricing. Depending on the benefit plan in which a member is enrolled and the services being performed, the system processes based on the rules associated with that particular plan or plans. Edits are stored and applied in a top down order within the benefit plans to represent the flow for the various edits and pricing policies.

Validation policies are applied to all transaction data associated with the claim being adjudicated. To ensure the member receives the highest quality of service during the adjudication process, the benefits are applied from highest to lowest in regards to a member's total benefit received.

Service categories and benefit plan components are reusable to allow for flexibility and eliminate duplication of policy to reduce maintenance time and cost. Team Wipro will work with the agency to determine the type of documentation needed to support the claim hierarchy requested. The rules in the Claims360 component are inherent on the benefit plans and service categories eliminating the need for a defined hierarchy.



EPA74

The Contractor's solution shall receive, maintain, store, and display claims transactions data included in a service authorization based on configurable business rules as defined by the Agency.

Wipro EMaaS receives, maintains, stores, and displays claims transaction data included in a service authorization based on configurable business rules as defined by the agency. The relationship between service authorizations and any claims that adjudicated against the service authorizations are retained.

Current and historical data for both claims and service authorizations is captured and stored in the Claims360 data warehouse. This data is available to the users for both online inquiry through the portals and for reporting purposes.

Business rules and policy configuration may be defined to drive claims processing and service authorization editing per agency requirements.

When claims are matched to a service authorization, a cross-reference is built to enable the claim screens to display the authorization used during adjudication. The service authorization includes the units/days authorized, units/days used, and the remainder.

Claims360 also provides the ability to see the list of claims matched to a service authorization when performing inquiries.

Team Wipro will work with agency staff to identify the requirements needed to support their service authorization and claims adjudication policy and procedures.



EPA75

The Contractor's solution shall identify, maintain, store, display and report the status of all service authorization requests (e.g., approved, denied, in process) as defined by the Agency.

Wipro EMaaS identifies, maintains, stores, displays, and reports the status of all service authorization requests (e.g., approved, denied, in process) as defined by the agency.

Current and historical data for both claims and service authorizations is captured and stored in the Claims360 data warehouse. The status of the service authorization is tracked along with the complete audit trail of activity applied and associated with the service authorization. This data is available to the users for both online inquiry through the portals and for reporting purposes.

When claims are matched to a service authorization, a cross-reference is built to allow the claim screens to display the authorization used during adjudication. When viewing the service authorization, a user is presented the status along with all the data associated with the service authorization, including associated claims, units/days authorized, units/days used, and the remainder.



EPA76

The Contractor's solution shall support TPL cost avoidance during the claims adjudication process as defined by the Agency.

Wipro EMaaS supports TPL cost avoidance during the claims adjudication process as defined by the agency.

Claims360 adjudicates claims transactions against all identified member third-party payer policies and benefits. Claims360 adjudicates claims against coordination of benefit and TPL cost avoidance business rules configured for pricing and editing when third party payer sources such as Medicare, private, commercial, or other insurance is applicable to the claim. Rules are established at the header or detail level to enable payment to be considered based on header data such as provider or line level data such as procedure. Rules can be configured to pay claims in full, partial, coinsurance and deductible or other payment methodology specified by the agency.

Team Wipro understands the importance of reducing or eliminating expenses and payments when members have access to other third party benefit plans. Using the configurable business rule functionality provided by Claims360, the system can make Medicaid the payer of last resort.

Custom rules may be established to adjust and react to change, these custom rules can be applied to support cost avoidance as defined by agency policy.



EPA77

The Contractor's solution shall have the ability to adjudicate all claims transactions against one or more service authorization limits (e.g., units, dollars, date ranges, procedures, provider) as defined by the Agency.

Wipro EMaaS provides the ability to adjudicate all claims transactions against one or more service authorizations limits as defined by the agency. The edits and rules validate claims against the existence or absence of one to many service authorizations. Validation edits check for the presence of a service authorization for the time-period, track units authorized and used, identify duplicates, and report conflicts with other service authorizations. The claims edits also validate the date ranges, provider, provider type, procedure code or any other claim or authorization data element associated.

When a claim line item is matched to a service authorization, authorized service information is automatically applied to the line item. The Claims360 data warehouse is then updated to show the days or units used and how many remain. If a single line item includes more days or units than are authorized/remaining, the system automatically splits the line out to deny the services that exceed authorized limits.

When a claim fails a service authorization edit or rule, an exception is posted to the transaction, and audit information is captured and stored. Team Wipro will work with the agency to determine the appropriate disposition and workflow associated to meet the agency's service authorization policy and procedures.

Business rules may be established to pay, deny, or pend the transaction per the agency requirements. For suspended claims, Claims360 also supports auto reprocessing to address retroactive events that affect initial payment and processing.



EPA78

The Contractor's solution shall 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.

Wipro EMaaS provides the capability to 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.

Claims360 supports processing of claims where TPL has been identified. The ability exists to create business rules to route claims to specific workbaskets (queues). Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by the agencies staff.

Claims are tracked through the workbaskets and Claims360 can be configured to trigger escalation if there is no activity on a claim within a specified number of days.

Claims360 also provides the ability to generate claim based event notifications to providers of required action based on their preferred method of communication. The frequency (e.g., once per adjudication cycle) and content of the notification can be aggregated into a single event and is configurable by the agency.

To generate requested correspondence, Claims360 uses triggers that can be based on an action, such as claims activity, adding a new member, changing member address, missing a required authorization, adding a new authorization, or changing an authorization.

Events, such as claims submitted with TPL information identified for members without active TPL for the carrier, can trigger inquiries to be sent to the member and provider based on their preferred method of communication.

Workbasket automation increases efficiency and provides a mechanism to monitor the adjudication of claims requiring manual intervention. As a result, claims are not orphaned and providers receive payment or feedback required.



EPA79

The Contractor's solution shall configure, support, and maintain all claims business rules (e.g., add, modify, or remove/retire rules) as defined by the Agency.

Wipro EMaaS provides resources to configure, support, and maintain all claims business rules. Operational staff are available to add, modify, and remove rules to support agency policy and procedures using a defined configuration management process.

Claims360 also enables the agency to provide system users, including agency staff, the ability to create, configure, and maintain business rules. The required permissions are applied in a role-based format to control user actions and grant specific system permissions as desired by the agency.

Team Wipro understands the benefits of bringing the IT and business teams together. Claims360 provides a user-friendly Graphical User Interface (GUI) that bridges the gap by providing business rules in an English-like format for readability and understandability. The GUI provides users with drop-down selection screens and HRL-based service categories to define common business rules as well as the ability to author unique agency specific business rules. Users may create, modify and deploy the rules in real time, eliminating the need for manual coding changes that limit flexibility and many times cause delay.

As a best practice, Team Wipro limits the number of users that can deploy rule changes into the production environment. This should be done by either applying change management through the Team Wipro staff or by defining super users to work closely with us to implement rule changes. Team Wipro will collaborate with the Department to determine the individuals and their respective permission levels required to support the agency’s change management needs.

EPA80

The Contractor's solution shall have the ability to apply claims edits based on a provider's role (e.g., rendering, attending, treating, ordering, referring, prescribing, billing, and pay to).

Wipro EMaaS provides the ability to apply claims edits based on a provider's role.

Over 100 data elements are available to author business rules to apply against transactions within Claims360. Rules can be applied to a provider's contract information, including the role associated with the claim submitted.

HealthRules® defines a billing provider as a supplier and a performing provider as a practitioner. Claims360 stores supplier demographics and builds contracts based on the agency's defined business policies. Practitioner roles are linked to suppliers and supplier locations, indicating the location of a practitioner and their demographics, such as office hours and specialties.

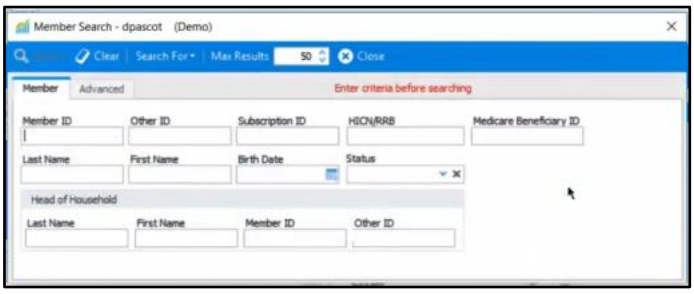
Multiple contract relationships are supported based on any number of variables, including location, role, specialty, products, and tiers.

Custom policy can be established to apply the appropriate edits based on the provider's role. Team Wipro will work with agency staff to determine the requirements needed to meet agency policy and procedures.

EPA81

The Contractor's solution shall provide searchable options that are applicable to specific business rules (e.g., member, provider, benefits, reference data, claims processing, prior authorization, third party liability (TPL), financial) as defined by Agency

Wipro EMaaS provides search options that are applicable to specific business rules as defined by the agency. This includes search capability for members, providers, benefits, service categories, claims, authorization, TPL, and financial areas. Search capability is provided at the overall dashboard level as well as each specific area within Wipro EMaaS.



The Claims360 online interface provides search capability for each area. The search panels enable users to populate the search criteria required and returns any applicable information associated with the submitted criteria. A user may supply one of more criteria in their search.

A search for a claim may include member name, date of service, and/or provider while a search for a member record may use member name, date of birth, and address.

In addition to the online search capabilities, the system provides reporting capabilities to enable the user to search the data warehouse and retrieve information within Claims360.

Team Wipro recognizes the need to identify where policy is applied within claims processing. Claims360 provides the tools to enable users to easily search and obtain where codes, configurations, rules, and policy is being applied.



EPA82

The Contractor's solution shall provide an efficient claims resolution process by presenting the information necessary to work the edit in the edit work item and minimizing the number of navigation steps or the need to view multiple screens.

Wipro EMaaS provides an efficient claims resolution process by presenting the information necessary to work the edit in the edit work item and minimizes the number of navigation steps and the need to view multiple screens.

Claims360 provides the capability to create and maintain configurable workbaskets (queues) to support the routing and assignment of work items based on edits using agency configurable business rules.

Business rules within Claims360 can be configured to cause a claim to automatically suspend and be placed into a Claims Review and Repair Workbasket. Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by the assigned staff. These claims may require manual or system intervention and can be configured to trigger escalation if there is no activity within a specified number of days.

The exception code and a description of the edit is provided on the Claim screen for the user to review and resolve as needed. Once the edits are worked, automatic claim reprocessing occurs immediately. Depending on the policy, the system allows for specific edits to be overridden.

Any claim that has been initially denied can be reprocessed and paid. To approve the claim, a user opens the claims for editing, makes the adjustments where necessary, and adjudicates the claims. If no adjustments are needed, the edit causing the denial is set to "approved" with the appropriate override reason.

The claims user interface is designed to enable users to effectively and efficiently perform both their day-to-day and intermittent job functions. Usability features include:

- Consistent styling and user interaction throughout the application
- Window and grid customizations by the user, including overall color scheme
- Customizable home pages by the user that can include a “Favorites” menu card for commonly performed actions as well as a personal workbasket summary
- Shortcut keys for nearly all system actions, so users only need to use the mouse, if it’s preferred
- Intuitive action icons and drop-down menus for key functions that are always visible and clickable
- Standard controls for buttons and drop-down menus
- Entry wizards for common functions such as benefit plan creation or amendment
- Informative and customizable error messages

The claims interface and work queue automation within Claims360 provides a mechanism to monitor and address work items in an efficient and effective manner.



EPA83

The Contractor's solution shall provide spenddown editing and accumulation processing as defined by Agency configurable business rules. Additionally, the solution shall maintain information including the dollar amount accumulated toward the spenddown amount, and information identifying all claims applied to the spenddown amount for each eligibility span period.

Wipro EMaaS provides spenddown editing and accumulation processing as defined by agency configurable business rules. Claims360 maintains information, including the dollar amount accumulated toward the spenddown amount and information identifying all claims applied to the spenddown amount for each eligibility span period.

Claims360 includes validation policies, which check member accumulations based upon the benefit plan configuration. Accumulators can be either dollar, units, or days and specified times include month, rolling month, days, rolling days, year, calendar year, benefit plan year or lifetime.

The Claims360 member record includes an accumulators tab that displays all the claims accumulators, cost share, service number, and dollar maximums applicable to the member, the amount used to date and the amount remaining. Member accumulators are dynamically calculated anytime they are accessed based on the applicable date-specific configuration rules, claim history and any accumulator adjustments on file.

Claims360 supports the receipt of member data from the agency including any spenddown or eligibility related accumulator. This can be captured, real-time or in batch mode, as applicable to the benefit plan accumulators where they are combined with the medical data. Full descriptions and data associated with the accumulator are included on the inbound receipt. This allows for benefit adjudication against the combined accumulator data and customer service inquiries for member status and reporting.



EPA84

The Contractor's solution shall provide a cutback processing for services limited (e.g., pre-certification/prior authorization, dollar amount, additional ancillary services) as defined by the Agency.

Wipro EMaaS provides a cutback processing for services limited, as defined by the agency.

Claims360 provides the ability to define cutback rules to enforce and apply limits around authorized services, dollar amounts, and additional ancillary services. Benefit plans can be configured to apply these limits and Team Wipro will work with the agency on the requirements and desired action to enforce the limit and any associated cutbacks.

For cutbacks associated with authorized services, a claim line item matches to an authorization. Authorized service information is automatically applied to the line item and the data is updated to show how many days or units have been used and how many are remaining. If a single line item exceeds the days or units authorized/remaining, the system automatically splits the line out to deny the services that exceed authorized limits.



EPA85

The Contractor's solution shall provide, as part of the adjustment request, the ability to record a detailed description of the reason for performing adjustments (e.g. mass adjustments, individual adjustments, history only adjustments). Additionally this description shall link to all affected claims/encounters and allow Agency staff inquiry.

Wipro EMaaS provides, as part of the adjustment request, the ability to record a detailed description of the reason for performing mass adjustments, individual adjustments, and history only adjustments. The reason and description is linked to all affected claims/encounters and is made available on the claim for agency staff inquiry

Claims360 provides the ability to process claims adjustments, maintain the original claim and link all adjustments and voids back to the original claim which allows users to easily view the claim processing history. Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with a user, timestamp, as-of-date, reason code and optional comment. Additionally, the Claims360 keeps a full history of all prior versions of the claim data.

As claims transactions are received, a unique ID is assigned upon entry into Claims360. This enables the system to uniquely identify and audit the transactions as they process throughout the system. When claims are adjusted or voided, a new transaction is created for the adjustment and the original claim information is retained in the Claims360 data warehouse for inquiry and audit purposes. A cross-reference is built to associate the adjustments and voids back to the original claim.

Users have the ability to provide a reason and description for both online and batch adjustments requested. This information is stored and maintained within the Reason Code and Comment Section audit log of the claim.



EPA86

The Contractor's solution shall provide the ability to generate adjustment notifications (e.g., mass adjustment, gross adjustment, history adjustment, individual adjustment) for user requested adjustments to the Agency user based on Agency defined configurable business rules.

Wipro EMaaS provides the ability to generate adjustment notifications for user requested adjustments to the agency user based on agency defined configurable business rules.

Claims360 uses triggers to produce the requested correspondence. The triggers can be based on an action within the Wipro EMaaS system, such as adding a new member, changing member address, adding a new authorization, changing an authorization, and the approval and/or denial of an event.

An adjustment notification can be developed within Claims360 and sent to notify the agency user when an adjustment activity takes place. We will work with the agency to define the triggers and determine the information to be included in the notification.



EPA87

The Contractor's solution shall provide the ability for the adjustment (e.g. mass adjustment, individual adjustment, history only adjustment) process to maintain claim specific recoupments as specified by Agency configurable business rules.

Wipro EMaaS provides the ability for the adjustment process to maintain claim specific recoupments as specified by agency configurable business rules.

When claim activity creates a need to recoup funds from a provider, Claims360 tracks the recoupment amount at the provider level. Accumulators are available to track the balance and manage the funds as they are identified and recouped.

Recoupment rules can be configured within Claims360 to control how funds are recouped in general or for a specific provider. These rules can be configured and applied for the following:

- Mass Adjustments
- Individual Adjustments
- History Only Adjustments
- Credits
- Replacements
- Voids

Recoupment activity is stored in the Claims360 and a complete audit trail of that activity is maintained for auditing purposes. Team Wipro will collaborate with the agency to determine the policy and procedures needed to manage claim specific recoupments.



EPA88

The Contractor's solution shall provide the ability to update applicable systems after data validation and processing of claims as defined by the Agency.

Wipro EMaaS provides the ability to update applicable systems after data validation and processing of claims.

Team Wipro understands the importance of data and data availability. Connect360 provides the ability to interface with external systems as defined by the agency. This robust integration layer provides real-time and batch access to all Claims360 data and functionality from other applications and portals. Connect360 enables payers to easily integrate Claims360 with other systems, partner networks, and exchanges, resulting in faster implementations, dramatically lower integration costs, and faster time to market.

The industry is moving to an enterprise model which facilitates data sharing and real-time availability. Team Wipro will work with the System Integrator to establish the necessary data governance and processes required to support the agency's processes and procedures. Activity, such as integration to an Enterprise Data Warehouse or sending information to third party applications is possible within Wipro EMaaS.



EPA89

The Contractor's solution shall perform real-time edits (e.g., member, date of service, service/supply code) against pharmacy DME claims to prevent duplicate claim submission based on Agency defined configurable business rules.

Wipro EMaaS provides the capability to perform real-time edits against DME claims to prevent duplicate claims submission based on agency defined configurable business rules.

Team Wipro is accustomed to receiving DME claims in a professional claim format. In this instance the claims are stored in Claims360 and any future DME submissions will be edited against the

claims to identify and prevent duplicate submission.

For the inclusion of Pharmacy DME claims, Team Wipro will work with the System Integrator to obtain access to the pharmacy claims transactions needed to check for duplication of services and billing from the Pharmacy Claims Processing and Management Services vendor. The claims are accessible to the Claims360 adjudication system to be included in the duplicate claim check process.

Claims360 has the ability to edit new claims against prior history of adjudicated and in-process claims. Using configurable business rules, audit checks are performed on all claims to ensure compliance with agency policy. Duplicate edit checks can be configured across all claim types using combinations of 24 data elements.

Team Wipro recognizes the benefit of identifying billing errors and capturing potential fraud and abuse at the time of billing. This not only regulates policy but also saves the agency resources by eliminating the pay and chase model utilized by many legacy systems.



EPA90

The Contractor's solution shall reprocess suspended claims transactions based on configurable business rules by edit type as defined by the Agency (e.g., system cycle frequency, total number of days before the claim is finalized, suspense location/work queue).

Wipro EMaaS provides the ability to reprocess suspended claims transactions based on configurable business rules by edit type defined by the agency.

Claims360 provides the capability to create and maintain configurable work queues to support the routing and assignment of suspended claims. Suspended claims are placed into a Claims Review and Repair Workbasket. Each workbasket can be assigned a specific workflow to facilitate the required resolution or action by Team Wipro or agency staff.

All suspended claims are assigned edits to explain the reason for suspending. As users work these edits, automatic claim reprocessing occurs immediately. Depending on the policy, the system enables for specific edits to be overridden.

System edits may be established to reprocess claims based on over 100 data elements across claims, members, and providers. These edits can be established to reprocess based on a number of days or based on cycle frequency. If desired, claims can be reprocessed daily to identify retroactive changes. Examples of this are claims requiring a service authorization or additional documentation.

Suspended claims requiring manual or system intervention are tracked through workbaskets and reporting each business day. Workbaskets are configured to trigger escalation if there is no activity on a claim within a specified number of days.

Claims360 also supports a Request Reprocessing Wizard that enables the user to reprocess claims with a specific status of “Needs Review” or “Needs Repair.” In addition to paid and suspended claims, any claim that has been initially denied can be reprocessed and paid. To approve the claim, a user opens the claims for editing, makes the adjustments where necessary, and adjudicates the claim.

Claim edits can be configured to identify system events that cause claims to become out of date or impact the amount paid on a claim. When such events occur, the system automatically identifies and reprocesses any claims affected. In cases where the paid amounts are impacted, the edits are configured to allow for manual review.

Team Wipro will collaborate with the agency to determine the edits and criteria needed to meet agency procedures and policy.



EPA91

The Contractor's solution shall have the ability to view from the claim, the service authorization details used for adjudication, as defined by the Agency.

The Wipro EMaaS provides the ability to view the service authorization details used during adjudication when viewing a claim.

Claims inquiry within Claims360 displays any claims transaction data included in a service authorization. When claims are matched to a service authorization, a cross-reference is built to enable the claim screens to display the authorization used during adjudication. The relationship between service authorizations and any claims that adjudicated against the service authorizations are retained with the data. Because of this relationship, Claims360 also provides the ability to see the list of claims matched to a service authorization when performing inquiries on a specific service authorization.

Current and historical data for both claims and service authorizations are captured and stored in the Claims360 data warehouse. This data is available to the users for both online inquiry through the portals and reporting purposes.



EPA92

The Contractor's solution shall have the ability to view from the service authorization all (e.g., paid, denied, adjustments, suspended) claims adjudicated against the service authorization, as defined by the Agency.

Wipro EMaaS provides the ability to view all claims adjudicated against a service authorization when viewing the service authorization.

The relationship between service authorizations and claims that adjudicated against the service authorization are stored and maintained within the Claims360. When claims are matched to a service authorization, a cross-reference is created to track the relationship between the service authorization and claim. Current and historical data for both claims and service authorizations are stored in the Claims360 data warehouse. This data is available to the users for both online inquiry through the portals and reporting purposes.



EPA93

The Contractor's solution shall edit medical claims against adjudicated pharmacy claims transactions from the pharmacy system to ensure that the service or product (e.g. DME) has not already been paid on a pharmacy claim using configurable business rules as defined by the Agency.

Wipro EMaaS provides the capability to edit medical claims against adjudicated pharmacy claims transactions from the pharmacy system to ensure that the service or product (e.g. DME) has not already been paid on a pharmacy claim using configurable business rules as defined by the agency.

Team Wipro will work with the System Integrator to obtain access to the pharmacy claims transactions needed to check for duplication of services and billing from the Pharmacy Claims Processing and Management Services vendor. Once accessed, the claims are included in the duplicate claim check process within Claims360.

Claims360 has the ability to edit new claims against prior history of adjudicated and in-process claims. Using configurable business rules, audit checks are performed on all claims to ensure the claims comply with agency policy. Duplicate edit checks can be configured across all claim types using combinations of 24 data elements. New claims are validated against prior history of adjudicated and in-process claims.

Team Wipro recognizes the benefit of identifying billing errors and capturing potential fraud and abuse at the time of billing. This not only regulates policy but also saves the agency resources by eliminating the pay and chase model utilized by many legacy applications.



EPA94

The Contractor's solution shall receive, store, maintain, and display Explanation of Benefit (EOB) codes, adjustment reason codes, and exception codes. Additionally the Contractor will map these codes to their respective CAQH CORE standard codes for processing X12 transactions (e.g., 837, 835.) The Contractor's solution shall support configuration for valid values for both of these code sets and support standard values for X12 837 and X12 835 files.

Wipro EMaaS receives, stores, maintains, and displays Explanation of Benefit (EOB) codes, adjustment reason codes, and edits. Additionally, Team Wipro maps these codes to their respective CAQH CORE standard codes for processing X12 transactions. EMaaS supports configuration for valid values for both of these code sets and supports standard values for X12 837 and X12 835 files.

Within Claims360 error codes are defined locally with a code value, short name, source of code, message action, responsibility, and HIPAA Claims Adjustment Reason Codes (CARC) and Remittance Advice Reason Codes (RARC) cross-reference. All message codes associated with the adjudication of a claim are retained in the Claims360 data warehouse. User message domain code sets are provided and contain user-defined code entries and customized message descriptions. These are applied to a claim during claims adjudication and print on the EOB/Remittance Advice unless suppressed.

Configuration rules enable the agency to determine how message codes are applied to drive processing. CARCs and RARCs are mapped to domain code entries to ensure that the required HIPAA messages are included on the EOB/Remittance Advice/835 for claim payment

Team Wipro will collaborate with the agency to ensure the code sets are mapped to their respective CAQH CORE standard codes to meet policy.



EPA95

The Contractor's solution shall have the ability to override the approved premium payment amount as defined by the Agency.

Wipro EMaaS provides the ability to override the approved premium payment amount.

For situations such as allowing a service to be paid prior to receiving payment for a member’s premium or varying the amount of premium for a member based on service, the Financials360 component within Wipro EMaaS allows business rules to be configured to override the approved premium payment amount. We will work with the agency to define such situations.

The system enables the agency to establish rules that override current policy regarding premium requirements for programs such and HIPP, Spenddown, and Ticket-to-Work. The rules are

implemented with an effective date and can be applied for individual members and groups.

Team Wipro understands that at times there is a need to vary from base policy; Financials360 allows the agency to fulfill that need.



EPA96

The Contractor's solution shall update cost and unit balances to applicable service authorizations on a claim during the claims adjudication process.

Wipro EMaaS updates cost and unit balances to applicable service authorizations on a claim during the claims adjudication process.

Claims360 provides the ability to receive, maintain, store, and display claims transaction data included in a service authorization. The relationship between service authorizations and any claims that adjudicated against the service authorizations are retained with the data.

When claims are matched to a service authorization, a cross-reference is built to allow the claim screens to display the authorization used during adjudication. The service authorizations include the units/days authorized, units/days used, and the remainder. As claims are adjudicated, the cost and unit balances are updated to the applicable service authorization.

Current and historical data for both claims and service authorizations are captured and stored in the Claims360 data warehouse. The data is available to the users for both online inquiry through the portals and for reporting purposes.

Claims360 also provides the ability to see the list of claims matched to a service authorization when performing inquiries on a specific service authorization.

Team Wipro will work with agency staff to identify the requirements needed to support their service authorization and claims adjudication policy and procedures.

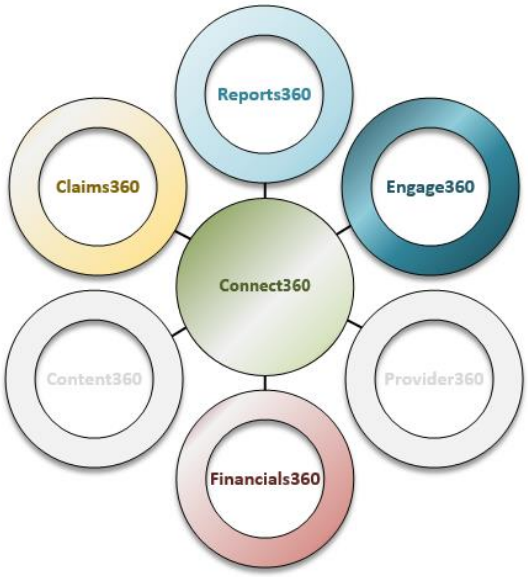
3.10.11 PRICING AND PAYMENT

This section addresses claims pricing and payment requirements. The solution will accurately calculate and price using applicable reimbursement methodologies for services, including but not limited to, 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), laboratory and x-ray services, and negotiated rates including encounter and capitation fees. The solution must also be flexible to meet future needs, new regulations, and innovations with the ability to model proposed changes to identify impact and risk. Additionally, the solution must manage health insurance premium payments (HIPP) and other payment processes for Medicare programs. The Offeror must describe in detail their approach to meet each of the Pricing and Payment requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has deep domain knowledge with over 30 years of experience with the Medicaid environment providing comprehensive and configurable pricing models and payment methodologies for healthcare fee-for-service and encounter services. Wipro Enterprise Medicaid as a Service (EMaaS) accurately calculates and prices using applicable payment models and methodologies for services, including but not limited to, 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), laboratory and x-ray services, and negotiated rates including encounter and capitation fees.

The Wipro EMaaS Claims360 component is configurable and flexible to meet current and future agency needs and rise to rapid changes due to State and Federal regulatory changes, as well as respond to new innovations and proposed changes to address immediate budgetary needs. Additionally, the Financials360 component works in conjunction with Claims360 to manage health insurance premium payments (HIPP), Third Party Liability (TPL), premium/pay-in transactions, Medicare Part B buy-in, and other payment processes for the Medicare program. Team Wipro understands the importance of providing robust, configurable, accurate, and accountable pricing and payment methodologies that meet agency current and future regulatory and budgetary requirements.



Claims360 incorporates the HealthRules Payor solution at the core of the EMaaS pricing and payment strategy ensuring that all claims pricing and payment requirements are met. HealthRules® is an integrated solution based on a contemporary vision of the ever-changing healthcare marketplace. HealthRules® is a modern technology that has a proven Medicaid/managed care organization processing footprint in the healthcare industry and next-generation functionality all seamlessly integrated.

Claims360, in conjunction with other Wipro EMaaS component including Connect360, Engage360, Reports360, and Financials360, enables the agency to process claims and all related transactions with pricing methodologies defined by highly flexible pricing provisions and configuration options. Claims360 provides comprehensive pricing and payment functions including, but not limited to the following:

- Captures comprehensive information on approved and denied service authorizations to drive accurate claims adjudication based on configured rules,
- Applies all applicable benefit and pricing provisions during the real-time claims adjudication process,
- Automates a wide array of global payment arrangements, including case rates, episode-based payments, and other package pricing and payment functionality,
- Integrates with Financials360 to track payout and threshold amounts based on agency-defined criteria,
- Adjudicates encounter claims while capturing the shadow-priced fee for service rates for inclusion in Reports360 for further analysis and reporting,
- Accepts and processes Medicare claims and payment information received directly from Medicare or from providers using Engage360,
- Interfaces through Connect360 for transmission of the required data to the Drug Rebate Administrative Management System (DRAMS) or other system as directed by the agency,
- Receives new and updated Third Party Liability (TPL) files for use in the claim adjudication process, and
- Applies additional payment identification details received from external entities.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



PP01

The Contractor's solution shall store, on the header and/or each claim line, the claims payment methodology used to adjudicate the respective header and/or claim line.

Wipro EMaaS stores and displays the payment methodology used to adjudicate the claim details, including pricing methods that calculate at the overall claim level.

The Claims360 component captures and displays detailed information at the claim header and claim line levels, including the specific benefit and payment methodology applied to each line. Claims360 stores and displays the payment methodology, providing transparency and clarity. Based on the pricing methodology used additional pricing details are displayed as well. Additional pricing details include:

- hyperlinks to the fee schedule and specific fee detail record
- a detailed breakdown of the components of a Resource-Based Relative Value Scale (RBRVS) fee
- comprehensive data returned from a third party grouper or pricer, such as 3M Grouper Plus

Team Wipro understands the importance of providing transparency for the payment methodology when adjudicating a claim. We use our experience with Medicaid claims adjudication to ensure the payment methodology meets the agency's needs.



PP02

The Contractor's solution shall provide a configurable hierarchy of pricing and reimbursement methodologies determined by the Agency.

Claims360 supports complex provider contracting with a configurable hierarchy of pricing rules and reimbursement methodologies as determined by the agency that include the following:

- Complex fee tables (with fees variable by place of service, modifiers, age, gender, county, state or zip code)
- Resource-Based Relative Value Scale (RBRVS)
- Usual, Customary, and Reasonable (UCR)
- Anesthesia pricing, Medicare anesthesia, contracted anesthesia
- Percent of billed
- Per unit, per day, per confinement, or per episode of care
- Durable Medical Equipment (DME) pricing
- Medicaid fee schedules
- Medicare fee schedules
- Per diem
- Diagnosis Related Group (DRG)
- Case rate based on event or service provided (with or without carve out)
- Ambulatory Payment Classifications (APC)
- Ambulatory Patient Group (APG)
- Resource Utilization Groups (RUGs)

- Medicare Prospective Payment (PPS)
- Episodic (EPS) pricing
- Percentages of different pricing tables/methodologies
- Modifier adjustments
- Multiple procedure adjustments

Claims360 has real-time integrations with 3M Grouper Plus for grouping and pricing methodologies for defining and measuring risk, payment, and reporting. This includes Medicare Severity Diagnosis Related Groups (MS DRG), All Patient Refined Diagnosis Related Groups (APR DRG) and state Medicaid pricing methodologies.
All of these pricing methods can be combined into composite methods using:

- "lesser of"
- "greater of"
- "average of"
- "sum of"
- tiering

Claims360 can be configured to mix pricing methodologies and allows users to build complex, custom case rates based on the relationship between services over time.

Team Wipro will collaborate with the agency to determine the pricing and reimbursement methodology and translate that methodology into configured rules.



PP03

The Contractor's solution shall accept and process Medicare crossover claims using Medicare coinsurance and deductible amounts on the coordination of benefits segment/s using Agency configurable rules (e.g., claim type, provider type, benefit package, age, Medicare coinsurance, Medicare Deductible, Medicaid allowed, etc. with Medicaid as the payer of last resort).

Wipro EMaaS accepts, processes, and tracks Medicare crossover claims using Medicare coinsurance and deductible amounts or Medicare Explanation of Benefits (EOB) claim attachments. Medicare deductibles and coinsurance paid by Wipro EMaaS for crossover claims are configured by business rules by Member and benefit plan. Wipro EMaaS deducts TPL amounts when pricing claims, based on the configured business rules.

Medicare Crossover claims are accepted, processed, and tracked in Claims360 using configurable rules that are assigned by benefit plan with override capabilities by provider contract. Processing rules are configured to pay Medicare crossover claims as follows:

- The paid amount is the lesser of the Medicare coinsurance and deductible or the difference between the Medicare payment and the Medicaid rate.
- The paid amount is zero, if the Medicare paid exceeds the Medicaid allowable amount.
- Claims360 offers additional options for Coordination of Benefits (COB) processing including the following:
  - The paid amount calculated as the lesser of the primary insurer's member responsibility amount or the secondary plan's allowed amount
  - Comparison of the primary and secondary payer allowed amounts to determine the higher allowed amount; subtract the primary payer paid amount from the higher allowed to determine the balance due; subtract the secondary payer paid amount from the higher allowed amount; the secondary payer pays the lesser of the two

- Pay the copay, deductible and coinsurance assigned by the primary
- Pay the copay and coinsurance assigned by the primary
- Pay the balance due from the primary up to the amount the secondary would have paid if primary
- Ignore benefit plan rules (copay, coinsurance, deductible) and pay 100% of the member responsibility from primary insurance
- Ignore benefit plan rules (copay, coinsurance) and pay 100% of the member responsibility from primary insurance, subject to plan's deductible

Team Wipro will work with the agency to ensure all policies are followed in processing Medicare Crossover claims, which include Part A (UB-04), Part B of A (UB-04), and Part B (CMS-1500). We will also collaborate with the agency to configure the business rules regarding the assigned benefit plans for Part C and QMB members to meet the agency policies and procedures.



PP04

The Contractor's solution shall ensure all applicable third-party payment information is captured, stored, applied, and reported based on Agency configurable business rules.

Wipro EMaaS captures, stores, applies, and reports all third-party payment information based on agency configurable business rules.

Claims360 captures and stores Coordination of Benefits (COB) from Third Party Liability (TPL) claim data. The other carrier name, claim adjustment reason codes and amounts, etc., are retained as well as the order of liability for each COB record such as primary, secondary, tertiary.

During the Claims360 adjudication process the COB information is used to determine what was paid by the third party at the header and line level. The third-party payments are applied based on configurable business rules to meet the agency's policies and procedures.



PP05

The Contractor's solution shall identify claims applicable for drug rebate processing and post appropriate claim edits in accordance with 42 USC 1396r-8 PAYMENT FOR COVERED OUTPATIENT DRUGS (e.g., Medicare crossover, physician administered drugs), store a drug rebate indicator, and transmit the required data to the appropriate system.

Wipro EMaaS identifies claims applicable for drug rebate processing and post appropriate claim edits in accordance with 42 USC 1396r-8 PAYMENT FOR COVERED OUTPATIENT DRUGS by storing a drug rebate indicator, and transmits the required data to the appropriate system.

Claims360 captures both Healthcare Common Procedure Coding System (HCPCS) and related NDC code information at the claim line level for Medicare crossover and physician administered drugs. A drug rebate trigger is stored on the claim based on the business rules configured for setting the trigger. Business rules are configured in accordance with State policies and procedures.

Connect360 is used to interface and transmit the required data to the Drug Rebate Administrative Management System (DRAMS) or other system as directed by the agency.



PP06

The Contractor's solution shall reimburse providers based on Medicare's Outpatient Prospective Payment System (OPPS), based on Agency configurable business rules (e.g., Ambulatory Surgery Center, Hospital Outpatient, Comprehensive Outpatient Rehabilitation Facility (CORF)).

Wipro EMaaS reimburses providers based on the Medicare Outpatient Prospective Payment System (OPPS) based on configurable rules.

Claims360 automates Medicare OPPS pricing through flexible and comprehensive provider pricing provisions, native fee schedule loads, and real-time pre-integrations with 3M's Grouper Plus including, but not limited to the following:

- 3M™ APR DRG Classification System
- Medicare Severity DRGs (MS-DRGs)
- Ambulatory Payment Classification (APC) system
- New York 3M™ All Patients Refined Diagnosis Related Groups (APR DRG) Classification System
- 3M™ Enhanced Ambulatory Patient Grouping System (EAPGS)
- 3M™ Medicare Ambulatory Surgical Center
- 3M™ Ambulatory Payment Classification (APR DRG) Classification System
- Medicare Severity DRGs (MS-DRGs)
- Ambulatory Payment Classification (APC) system



PP07

The Contractor's solution shall provide a clinical claims editor (grouper) with the capability to price inpatient hospital services according to DRG methodologies defined by the Agency.

Wipro EMaaS provides a clinical claim editor with the capability to price inpatient hospital services according to DRG methodologies defined by the agency.

Claims360 provides real-time integrations with 3M's Grouper Plus for external Diagnosis Related Group (DRG) grouping and pricing, including Medicare Severity Diagnosis Related Groups (MS DRGs), All Patients Refined Diagnosis Related Groups (APR DRG), Ambulatory Payment Classification (APC), and State Medicaid methodologies.

Team Wipro will work with the agency to define DRG methodologies and implement them in Claims360.



PP08

The Contractor's solution shall obtain transportation documentation via interface from the Agency's Ambulance Trip Reporting System and store the documentation associated with the claim in order to fully adjudicate ambulance transportation claims.

Wipro EMaaS receives and stores transportation documentation from the agency’s Ambulance Trip Reporting System and use the documentation to fully adjudicate the ambulance transportation claims.

Connect360 will connect to the agency's Ambulance Trip Reporting System to fetch electronic documentation using scheduled automated jobs. The ambulance trip data fields are mapped to Wipro EMaaS databases and include fields such as:

- transport type
- transport reason
- transport value
- transport unit type
- patient weight
- round trip purpose
- patient condition
- pick-up and drop-off location information

Claims360 utilizes the ambulance trip data during adjudication based on configurable business rules. Team Wipro will work with the agency to configure the business rules to meet agency policies and procedures.



PP09

The Contractor's solution shall allow for configurable claim copays and/or cost-share assessments (e.g., benefit plan, age, claim type, service, provider, race, IHS utilization, nursing home residents, household limits by time period, and cost-share coordination) as defined by the Agency.

Wipro EMaaS allows for configurable claim copays and/or cost-share assessments as defined by the agency.

Claims360 includes benefit and pricing provisions, including member cost sharing rules (copays, coinsurance, etc.). Processing begins with identification of the services for which the configured rule applies, typically specified with a user-defined service category. Service categories are configured using the Claims360 configuration language which provides the flexibility to use any combination of over 100 criteria that cover claim header and line item data, member data, provider data, episode of care data, and relative time information. Member cost sharing can be calculated as fixed amounts or percentages applied to specified events or time periods.

Claims360 supports variable Member cost sharing limits on any service specified by the State using a fixed amount or percent of charges. Member cost sharing limits are driven by both standard and user-defined member data elements.



PP10

The Contractor's solution pricing process shall establish the allowed amount of the claim prior to member copay and/or cost-share amount.

Wipro EMaaS establishes the allowed amount of the claim prior to the member copay and/or cost-share amount.

Claims360 determines allowed amounts prior to the application of member benefits, including any member cost-share responsibility. The adjudication process is broken down into 19 stages shown below:

1. Submit Claim
2. Consolidation/Matching

3. Validate Data
4. Submission to External Claims Editing System(s)
5. Calculate Diagnosis Related Group(DRG)
6. Validate Member Coverage
7. Find Supplier Contract
8. Find Contract Exclusions
9. Price Claim
10. Choose Coverage Tier
11. Find Benefit Exclusions
12. Apply Unit Limits
13. Apply Utilization Management (UM) Rules
14. Calculate Benefit (member copay and/or cost-share amount)
15. Apply Deductibles
16. Apply Out of Pocket (OOP) Max
17. Apply Dollar Limits
18. Duplicate Detection
19. Finalize Claim



PP11

The Contractor's solution shall capture, store, maintain, and report deductibles, copay, and coinsurance paid by member and benefit plan and/or program type.

Wipro EMaaS captures, stores, maintains, and reports deductibles, copay, and coinsurance paid by member and benefit plan and/or program type.

Claims360 member records include an Accumulators tab that displays all the cost share, service number and dollar maximums applicable to the member, the amount used to date and the amount remaining. Member accumulators are dynamically calculated anytime they are accessed based on the applicable date-specific configuration rules, claim history and any accumulator adjustments on file. Detailed accumulator data is available in Reports360 through the real-time data warehouse for reporting and analytics purposes.



PP12

The Contractor's solution shall have the ability to capture, store, report, and apply multiple third party payments (e.g., primary, secondary, tertiary) to a single claim in the order indicated on the TPL data source.

Wipro EMaaS has the ability to capture, store, report, and apply multiple third party payments to a single claim in the order indicated on the TPL data source. Wipro EMaaS accounts for TPL payments to providers in determining the appropriate Medicaid payment by deducting the TPL amounts, as appropriate, when pricing claims.

Claims360 captures and stores Coordination of Benefits (COB) from Third Party Liability (TPL) claim data. The other carrier name, claim adjustment reason codes and amounts, etc., are retained as well as the order of liability for each COB record such as primary, secondary, tertiary.

Claims360 reviews claims for TPL based on the COB claim data or an indication in the member record that another insurance is primary. After identification of the claim as a candidate for COB, Claims360 applies the COB rules that have been configured in the benefit plan. Claims360 can

capture multiple levels of COB information for a member and multiple EOBs (i.e. other carrier payment data) on a single claim. With out-of-the-box functionality, claims with multiple EOBs route for applying multiple third party payments.

Claims360 offers additional options for Coordination of Benefits (COB) processing including the following:

- The paid amount calculated as the lesser of the primary insurer's member responsibility amount or the secondary plan's allowed amount
- Comparison of the primary and secondary payer allowed amounts to determine the higher allowed amount; subtract the primary payer paid amount from the higher allowed to determine the balance due; subtract the secondary payer paid amount from the higher allowed amount; the secondary payer pays the lesser of the two
- Pay the copay, deductible and coinsurance assigned by the primary
- Pay the copay and coinsurance assigned by the primary
- Pay the balance due from the primary up to the amount the secondary would have paid if primary
- Ignore benefit plan rules (copay, coinsurance, deductible) and pay 100% of the member responsibility from primary insurance
- Ignore benefit plan rules (copay, coinsurance) and pay 100% of the member responsibility from primary insurance, subject to plan's deductible



PP13

The Contractor's solution shall accept member liability (e.g., Spenddown, nursing home, maximum out-of-pocket, cost-share coordination). information from relevant source(s) (e.g., eligibility, financial) and apply configurable business rules to deduct the liability from the appropriate claims.

Wipro EMaaS accepts member liability information from relevant sources and applies configurable business rules to deduct the liability from the appropriate claims.

Claims360 provides the ability to receive and store Member Care Reserve amounts, which can be used to implement patient share, or net available monthly income. The care reserve partially or wholly offsets provider reimbursement responsibility at the claim line level. Member care reserve amounts reflect an amount for which the member is responsible and are tracked for provider offset to reimbursement. At the end of the month, if the member does not incur services, or their allowed amount exceeds the care reserve amount for the month, there is no impact for the amount on another month.



PP14

The Contractor's solution shall track copays applied and/or credited for each assessment period.

Wipro EMaaS tracks copays applied and/or credited for each assessment period.

Claims360 provides the ability to receive and store Member copay amounts, which can be used to implement patient share or net available monthly income. The copay can partially or wholly offset provider reimbursement responsibility at the claim line level. Member care reserve amounts reflect an amount for which the member is responsible and are tracked to reduce reimbursement as appropriate. At the end of the month, if the member does not incur services, or their allowed amount

exceeds the care reserve amount for the month, there is no impact on the amount for another month.



PP15

The Contractor's solution shall track copays applied and/or credited for each assessment period.

Wipro EMaaS notifies the provider of cost sharing deducted from each claim.

Claims360 provides the ability to configure user-defined code entries and customized message descriptions that are applied to claims during adjudication and print on the EOB/Remittance Advice (unless suppressed). Configuration rules determine when message codes are applied or printed and can drive additional system processes, such as workflow routing.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) Claims Adjustment Reason Codes (CARCs) and Remittance Advice Reason Codes (RARCs) codes are mapped to the user-defined codes to provide HIPAA compliant code values on the EOB/Remittance Advice/835 for claim payment.

Specific CARCs and RARCs are mapped to indicate an adjustment on the provider's RA for cost sharing deductions.



PP16

The Contractor's solution shall provide the capability to view and maintain cost share information (e.g., maximum out of pocket, cost share) and generate notification as specified by the Agency.

Wipro EMaaS has the capability to view and maintain cost share information and generate notification as specified by the agency.

Claims360 member records include an Accumulators tab that displays the cost share, service number and dollar maximums applicable to the member, the amount used to date, and the amount remaining. Member accumulators are dynamically calculated anytime they are accessed based on the applicable date-specific configuration rules, claim history, and any accumulator adjustments on file. Detailed accumulator data is available in the Reports360 real-time data warehouse for reporting and notifications.



PP17

The contractor's solution shall track cost sharing applied and/or adjusted/voided/credited for each assessment period and create a new assessment period as defined by the Agency.

Wipro EMaaS tracks cost sharing applied and/or adjusted/voided/credited for each assessment period and create a new assessment period as defined by the agency.

Claims360 provides configurable cost sharing business rules. The Member cost sharing that is applied and/or adjusted/voided/credited during claims processing is tracked for each assessment period. At the end of the month, if the member does not incur services, or their allowed amount exceeds the cost-sharing amount for the month, there is no impact for the amount of another month.

Team Wipro will work with the agency to define the business rules around the assessment periods.



PP18

The Contractor's solution shall calculate each claim's cost share (e.g., copayments, LTC patient liability) as specified by the Agency.

Wipro EMaaS calculates each claim's cost share as specified by the agency.

Claims360 automatically calculates member cost-share responsibility during claims adjudication, including copays and member care reserves and deducts them as specified by the agency.

Claims360 stores Member copay amounts, which can be used to implement patient share or net available monthly income. The copay can partially or wholly offset provider reimbursement responsibility at the claim line level. Member care reserve amounts reflect an amount for which the member is responsible and are tracked to reduce reimbursement when appropriate. At the end of the month, if the member does not incur services, or their allowed amount exceeds the care reserve amount for the month, there is no impact for the amount on another month.



PP19

The Contractor's solution shall price claims according to pricing data and reimbursement methodologies applicable on the date(s) of service on the claim.

Wipro EMaaS prices claims according to pricing data and reimbursement methodologies applicable on the date of service on the claim.

Claims360 supports complex provider contracting with a configurable hierarchy of pricing rules and a wide array of pricing methodologies that include the following:

- Complex fee tables (with fees variable by place of service, modifiers, age, gender, county, state or zip code)
- Resource-Based Relative Value Scale (RBRVS)
- Usual, Customary, and Reasonable (UCR)
- Anesthesia pricing, Medicare anesthesia, contracted anesthesia
- Percent of billed
- Per unit, per day, per confinement, or per episode of care
- Durable Medical Equipment (DME) pricing
- Medicaid fee schedules
- Medicare fee schedules
- Per diem
- Diagnosis Related Group (DRG)
- Case rate based on event or service provided (with or without carve out)
- Ambulatory Payment Classifications (APC)
- Ambulatory Patient Group (APG)
- Resource Utilization Groups (RUGs)
- Medicare Prospective Payment (PPS)
- Episodic (EPS) pricing
- Percentages of different pricing tables/methodologies
- Modifier adjustments
- Multiple procedure adjustments

Claims360 has real-time integrations with 3M Grouper Plus for grouping and pricing methodologies for defining and measuring risk, payment, and reporting. This includes Medicare Severity Diagnosis Related Groups (MS DRG), All Patient Refined Diagnosis Related Groups (APR DRG), state Medicaid pricing methodologies.
All of these pricing methods can be combined into composite methods using:

- "lesser of"
- "greater of"
- "sum of"
- tiering

Claims360 can be configured to mix pricing methodologies and allows users to build complex custom case rates based on the relationship between services over time.

Claims360 automatically prices claims according to the pricing data and reimbursement methodologies applicable on the date(s) of service on the claim unless otherwise specified in the configuration.



PP20

The Contractor's solution shall include configurable alerts to notify the appropriate work unit of any payment changes requiring further review or investigation (e.g. statistical variances or rapid payment changes). The Agency shall define the work unit and notification process.

Wipro EMaaS includes configurable alerts to notify the appropriate work unit of any payment changes requiring further review or investigation. Team Wipro will work with the agency to define the work unit and notification process.

Claims360 has customized system workflows which are configured within the user interface and through the creation of system triggers. Within the user interface, configuration rules throughout the system drive workflows for multiple types of transactions. Examples include but are not limited to the following:

- System-wide validation policy edits
- Automated claim reprocessing rules
- Specific benefit plan provisions
- Specific provider contract provisions
- Claim review criteria established for members and providers
- Workbasket assignment rules

System triggers are configured to further automate customized workflows by directing the system to dynamically perform any number of automatic actions based on specified criteria, including routing transactions to workbaskets or generating alert notifications.



PP21

The Contractor's solution shall reimburse providers' inpatient claims identified as client transfers based on the Agency's pricing methodology.

Wipro EMaaS reimburses the provider on inpatient claims identified as client transfers based on the agency's pricing methodology.

Claims360 has comprehensive inpatient pricing methodologies which include highly flexible pricing provisions. The methodologies are configured using detailed criteria that can include:

- bill type
- discharge status
- services delivered within a confinement
- services delivered within a period of confinement

Team Wipro will work with the agency to define the business rules for inpatient claims identified as client transfers.



PP22

The Contractor's solution shall reimburse providers short stay inpatient claims based on the Agency's pricing methodology.

Wipro EMaaS reimburses the provider short stay inpatient claims based on the agency's pricing methodology.

The Claims360 comprehensive inpatient pricing methodologies include highly flexible pricing provisions. The methodologies are configured using detailed criteria that can include pricing rules based on confinement days in combination with other detailed confinement criteria.

Team Wipro will work with the agency to define the business rules for short stay inpatient claims.



PP23

The Contractor's solution shall reimburse providers pro-rated eligibility inpatient claims (e.g., overlapping benefit plans, changes in benefit plan) based on the Agency's pricing methodology.

Wipro EMaaS reimburses pro-rated eligibility inpatient claims based on the agency's pricing methodology.

The Claims360 inpatient pricing methodologies include highly flexible pricing provisions and configuration options to specify whether inpatient-pricing provisions should be applied based on the admission date or the specific claim line date of service. In cases where the member is eligible for only a portion of the days billed, the pricing methodologies pro-rate the payment to cover only those days the member is eligible.

Team Wipro will work with the agency to define the business rules for pro-rated eligibility inpatient claims.



PP24

The Contractor's Solution shall have the ability to support outlier and interim billing as defined by the Agency.

Wipro EMaaS has the ability to support outlier and interim billing as defined by the agency.

The Claims360 comprehensive pricing methodologies include outlier pricing as well as interim billing functionality to price accurately across multiple claims. Configured business rules are used to

price outlier billing claims based on a maximum outlier-billing amount. Interim billing business rules are configured utilizing discharge status code of 30 (still patient) along with other criteria defined by the agency.

Team Wipro will work with the agency to define the business rules for outlier and interim billing polices.



PP25

The Contractor's solution shall provide the capability for the Agency to utilize multiple criteria to price services at different rates (e.g., geographic region, benefit plan).

Wipro EMaaS provides the capability for the agency to utilize multiple criteria to price services at different rates.

The Claims360 pricing methodologies include highly flexible pricing provisions. Each pricing provision starts with identification of the services for which the rule applies, typically specified with a user-defined service category. Service categories are configured using the Claims360 configuration language, which provides the flexibility to use any combination of over 100 criteria that cover claim header data, claim line item data, member data, provider data, episode of care data, and relative time information. Additionally, the pricing methodology assigned in any given rule may include variations by geographic region and other criteria.

Team Wipro will work with the agency to configure pricing methodologies that include different rates based on multiple criteria.



PP26

The Contractor's solution provide the capability to exempt select services or members from cost share based on Federal or State law (e.g., emergency services, preventive services, family planning services, pregnancy related services, generic drugs, immunizations, EPSDT) as defined by the Agency.

Wipro EMaaS provides the capability to exempt select services or members from cost share based on Federal or State law as defined by the agency

Claims360 has member cost sharing rules, including service-specific exemptions, identified with user-defined service categories. Service categories are configured using the Claims360 configuration language, which provides the flexibility to use any combination of over 100 criteria, including detailed service code data.

Team Wipro will work with the agency to define the business rules for exempting services and members from cost sharing.



PP27

The Contractor's solution shall provide the ability to create and modify rate types (e.g., rate increases/decreases, payment methodologies, beginning and end dates, date of service) based Agency defined business rules. All changes shall be effective dated and provide the user the capability to perform the changes in real time.

Wipro EMaaS provides the ability to create and modify rate types with effective dates based on the agency defined business rules. User can perform the changes in real time, and the changes are

effective dated.

All Claims360 pricing provisions and associated pricing methodology records are captured by date range and automatically applied during claims adjudication based on dates of service. Current, retroactive and future additions, changes and terminations can be electronically loaded or entered in the user interface. All changes are logged in the audit log, and the Claims360 data model keeps a full history of all previous versions of data. For retroactive updates, Claims360 can automatically reprocess any affected claims based on configured rules.

Team Wipro will work with the agency to define the business rules around modifying rate types.



PP28

The Contractor's solution shall provide capability to price medical claims that include physician administered drugs, including compound drugs, as defined by the Agency.

Wipro EMaaS prices medical claims that include physician administered drugs, including compound drugs, as defined by the agency.

Claims360 captures both Healthcare Common Procedure Coding System (HCPCS) and related National Drug Code (NDC) codes at the claim line level for physician-administered drugs, including compound drugs. Pricing provisions within Claims360's pricing methodologies can be configured to utilize HCPCS and NDC codes in the pricing determination.

Team Wipro has extensive knowledge of the requirements of processing medical claims that include physician-administered drugs and will work with the agency to define the business rules for medical claim pricing.



PP29

The Contractor's solution shall have the ability to apply a rate cap to claim line items based on the prior authorized rate, as defined by the Agency.

Wipro EMaaS has the ability to apply a rate cap to the claim line items based on the prior authorized rate, as defined by the agency.

Claims360 captures comprehensive information on approved and denied service authorizations to drive accurate claims adjudication based on configured rules. Authorizations are tracked in two parts: the Service Authorization and the optional Service Agreement.

A Service Authorization represents a referral, pre-certification, or authorization. It applies to a particular member for a specified set of services and can be limited to specific suppliers and practitioners, dates of service, and number of units of service. Service groupings can be configured to allow the authorization of standard services, such as office visits with x-rays, and hospitalization with all ancillary providers.

A Service Agreement represents a contractual override or a one-off exception for a member. The service agreement is applied to any matching claim line before any other benefits, exclusions, limits, maximums, deductibles, or utilization management rules are considered. For example, an out-of-network hospital agrees to accept a specially negotiated case rate for a member's hospitalization stay while the member was traveling, this exception is included in a service agreement.



PP30

The Contractor's solution shall have the ability to calculate and apply member liability at the header or line level (e.g., FPL, aid category, benefit plan, monthly out of pocket maximum allowance, or other factors) as defined by the Agency.

Wipro EMaaS calculates and applies member liability at the header or line level based on business rules defined by the agency.

Claims360 contains benefit provisions. The benefit provisions include member cost sharing rules (copays, coinsurance, etc.). Configuring a benefit provision starts with identification of the services for which the configured rule applies, typically specified with a user-defined service category. Service categories are configured using the Claims360 configuration language which provides the flexibility to use any combination of over 100 criteria that cover claim header data, claim line item data, member data, provider data, episode of care data, and relative time information.

Additionally, Claims360 provides the ability to receive and store Member Care Reserve amounts, which can be used to implement patient share or net available monthly income. The care reserve partially or wholly offsets provider reimbursement responsibility at the claim line level. Member care reserve amounts reflect an amount for which the member is responsible and are tracked to reduce the provider reimbursement. At the end of the month, if the member does not incur services, or their allowed amount exceeds the care reserve amount for the month, there is no impact for the amount on another month.



PP31

The Contractor's solution shall set a manual pricing indicator flag on a claim that is manually priced by a user. The solution shall capture and store the reason for the manual pricing and identify the user.

Wipro EMaaS allows a manual pricing indicator flag, the reason for the manual pricing and the user who manually priced the claim.

Claims360 captures full details on all manual claim overrides, including manual pricing. Stored and displayed details include the:

- override data entered
- related system message
- related user message
- audit log with user-defined reason code

The manual pricing indicator can be used to view manual priced claims within the Claims360 user interface and generate reports within Reports360, which includes drill-down capability.



PP32

The Contractor's solution shall provide a grouping functionality that supports header and line level grouping methodologies (e.g., APR-DRG, APC) as defined by the Agency.

Wipro EMaaS provides a grouping functionality that supports header and line level grouping methodologies as defined by the agency.

Claims360 has real-time integrations with 3M Grouper Plus for grouping and pricing methodologies for defining and measuring risk, payment, and reporting. This includes Medicare Severity Diagnosis Related Groups (MS DRG), All Patient Refined Diagnosis Related Groups (APR DRG), and State Medicaid pricing methodologies at header and line level grouping.

All of these pricing methods can be combined into composite methods using:

- "lesser of"
- "greater of"
- "average of"
- "sum of"
- tiering

Claims360 can be configured to mix pricing methodologies and allows users to build complex, custom case rates based on the relationship between services over time.

Team Wipro will collaborate with the agency to determine the pricing and reimbursement methodology and translate that methodology into configured rules.



PP33

The Contractor's solution shall utilize configurable data elements and business rules that support the requirements of 42 CFR 447.

Wipro EMaaS utilizes configurable data elements and business rules that support the requirements of 42 CFR 447.

Our Claims360 data model includes extensive data elements and the ability to configure unlimited User Defined Terms (UDTs). Both types of data elements are utilized in the Claims360 configuration language. Claims360 offers unlimited flexibility in defining benefit plans, cost sharing, pricing methodologies, provider contracts, and other core business processes in support of the requirements of 42 CFR 447.



PP34

The Contractor's solution shall retain pricing and reimbursement methodologies and their details (e.g., effective and end date, parameters, indicators, gender, age, units, benefit plan) and the audit history of all changes for the determined retention period as defined by the Agency.

Wipro EMaaS retains pricing and reimbursement methodologies and their details and the audit history of all changes for the determined retention period as defined by the agency.

The Claims360 pricing methodologies include highly flexible pricing provisions. Each pricing provision starts with identification of the services for which the rule applies, typically specified with a user-defined service category. Service categories are configured using the Claims360 configuration language which provides the flexibility to use any combination of over 100 criteria that cover claim header data, claim line item data, member data, provider data, episode of care data, and relative time information.

The pricing provisions and methodologies details are stored in Claims360 as versioned records indefinitely unless a purge is requested. All changes are captured in the audit log with a user, timestamp, as-of-date, reason code, and a comment. The historical pricing and reimbursement

methodology records are retained for a minimum of the agency determined retention period.



PP35

The Contractor's solution shall price all claims according to benefit plans, provider contracts, and methodologies as directed by the Agency.

Wipro EMaaS prices all claims according to benefit plans, provider contracts, and methodologies as directed by the agency.

Claims360 automatically applies all applicable benefit and pricing provisions from the appropriate benefit plans and provider contracts during the real-time claims adjudication process, and assigns all associated messages. The highly flexible provisions are configured using the Claims360 configuration language, which provides the ability to define rules using any combination of over 100 criteria that cover claim header data, claim line item data, member data, provider data, episode of care data, and relative time information.

Team Wipro will collaborate with the agency to determine the pricing and reimbursement methodology and translate that methodology into configured rules.



PP36

The Contractor's solution shall apply automatic payment adjustments (e.g., incentives and penalties, fixed rates, percentage of approved payments) and apply appropriate incentive pricing as defined by the Agency.

Wipro EMaaS automatically applies payment adjustments and appropriate incentive pricing as defined by the agency. This includes the ability to reduce or increase the amount allowed, by a specified amount or percentage, as defined by Indirect Medical Education (IME) program regulations, at the time a claim is priced.

Leveraging its flexible configuration language, Claims360 supports complex provider contracting with a configurable hierarchy of pricing provisions and a wide array of pricing methodologies. Pricing provisions include options for defining incentives/penalties, fixed rates, and percentages of different pricing methodologies, all of which are automatically applied during the real-time claims adjudication process.



PP37

The Contractor's solution shall provide the ability to configure payment adjustments (e.g., incentives and penalties, fixed rates, percentage, benefit plan) and schedule or automatically execute in real time the adjustment of claims as defined by the Agency.

Wipro EMaaS provides the ability to configure payment adjustments and schedule or automatically execute in real time the adjustment of claims as defined by the agency.

Claims360 automates the provider pricing payment adjustments such as incentives and penalties, and fixed rates during the real-time claims adjudication process. In addition, retroactive updates to pricing provisions can trigger automatic reprocessing of any affected claims based on configured rules.

Team Wipro understands the importance of providing transparency for the payment methodology

when adjudicating a claim. This includes pricing in accordance with the following:

- Primary Care Physician Payment Incentive (PCPPI) that requires primary care physicians be paid no less than 100 percent of Medicare payment rates in 2013 and 2014 for primary care services.
- Reduce or increase the amount allowed by a specified amount or percentage, as defined by Indirect Medical Education (IME) program regulations, at the time a claim is priced as defined by the State.
- Apply edits related to IME's responsibility for nursing facility payments for a Medicare member (days 21-100) as defined by the State.

Team Wipro will use our experience with Medicaid claims adjudication to ensure the payment methodology meets the agency's needs.



PP38

The Contractor's solution shall have the ability to price global services (e.g., bariatric surgery, surgical services, surgery, pre- and post-op, prenatal) based on a primary procedure code. Additionally, the solution should allow for pricing incremental services related to the primary procedure code (e.g., lab services, pre- or post-op to the primary service) or services and procedures deemed related and concurrent to the primary procedure code.

Wipro EMaaS has the ability to price global services based on a primary procedure code. Wipro EMaaS allows for pricing incremental services related to the primary procedure code or services and procedures deemed related and concurrent to the primary procedure code.

Claims360 automates a wide array of global payment arrangements, including case rates, episode-based payments, and other package pricing and payment functionality.

Episodes of care can be configured by defining the services that trigger the episode and the services included in the episode, as well as the timeframe of the episode using claims data. For example, a triggering service may be "knee replacement" with the included services defined as surgical follow-up care, physical therapy, DME, etc. Case rates may also include services bundled together, such as maternity case rates where all prenatal services are covered under the global delivery fee.

Team Wipro will collaborate with the agency to define the global, incremental, related and concurrent service rules necessary to support the agency policies and translate the definitions into configured rules.



PP39

The Contractor's solution shall apply prior authorization constraints when computing payment amounts using Agency defined criteria.

Wipro EMaaS applies prior authorization constraints when computing payment amounts using agency defined criteria.

The Claims360 component matches a claim line item to a service authorization to automatically apply authorization constraints to the line item. The service authorization's days or units used are updated based on the claim line usage and remaining days or units are shown. If a single line item includes more days or units than are authorized or remaining, the system automatically splits the line out to deny the services that exceed authorized or remaining limits. When a claim fails a service

authorization edit, an edit is posted to the transaction, and audit information is captured and stored.

Team Wipro will work with the agency to determine the appropriate disposition and workflow associated to meet the agency's service authorization policy and procedures.



PP40

The Contractor's solution shall issue reimbursement to one or more payees, some of which are different than the billing provider, as defined by the Agency.

Wipro EMaaS issues reimbursement to one or more payees, some of which are different than the billing provider, as defined by the agency.

Claims360 supports reimbursement to additional payees through the ability to create lien holders and withhold arrangements. A withhold arrangement applies to the specified provider and lien holder and defines the lien type and amount, start date for withholding (and end date if applicable), and the withhold percentage. If a provider has multiple withhold arrangements, a weight can be assigned to each one to determine the order in which they are applied. Each time a claim payment cycle runs for applicable providers, a percentage of the net payment amount (after recoupments and adjustments) is set aside as payables to lien holders according to the terms of the associated withhold arrangements. A lien holder payment cycle then generates payments to lien holders from these payables.



PP41

The Contractor's solution shall provide the ability to configure, record, and maintain the proportion of the payment (e.g., percentage, fixed amount, claim type, provider type, service) to be reimbursed to each payee as defined by the Agency.

Wipro EMaaS provides the ability to configure, record, and maintain the proportion of the payment to be reimbursed to each payee as defined by the agency.

Claims360 supports proportion arrangements, which apply to the specified provider and lien holder and defines the lien type and amount, start date for withholding (and end date if applicable), and the percentage. If a provider has multiple arrangements, a weight can be assigned to each one to determine the order in which they are applied. Each time a claim payment cycle runs for applicable providers, a percentage of the net payment amount (after recoupments and adjustments) is set aside as payables to lien holders according to the terms of the associated arrangements. A lien holder payment cycle then generates payments to lien holders from these payables.



PP42

The Contractor's solution shall perform claims processing for encounter claims, including editing, pricing, reporting, in a manner consistent with the standard fee for service claims (i.e., shadow pricing). The results shall be stored and no reimbursement to the provider will be generated.

Wipro EMaaS performs claims processing for encounter claims, including editing, pricing, and reporting, in a manner consistent with the standard fee for service claims. Wipro EMaaS stores the "Encounter Cost Value" to show the reimbursement amount if the claim had been paid as fee-for-service, but no reimbursement to the provider is generated.

Capitation arrangements in Claims360 contain Division of Financial Responsibility (DOFR) definitions. DOFR rules can vary by service category, line of business, and many other factors. They specify which claim services are covered under capitation, which should be paid, which should be sent to another entity, and which risk pools the services should be assigned. When encounter claim services are identified as covered under capitation agreement, the system applies the editing, pricing and reporting rules configured within Claims360 for Fee For Service claims. The calculated amounts are captured as Fee For Service Equivalency (FFSE) data, rather than as payment-related data to prevent reimbursement to the provider.



PP43

The Contractor's solution shall, upon receipt of TPL information, automatically adjust claims with dates of service within the TPL effective dates.

Wipro EMaaS automatically adjust claims with dates of service within the TPL effective dates.

Team Wipro will work with the agency to define the requirements for Claims360 to receive, store, maintain, display, and process updates to members' third-party insurance. Connect360 receives new and updated Third Party Liability (TPL) files and ingests the new or updated data into Claims360 to maintain. Upon receiving a retroactive TPL record, Claims360 configured business rules triggers the reprocessing of any claims during the TPL effective dates.

Claims are reviewed for Coordination of Benefits (COB) based on receipt of Explanation of Benefit (EOB) information attached to the claim or an indication in the member record that another insurance is primary. After identification of the claim as a candidate for COB, Claims360 applies the COB business rules that have been configured in the benefit plan.

Team Wipro offers extensive experience and knowledge with TPL processing to help facilitate and collaborate the adjustment of claims with the receipt of new TPL data with the agency.



PP44

The Contractor's solution shall create and maintain an annual maximum payout limit for providers and other Agency-designated entities providing specific services, and have the ability to cease payments once the established annual limit has been reached as defined by the Agency.

Wipro EMaaS creates and maintains an annual maximum payout limit for providers and other agency-designated entities providing specific services, and have the ability to cease payments once the established annual limit has been reached.

Claims360 integrates with Financials360 to track payout amounts based on agency-defined criteria. Multiple configurable rule techniques within Claims360 and Financials360 can define limits and/or stop payments. The maximum payout limits can be based on multiple levels of information related to the providers or supplier entities.

Team Wipro will collaborate with the agency to establish maximum payout limit rules during the Requirements phase. The defined rules are used to configure rules as needed to limit payments to providers or other agency-designated entities.



PP45

The Contractor's solution shall store the adjudicated encounter claim results (including the managed care plan's paid amount and the shadow-priced fee for service rates) applied to each encounter claim.

Wipro EMaaS stores the adjudicated encounter claim results (including the managed care plan's paid amount and the shadow-priced fee for service rates) applied to each encounter claim.

Claims360 stores all encounter claims data as received from a managed care plan, including the amount the plan paid to the provider at a claim line and claim level. Additionally, when encounter claim services are identified as covered under capitation agreement, the system applies the editing, pricing and reporting rules configured within Claims360 for Fee For Service claims. The calculated amounts (i.e. shadow-priced fees) are captured as Fee For Service Equivalency (FFSE) data, rather than as payment-related data to prevent reimbursement to the provider.

This solution leverages Wipro's years of experience processing encounter claims and our in-depth knowledge and awareness of the storage and processing needs of the agency.



PP46

The Contractor's solution shall provide a remittance advice file to the source that includes the adjudication results of each encounter claim, and exclude shadow pricing information.

Wipro EMaaS provides a remittance advice file that includes the adjudication results of each encounter claim that excludes shadow pricing information.

During HIPAA X12 835 processing, Claims360 sends a detailed encounter claim extract file to the Electronic Data Interchange (EDI) Gateway, Axiom TransSend. The Remittance Advice (RA) configuration settings within the EDI Gateway are used to determine which claims to select for extraction and transmission on a sources' RA. The information included in a HIPAA compliant X12 835 RA is limited by HIPAA guidelines, which do not allow for shadow-price amounts to be included on the transaction. The HIPAA X12 835 does allow reporting of Claim Adjustment Reason and Remittance Advice Remark Codes to indicate the results of adjudication. Team Wipro will work with the agency to determine the needs and develop an X12 835 transaction that meets HIPAA compliance.



PP47

The Contractor's solution shall receive, store, and update multiple provider per diem rates based on member level of care and/or the provider's qualifications based on configurable business rules.

Wipro EMaaS receives, stores, and updates multiple provider per diem rates based on member level of care and/or providers' qualifications based on configurable business rules.

Claims360 supports complex provider contracting with a configurable hierarchy of pricing rules and a wide array of pricing methodologies that include tiered per diem rates. Configuration of pricing rules begins with defining service categories using criteria such as revenue and other service codes. In conjunction with service-related codes, provider-related data elements such as a provider type, specialty or other distinguishing characteristics or qualifications can be used in the pricing rules.

Team Wipro is familiar with a pricing methodology that utilizes provider per diem rates across multiple provider types and specialties and offers a claims solution that will allow collaboration to configure the business rules per agency-defined policies.



PP48

The Contractor's solution shall place claims in suspended status for program or waiver funding limitations, and allow authorized users the ability to release claims for payment upon review.

Wipro EMaaS places claims in suspended status for program or waiver funding limitations and allow authorized users the ability to release claims for payment upon review.

Claims360 offers configurable rules to identify claims for suspension based on agency-defined program or waiver funding limitations. Configurable assignment rules place suspended claims in workbaskets that user's access to review and release claims for payment.



PP49

The Contractor's solution shall, upon reaching the threshold amount for program or waiver claims, reimburse on a pro-rated basis until the expenditure allowance is reached. Once the maximum expenditure threshold is met, then pay no further claims.

Wipro EMaaS has the ability, upon reaching the threshold amount for program or waiver claims, to reimburse on a pro-rated basis until the expenditure allowance is reached. Once the maximum expenditure threshold is met, then no further claims will be paid.

Claims360 integrates with Financials360 to track threshold amounts based on agency-defined criteria. Multiple configurable rule techniques are available to limit or stop payments for criteria that are met. During the Requirements phase, Team Wipro collaborates with the agency to define the threshold and pro-ration criteria. The criteria can be based on multiple levels of information related to member, benefit plans, procedures, and/or other agency-defined criteria. Once defined, the threshold and pro-ration criteria is configured into Claims360 and Financials360 rules for use during claims and financial processing.



PP50

The Contractor's solution shall receive, maintain, and store all Medicare Part A, B, and D claims payment information as specified by the Agency.

Wipro EMaaS receives, maintains, and stores all Medicare Part A, B, and D claims payment information as specified by the agency.

Claims360 accepts and processes Medicare claims and payment information received from Medicare on HIPAA X12 837 transactions through the fully integrated EDI gateway. While the original 837 format transactions are stored within the Wipro EMaaS solution the 837 data content is also interrogated by the EDI gateway to produce internal files for loading into the operational database for use in claims processing and reporting.

Additionally Engage360 offers the providers a manual entry method for submitting Medicare crossover claims and payment information. The manually entered claims data is converted into

compliant HIPAA X12 837 transactions using the EDI gateway. The generated 837 transactions then follow the same claims processing and reporting path as the batch claim transactions.



PP51

The Contractor's solution shall capture, store, maintain, update, display, and report all claim processing activity (e.g., adjudication status, suspended claims by status and location, claims origin, adjustments, pre-adjudication validation, payment status) as defined by the Agency.

Wipro EMaaS captures, stores, maintains, updates, displays, and reports all claim processing activity as defined by the agency.

Claims360 provides a core claims processing system for claims adjudication and also provides an avenue for the agency to view all data associated with the claims processing activity such as statuses (e.g. paid or denied), locations and adjustments.

Reports360 generates reports on any claims data and allows grouping or totaling by status and location, manual entry, adjustments, etc., to assist in reporting of claims as required. Drill-down capabilities allow report users to see the specific details included in the groups or totals.



PP52

The Contractor's solution shall adjudicate crossover claims at the detailed line item or header level based on Agency configurable business rules.

Wipro EMaaS adjudicates crossover claims at the detailed line item or header level based on agency configurable business rules.

Claims360 supports configurable pricing rules and a wide array of pricing methodologies. Configuration of pricing rules begins with defining service categories. Service categories are configured using the Claims360 configuration language which provides the flexibility to use any combination of over 100 criteria that cover claim header and line item data, member data and provider data. Individual pricing rules for crossover claims can be configured to be specific to the type of crossover claim (e.g. Part A, Part B) to allow adjudication at the detail or header level based on the agency policies.

Team Wipro will collaborate with the agency to define and configure the crossover claim adjudication business rules.



PP53

The Contractor's solution shall accurately calculate based on Agency configurable business rules, allowable reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type, including service, pricing modifiers (multiple), benefit plan, category of service, and provider type/specialty in accordance with program policy established by the Agency.

The Wipro EMaaS solution accurately calculates based on agency configurable business rules, allowable reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type, including service, pricing modifiers, benefit plan, category of service, and provider type/specialty in accordance with program policy established by

the agency.

The Claims360 date-specific benefit and pricing rules start with identification of the services for which the configured rule applies, typically specified with a user-defined service category. Service categories are configured using the Claims360 configuration language and supports complex benefit plan designs and provider contracting with a configurable hierarchy of pricing rules and a wide array of pricing methodologies. The system provides the flexibility to use any combination of over 100 criteria that cover claim header data, claim line item data, member data, provider data, episode of care data, TPL and COB data, relative time information allowing the system to automatically and accurately calculate allowable reimbursements.

Team Wipro will collaborate with the agency to define and configure the rules necessary for accurate allowed amount calculations.



PP54

The Contractor's solution shall provide automated processing logic to price out-of-state claims (e.g., local rate, percent of charges, or suspend for manual pricing) based on configurable business rules defined by the Agency.

Wipro EMaaS uses automated processing logic to price out-of-state claims based on configurable business rules defined by the agency.

Claims360 automates out-of-state pricing based on configured pricing rules and methodologies in conjunction with any negotiated pricing included in the Service Agreement details. A Service Agreement represents a contractual override or one-off exception for a member in the application. It is applied to any matching claim line before any other benefits, exclusions, limits, maximums, deductibles, or utilization management rules are considered. For example, a service agreement is utilized when an out-of-network hospital agrees to accept a specially negotiated case rate for a member's hospitalization stay while the member was traveling.

For manual pricing, configurable assignment rules place claims in pricing workbaskets that users access to manually price claims.



PP55

The Contractor's solution shall allow payment to fee-for-service providers for services rendered to members in pre-enrollment periods or other periods of transition (e.g., presumptive eligibility) based on configurable business rules defined by the Agency.

Wipro EMaaS allows payment to fee-for-service providers for members in pre-enrollment periods or other periods of transition.

Claims360 processes claims based on active eligibility timeframes. Team Wipro will collaborate with the agency to set up benefit plans for members in pre-enrollment periods in order to pay fee-for-service providers for services provided to members assigned to a pre-enrollment benefit plan. agency-defined configurable business rules are created to process claims for members assigned to a pre-enrollment benefit plan that support the automatic or manual pricing needs of the agency.



PP56

The Contractor's solution shall produce and maintain state-specific companion and user guides, payer sheets, and/or fee schedule as directed by the Agency.

Wipro EMaaS produces and maintains state-specific companion and user guides, payer sheets, and/or fee schedules.

Team Wipro works with the agency on companion and user guides, payer sheets, and fee schedules that are created as part of project documentation processes. The method of creation is based on the document type, as follows:

- State-specific companion guides: instructions for communications and connectivity and any supplemental information for creating transactions are captured during field mapping requirements and design
- Payer sheets: created during the design and build phase to detail processes for submitting claims
- Fee schedules can be extracted from Claims360 for publishing

All documentation is stored and available through Claims360 and is reviewed and updated if needed with all enhancements and releases or updated on a scheduled basis.



PP57

The Contractor's solution shall provide pricing methodologies as defined by the Agency and compliant with 42 CFR 447 to include, but not limited to:

a. Provider contracted rates
b. CPT/HCPS/CDT and modifier codes
c. Fee schedule for the corresponding date
d. RBRVS claims
e. Manual pricing
f. Place of service
g. Specialty type
h. Pay by report
i. Age range
j. Category of service
k. CDT procedure code fee schedule
l. Revenue codes
m. APR-DRG (Diagnosis-Related Group)
n. APG
o. Per Diem at provider specific rates
p. Add-on pricing amounts to any pricing structures based on other claim attributes (e.g. service facility, provider type/specialty, place of service etc.)
q. Provider specific encounter rate
r. Variable percentage of billed charge
s. Variable percentage based on provider type (FQHC, RHC, IHSp)
t. PMPM with line level detail
u. Medicare's Outpatient Prospective Payment System
v. Bundled/unbundled pricing

w. Global service pricing
x. Calculation required for resource-based relative value system fee schedule for radiology, anesthesia, and general medical services
y. Tiered pricing into which a variety of services are grouped depending on the treatment type and intensity of care required
z. Invoicing pricing (e.g., plus/minus percentage, procedure code)
aa. Geographic designation
bb. Lab pricing
cc. Special pricing based on time (e.g. anesthesia)
dd. Medicare crossover claims
ee. Cost to charge percentage
ff. Maximum of inpatient charges
gg. Radiology codes with multiple components

Wipro EMaaS provides pricing methodologies as listed in the requirement. Team Wipro works closely with the agency to ensure all pricing methodologies are provided and compliant with 42 CFR 447.

Claims360 supports complex provider contracting with a configurable hierarchy of pricing rules and a wide array of pricing methodologies that include the following:

- Complex fee tables (with fees variable by place of service, modifiers, age, gender, county, state or zip code)
- Resource-Based Relative Value Scale (RBRVS)
- Usual, Customary, and Reasonable (UCR)
- Anesthesia pricing
- Medicare anesthesia
- Contracted anesthesia
- Percent of billed
- Per unit, per day, per confinement, or per episode of care
- Durable Medical Equipment (DME) pricing
- Medicaid fee schedules
- Medicare fee schedules
- Per diem
- Diagnosis Related Group (DRG)
- Case rate based on event or service provided (with or without carve out)
- Ambulatory Payment Classifications (APC)
- Ambulatory Patient Group (APG)
- Resource Utilization Groups (RUGs)
- Medicare Prospective Payment (PPS)
- Episodic (EPS) pricing
- Percentages of different pricing tables/methodologies
- Modifier adjustments
- Multiple procedure adjustments

Claims360 has real-time integrations with 3M Grouper Plus for grouping and pricing methodologies for defining and measuring risk, payment, and reporting. This includes Medicare Severity Diagnosis Related Groups (MS DRG), All Patient Refined Diagnosis Related Groups (APR DRG), state Medicaid pricing methodologies. Claims are also paid based on criteria established in treatment plans including attachments to those treatment plans as defined by the State.

All of these pricing methods can be combined into composite methods using:

- "lesser of"
- "greater of"
- "average of"
- "sum of"
- tiering

Claims360 can be configured to mix pricing methodologies and allows users to build complex, custom case rates based on the relationship between services over time. In addition, medical code sets are used for coding diseases, signs and symptoms, abnormal findings, and external causes of injury/diseases.

Team Wipro will collaborate with the agency to determine the pricing and reimbursement methodology and translate that methodology into configured rules.



PP58

The contractor solution shall identify, accept, adjudicate, and store claims (e.g., medical inpatient, outpatient, crossover) submitted with procedure codes for physician administered drugs and require and capture the corresponding NDC.

Wipro EMaaS identifies, accepts, adjudicates, and stores claims submitted with procedure codes for physician-administered drugs and require and capture the corresponding NDC.

Claims360 captures both Healthcare Common Procedure Coding System (HCPCS) and related National Drug Code (NDC) codes at the claim line level for physician-administered drugs. Pricing provisions within the Claims360 pricing methodologies can be configured to utilize HCPCS and NDC codes in the pricing determination.

Configurable business rules utilize the submitted HCPCS code to determine a physician administered a drug. When this condition is met the configured rule attempts to locate the NDC billed with the HCPCS code. If the NDC is not found, an error is posted to the claim indicating the NDC is required to be submitted for physician-administered drugs.

Team Wipro has extensive knowledge of the requirements of processing medical claims that include physician-administered drugs and will work with the agency to define the business rules for medical claim pricing.



PP59

The Contractor's solution shall capture, store, maintain, and send the data required to invoice manufacturers for the drug rebate including any adjustments or credits to the claim as defined by the Agency.

Wipro EMaaS captures, stores, maintains, and sends the data required to invoice manufacturers for the drug rebated including any adjustments or credits to the claim.

Claims360 creates an output file of paid, credited, and adjusted drug claims to provide to the Drug Rebate Administrative Management System (DRAMS) according to a schedule defined by the agency. Team Wipro will collaborate with the agency to determine the appropriate layout and format of the output file.



PP60

The Contractor's solution shall have automated pricing logic to convert time measurement units into the correct dollar value for payment (e.g., anesthesia)

Wipro EMaaS has automated pricing logic to convert time measurement units into correct dollar value for payment.

Claims360 processing allows anesthesia claims to be configured using the surgical code and modifier or the Current Procedural Terminology (CPT) anesthesia code. The platform supports multiple anesthesia pricing methodologies that include pricing claims based on units and converting stated time into anesthesia units based on configuration. Claims360 also supports the use of modifiers such as P1 to affect the allowed pricing. A standard policy is in place to compare the resulting anesthesia pricing to a maximum amount. Claim lines exceeding the maximum are sent to a workbasket for review and/or repair.



PP61

The Contractor's solution shall allow for Payees to receive one payment and remittance advice (or ANSI X12 835) for services provided under one or more benefit plans based on configurable business rules.

Wipro EMaaS allows for Payees to receive one payment and remittance advice or ANSI X12 835 for services provided under one or more benefit plans.

In order to generate HIPAA compliant remittance advices (RA), it is necessary for the total payment amount represented on the RA to equal the amount of the check. Within Claims360, the pay-to entity information will guide the accumulation of the RA data, irrespective of what benefit plan covers the services being paid. When claim payment cycles are run, Claims360 evaluates payables and receivables for each pay-to entity across all claims to determine consolidated payment amounts. Claims360 generates detailed output files for payment and Remittance Advice (R/A) and/or Electronic HIPAA Accredited Standards Committee (ASC) X12 835 Remittance Advice based on the specifications defined by the agency.

Claims360 sends the detailed output file to the EDI Gateway to produce HIPAA compliant 835 transactions. The Remittance Advice (RA) configuration settings within the EDI Gateway are used to determine which claims to select for extraction and transmission on a sources' RA.



PP62

The Contractor's solution shall provide bidirectional navigation (drill up/drill down) between the remittance advice and the corresponding financial transaction details.

Wipro EMaaS provides bidirectional navigation between the remittance advice and the corresponding financial transaction details.

Claims360 retains claims processing and payment information from claims adjudication as well as corresponding remittance advice and financial transaction details from Financials360. Fields displayed on claims and data provided in the remittance advice are agency-defined and available for bidirectional navigation within Claims360 views. Additionally, Reports360 accesses the Claims360 real-time data warehouse to allow the agency to produce reports containing remittance advice and

financial transaction data. Reports360 provides drill-down capability to allow users access to the details included in summary level reports.



PP63

The Contractor's solution shall automate the claw back process and Medicare accounts payable process based on configurable business rules.

Wipro EMaaS automates the claw back process and Medicare accounts payable process based on configurable business rules.

Team Wipro will work with the agency to define the requirements for automation of the claw back and Medicare accounts payable processes. Based on member eligibility and claims data, Wipro EMaaS calculates and produces the Medicare accounts payable using configurable business rules within the Financials360.



PP64

The Contractor's solution shall allow authorized users to manually create accounts payable for HIPP cases, based on configurable business rules.

Wipro EMaaS allows authorized users to manually create accounts payable for Health Insurance Premium Payments (HIPP) cases based on configurable business rules.

The integrated suite of Wipro EMaaS components, Engage360, Claims360, and Reports360, allows manual creation of accounts payables to be created for HIPP cases by authorized users. Configurable business rules control fields that are mandated and the values allowed to be entered into the fields. Team Wipro will collaborate with the agency to define and configure the applicable rules for manually created HIPP accounts payables.



PP65

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

Wipro EMaaS associates all Health Insurance Premium Payment Program (HIPP) accounts payables to the Member even if the Payee is not the Member.

Health insurance premium accounts payables are generated in Financials360. In order to associate non-member premium payments to the covered member or members Financials360 allows associated IDs in addition to member IDs to be defined and available on the accounts payables. The IDs can be restricted based on configurable account payable setup rules defined by the agency.



PP66

The Contractor's solution shall have the ability to generate separate remittance advices for transactions based on which Entity is responsible for payment as defined by the Agency.

Wipro EMaaS has the ability to generate separate remittance advices for transactions based on

which Entity is responsible for payment.

In order to generate HIPAA compliant remittance advices (RA), it is necessary for the total payment amount represented on the RA to equal the amount of the check. Within Claims360, the pay-to entity information will guide the accumulation of the RA data. When the process to build the RA is executed, separate Remittance Advices are generated based on the pay-to entity information. Once the RA is generated, the EDI Trading Partner Manager determines where each of the RAs should be routed. A single entity, for example, a clearinghouse, may receive multiple RAs because the Trading Partner Agreement (TPA) ties multiple pay-to entities to the same information receiver.



PP67

The Contractor's solution shall have the ability to pay prior-authorized non-emergency transportation payments in part or in total, based on configurable business rules.

Wipro EMaaS pays prior-authorized non-emergency transportation payments in part or in total, based on configurable business rules.

Claims360 automates processing of prior-authorized services and payments (full or partial) including non-emergency transportation services with configurable rules defined by the pricing provisions and supplier (provider) specific payment agreements.

Team Wipro will collaborate with the agency to define and configure appropriate rules for payment of non-emergency transportation.



PP68

The Contractor's 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.

Wipro EMaaS manages the payment processes for Medicare programs (e.g. buy-in, claw back, Part D) related to agency Healthcare Programs as defined by the agency.

Team Wipro works with the agency to define the requirements for buy-in, claw back, and Part D Medicare program payment processing. Member eligibility and Medicare payment information received from the agency is used to produce a payment file that includes details for processing such as journal number, journal line number, member details, amount, and financial information. The payment file is sent to Financials360, for calculation (if required) and payment processing.



PP69

The Contractor's solution shall generate a detailed remittance advice in electronic and/or printed report format (e.g., paid claims, denied claims, reason and remark codes, error codes, payments, voids, suspensions and payment adjustments) for each Payee and/or Provider that reflects all financial activity in a payment cycle. The remittance advice will be formatted according to Agency's defined standards and language and include CMS required information (e.g., the NPI of the physician or other professional who ordered or referred the service).

Wipro EMaaS generates detailed remittance advice in electronic and/or printed format for each Payee and/or Provider that reflects all financial activity in a payment cycle. The remittance advice is

formatted according to defined standards and language defined by the agency.

Wipro EMaaS solution components, Claims360, Connect360, Financials360, and Engage360 provide agency-defined remittance advice data to each payee/and or provider according to how the provider opts to receive claims payment information. Claims360 and Financials360 retain all claims and financial processing and payment information that is needed for inclusion in the detailed output files produced for remittance advice generation.

Remittance Advice (RA) data can be provided in two different ways:

- Provider report of payment information commonly referred to as a "Printable" or "Downloadable" RA and accessed by the provider on Engage360.
- Electronic HIPAA ASC X12 835 transaction provided through Connect360 or Engage360.

The provider report (i.e. Printable or Downloadable RA) or X12 835 transaction Remittance Advice criteria is configured to select agency-defined information to be included, such as referring provider National Provider Identifier (NPI) or other HIPAA or CMS required information. During processing, configuration settings are used to determine which claims or financial data elements are included on the provider report or remittance advice.



PP70

The Contractor's solution shall update financial transactions with payment identification details (e.g., check number, warrant number, paid date, amount paid) when the information is returned from external Entity.

Wipro EMaaS updates financial transactions with payment identification details when the information is returned from an external Entity.

Connect360 receives files that contain agency-defined payment details via the System Integration Services contractor and ingests data into Claims360 to update financial transactions. Agency-defined elements to house the payment details are populated with the data received and are accessible for display.

Team Wipro will collaborate with the agency to define file layouts and configure the process to apply additional payment identification details received from an external Entity to Claims360.



PP71

The Contractor's 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.

Wipro EMaaS allows for Health Insurance Premium Payment Program (HIPP) payments to be created for Members or non-Members based on configurable business rules.

HIPP payments are generated using member eligibility housed in Claims360. HIPP information is fed into Financials360 to generate the actual payment. Using configurable business rules within Financials360, payments are generated and can be made to any designated entity, including insurance carriers, employers, or policyholders. When payments are made to non-members, Financials360 allows for associated IDs to be included in order to tie the HIPP payment to the covered member or members.



PP72

The Contractor's 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.

Wipro EMaaS captures and allows entry of additional detail in a Health Insurance Premium Payment Program (HIPP) case.

The HIPP component in Engage360 is configured to allow agency staff to enter agency-defined HIPP case data. HIPP elements such as policyholder name, date of birth, gender, can be configured based on the need of the agency.

Team Wipro will collaborate with the agency to define and configure HIPP data fields.



PP73

The Contractor's 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.

Wipro EMaaS receives and allows for entry or end date of the details needed to do a case effectiveness evaluation for the Health Insurance Premium Payment Program (HIPP).

The fully integrated suite of EMaaS components, Financials360, Engage360, Claims360, and Reports360, are used to gather agency-defined information needed in order to perform the cost-effectiveness calculation for redetermination and updates needed to HIPP cases. The cost-effectiveness evaluation can be scheduled for automatic generation when a HIPP case is changed or requested, as needed by the user.



PP74

The Contractor's 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.

Wipro EMaaS automatically performs the cost-effectiveness calculation using information for redetermination and update information on the case for the Health Insurance Premium Payment Program (HIPP).

The fully integrated suite of EMaaS components, Financials360, Engage360, Claims360, and Reports360, are used to gather agency-defined information needed in order to perform cost-effectiveness calculation for redetermination and updates needed to HIPP cases. Upon completion of the evaluation and redetermination, the HIPP policy is updated as defined by the agency.



PP75

The Contractor's 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.

Wipro EMaaS has the ability to automatically create a new HIPP case and allow for users to manually enter one.

Engage360 leverages Connect360 to accept batch files for HIPP cases. The HIPP component in Engage360 allows automatic and individual entry of HIPP cases. Team Wipro will work with the agency to define the HIPP component elements for individual entry and the standard file format for uploading batch files to process for automatic entry.



PP76

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

Wipro EMaaS automatically assigns unique case numbers on new Health Insurance Premium Payment Program (HIPP) cases.

Once HIPP cases are received or entered through Engage360, Claims360 generates and assigns a unique case number to all new cases. The unique number can contain any combination of alpha or numeric numbers and can consist of intelligent sequencing to assist the agency with quickly identifying information from the case number. Team Wipro will collaborate with the agency to define the format and/or algorithm to be used for case number generation.



PP77

The Contractor's solution shall receive, store, maintain, display, and update detail information related to the member's third-party insurance policy (e.g. number, type, status) as defined by the Agency

Wipro EMaaS receives, stores, maintains, displays, and updates detail information related to the insurance policy.

Team Wipro will work with the agency to define the requirements for Claims360 to receive, store, maintain, display, and process updates to Member's third-party insurance. Connect360 will receive new and updated Third Party Liability (TPL) files from the Financial Support Services module vendor via the System Integration Services contractor and ingest the new or updated data into Claims360 to maintain. Agency-defined TPL elements and supporting information (e.g. new, update) identified for storage is accessible for display in Claims360. Additionally, the TPL data is available in Reports360 to allow for more robust filtering and display.

Team Wipro offers extensive experience and knowledge with TPL processing to help facilitate and collaborate the intake of TPL data with the agency.



PP78

The Contractor's solution shall have the capability to associate a Group Policy Provider with a current Health Insurance Premium Payment Program (HIPP) case automatically and by user as defined by the Agency.

Wipro EMaaS has the capability to associate a Group Policy Provider with a current Health Insurance Premium Payment Program (HIPP) case automatically and by user.

Claims360 and Reports360 are used to perform data match processes between the Member Third Party Liability (TPL) files and HIPP cases to identify an associated Group Policy Provider. Agency-

defined identifying information such as Social Security Number (SSN) can be used to identify the potential match and update the case if enough information is present. Updates by the agency are made manually through the HIPP component in Engage360.



PP79

The Contractor's solution shall allow users to trigger a recalculation of the cost-effectiveness for the Health Insurance Premium Payment Program (HIPP) Program as defined by the Agency.

Wipro EMaaS allows users to trigger a recalculation of the cost-effectiveness for the Health Insurance Premium Payment Program (HIPP).

The fully integrated suite of EMaaS components, Financials360, Engage360, Claims360, and Reports360, are used to gather agency-defined information needed in order to perform the cost-effectiveness calculation for redetermination and updates needed to HIPP cases. The cost-effectiveness evaluation can be scheduled for automatic generation or requested as needed by the user.



PP80

The Contractor's solution shall have the ability to automatically recalculate the cost-effectiveness for a HIPP case when a field used in the calculation is changed as defined by the Agency.

Wipro EMaaS has the ability to automatically recalculate the cost-effectiveness for a HIPP case when a field used in the calculation is changed.

When a HIPP case is updated in Engage360, recalculation of the cost-effectiveness is automatically processed using Claims360 and Reports360. The cost-evaluation process occurs on an agency-defined schedule and produces reports indicating which policies are cost effective and which are not.



PP82

The Contractor's solution shall have the ability to automatically check non-emergency transportation transactions against medical claims before reimbursing, based on configurable business rules.

Wipro EMaaS has the ability to automatically check non-emergency transportation transactions against medical claims before reimbursing based on configurable business rules.

Claims360 processes claims based on benefit and pricing rules, including those for non-clinical services, such as non-emergency transportation. The rules can be configured to require other specified services within a defined timeframe in order for reimbursement to apply. The rules can include suspending of the non-emergency transportation transactions for a specified time to await the arrival of the supporting medical claim and release the transaction upon receipt of the claim for payment or release after the specified time posting an error indicating the supporting documentation was not received.

Team Wipro will collaborate with the agency to define and configure the appropriate pricing rules for reimbursement of non-emergency transportation transactions.



PP83

The Contractor's solution shall allow for HIPP cases to have household members who are not enrolled in the HIPP program as defined by the Agency.

Wipro EMaaS allows for HIPP cases to have household members who are not enrolled in the HIPP program.

The Health Insurance Premium Payment (HIPP) Program is a program developed to help families, who have at least one person enrolled in Medical Assistance (MA), pay for private health insurance through an employer. When it is deemed cost-effective to pay premiums for health insurance coverage of a member, the coverage may include covering of non-members. For example, a child is a member in the Children's Health Insurance Program (CHIP) but the parent or another child is not a member. The policy included in the HIPP program payment requires the purchase of family coverage. This could result in non-member coverage for a HIPP covered member. Team Wipro will work with the agency to define all HIPP required elements to be captured to allow HIPP cases for those members who are not enrolled in HIPP. As part of the requirements and design process, the agency defines the attributes for the elements and any restriction or validation that is needed.



PP84

The Contractor's 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.

The Wipro EMaaS solution performs a reconciliation of the federal invoices for Medicare State Phase-Down contributions and Medicare Buy-in payments against agency member data. Invoices are corrected based on the reconciliation and submitted to Medicare as defined by the agency.

Team Wipro will work with the agency to define the requirements to reconcile and correct invoices for the Medicare State Phase-Down contributions. Based on member eligibility and claims data, Wipro EMaaS reconciles all payments produced for the defined timeframe and report all discrepancies to the agency for review and correction. Once the agency has completed the corrections, Financials360 produces corrected invoices for submission to Medicare.



PP85

The Contractor's solution shall receive, store, maintain, and display Payee (e.g. HIPP) information (e.g., tax, banking, address, contact, preferred payment method) for each Payee as defined by the Agency.

Wipro EMaaS receives, stores, maintains, and displays Payee information for each Payee as defined by the agency.

Financials360 defines each Payee as a vendor. Authorized users set up vendor accounts and customer accounts (also referred to as entities) within our financial solution, Financials360 component, Microsoft Dynamics 365 (MS Dynamics). A subset of available entity fields include:

- Name – Entity's name
- Group – Entity's associated group, if applicable
- Account Number – Entity's unique identification number

- Address – Entity's address
- Contact number – Entity's phone number
- Field Type – For instance, Single Line of Text, Option Set, Two Options, Whole Number, Decimal Number, Currency, Date and Time
- User-Defined Terms (UDTs) – used to configure additional fields

Team Wipro will work with the agency to define the fields to receive, store, maintain, and display Payee information for HIPP vendors.



PP86

The Contractor's 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.

Wipro EMaaS pays a non-Member for expenses incurred for a Member and associates the payment with the Member's record, as defined by the agency.

Claims360 integrates with Financials360 to pay non-claims expenses and associate the payment with the Member's record. A financial transaction is set up with the non-member payee type as "unknown," along with all payee supporting information, and member information. The payment file is processed, payment is made, and payment details are recorded and stored with the Members record.



PP87

The Contractor's 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.

Wipro EMaaS provides notes capability for all financial types. The notes capability includes standard fields and text fields.

Financials360 allows comment entries to be added to HIPP cases and other premium-based programs. Each comment is date, time, user-stamped, and configurable to allow pre-defined or open-text fields to be captured.



PP88

The Contractor's solution shall process, track and report financial transactions related to Lump Sum payments (e.g., DSH, GME) and alert Agency staff and Payee via their preferred notification method as defined by the Agency.

Wipro EMaaS processes, tracks, and reports financial transactions related to Lump Sum payments and alert agency staff and Payee via their preferred notification method.

Team Wipro works with the agency to define the requirements for various lump sum payments for processing, such as disproportionate share hospital (DSH) and graduate medical education (GME) payments. For automated processing, payment information received from the agency is used to produce a payment file that includes details for processing, such as journal number, journal line number, member details, amount, and financial information. The payment file is sent to Financials360 for calculation (if required) and payment processing.

Additionally, Claims360 provides the ability to generate lump sum payments to providers by creating manual accounts payables with user-defined reason codes and comments to explain the payment. Manually created accounts payables are assigned a payment cycle and bank account to be selected during the next appropriate payment run. As with any other accounts payables and payments, detailed financial data is tracked.

Financial transaction data is accessible to Reports360 for robust reporting needs, including drill-down capability and report scheduling.



PP89

The Contractor's solution shall capture, store, and maintain current and historical participant criteria (e.g., effective dates, income, family size, etc.) to calculate and apply participant cost-sharing, including premiums and co-pays, for particular benefits based on federal and/or Agency specific criteria.

Wipro EMaaS captures, stores, and maintains current and historical participant criteria to calculate and apply participant cost sharing, including premiums and co-pays, for particular benefits.

Connect360 receives member files from the System Integrator and stores the records in Claims360. A complete history is maintained for all member information.

Claims360 member records and history are viewed and maintained in Engage360. Member records include an Accumulators tab that display all the cost share and dollar maximums applicable to the member, the amount used to date, and the amount remaining. Member accumulators are dynamically calculated based on agency-defined configuration rules, claim history, and any accumulator adjustments on file.

Reports360 includes the ability to access the member records and history for more robust reporting needs, including drill-down capability and report scheduling.



PP90

The Contractor's solution will generate payments and remittance advice daily (or at an interval defined by the agency).

Wipro EMaaS generates payment and remittance advice daily or at an interval defined by the agency.

Wipro EMaaS solution components, Claims360, Connect360, Financials360 and Engage360 provide agency-defined remittance advice data to each payee/and or provider according to how the provider opts to receive claims payment information. Claims360 and Financials360 retains all claims processing and payment information (e.g. paid claims, denied, claims, reason, remark and error codes, etc.) and is available for inclusion in the detailed output files produced for claim payment and remittance advice generation.

Remittance Advice (RA) data can be provided in two different ways:

- Provider report of payment information commonly referred to as a “Printable” or “Downloadable” RA and accessed by the provider on Engage360.
- Electronic HIPAA ASC X12 835 transaction provided through Connect360 or Engage360.

The report (i.e. Printable or Downloadable RA) or X12 835 transaction Remittance Advice can be generated based on a schedule defined by the agency upon a claim processing through a financial

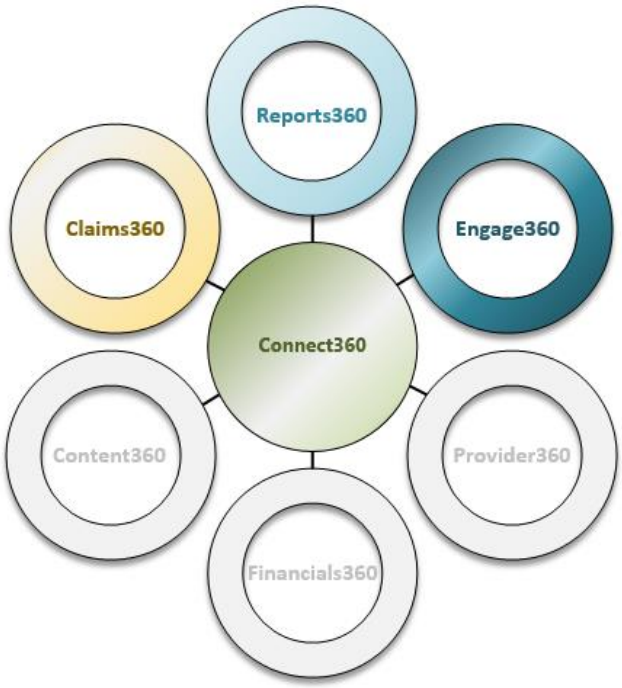
adjudication cycle.

3.10.12 BENEFIT AND REFERENCE DATA MANAGEMENT

This section addresses requirements related to benefit and reference data management. The solution will have the capability to configure, store and manage benefit plans and support a variety of pricing methodologies, and provider contracts with the flexibility to support multiple payers and financial management processes. In support of claims adjudication, this solution will also process against service authorizations, third party insurance liability, and calculate member liabilities including cost share and cost share coordination between multiple payers. The solution will provide and maintain configurable reference data to support complex business rules utilized for claim adjudication. The Offeror must describe in detail their approach to meet each of the Benefit and Reference Data Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has read and acknowledges that our Wipro EMaaS Commercial-Off-the-Shelf (COTS) Software-as-a-Service (SaaS) solution accommodates the requirements related to benefit and reference data management. The components within Wipro EMaaS provide a cutting edge solution to meet or exceed your current Benefit and Reference Data Management needs and provide flexibility for future growth.

Our **Claims360** component configures, stores, and manages benefit plans and supports a variety of pricing methodologies and provider contracts with the flexibility to support multiple payers and financial management processes. In support of claims adjudication, Claims360 processes against service authorizations, third party insurance liability, and calculates member liabilities including cost share and cost share combinations using multiple payers. Claims360 provides and maintains configurable benefit and reference data to support complex business rules utilized for claim adjudication.



Our **Connect360** component is a robust, enterprise-class integration layout that provides real-time and batch access to all system data and functionality, enabling the Wipro EMaaS solution to easily integrate with the Centers for Medicare Medicaid Services (CMS), Washington Publishing Company (WPC), and other approved systems, partners, and exchanges through secure batch or real-time Electronic Data Interchange (EDI) transactions.

Core to the Connect360 integration layer are data loaders which can be used to receive, store, and maintain all aspects of configurable benefit and reference data. This includes traditional code sets and associated metadata, as well as any non-traditional, User Defined Terms (UDTs) as defined by the agency.

Our **Reports360** component is a real-time data warehouse within Claims360 that includes comprehensive Claims360 benefit and reference data. Reports360 provides an easy-to-understand data structure that is optimized for data analysis and reporting. Through the use of our interactive, business user-friendly tools, Reports360 offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities.

Our **Engage360** component, hosted on the Salesforce cloud platform, makes it easy for members and providers to find information, manage their account, and connect with the agency effortlessly. Our portals seamlessly integrate with and utilize Claims360 benefit and reference data in support of member and provider services.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



BRDM01

The Contractor's solution shall store, maintain, and utilize a list of all NCCI edits with effective and end dates, including identifying additions, changes, and deletions of codes and NCCI edits as defined by the Agency.

The Wipro EMaaS Claims360 component includes integration with our third party claim editing tool, ClaimsXten, which continually stores, maintains, and utilizes NCCI edits with effective and end dates, including the identification of additions, changes, and deletions of codes and NCCI edits, using multiple source references.

ClaimsXten utilizes clinical and rules-based logic to put into practice the most current Centers for Medicare & Medicaid Services (CMS) coding and modifier guidelines and the NCCI Incidental and Mutually Exclusive edits for consistency and to apply payment limitations. All five Medicaid NCCI methodologies are incorporated into our solution. The MCDNCCI methodology files are located on the Medicaid Integrity Institutes (MII) secure web site. These files are updated on a quarterly basis.



BRDM02

For all historical and current code sets, the Contractor's solution shall receive, store, and maintain the crosswalk of effective and end dated code set relationships by date of service (e.g., Healthcare Common Procedure Coding System (HCPCS), Resource Based Relative Value Scale (RBRVS), All Patient Refined Diagnosis Related Grouping (APR-DRG), Outpatient Prospective Payment System (OPPS) including procedure and APC records, Medicare Severity Diagnosis Related Groups (MS-DRGs), Current Procedural Terminology (CPT), International Statistical Classification of Diseases and Related Health Problems Version 10 (ICD-10-CM (diagnosis) and ICD-10-PCS (procedure)), Diagnostic and Statistical Manual of Mental Disorders (DSM–5), Current Dental Terminology (CDT), Provider Preventable Conditions, modifiers, revenue codes, agency-specific code sets, National Council for Prescription Drug Programs, (NCPDP), National Drug Codes (NDC), Berenson-Eggers Type of Service (BETOS), and MDC (Major Diagnostic Categories)) as defined by the Agency.

For all historical and current code sets, Wipro EMaaS receives, stores, and maintains the crosswalk of effective and end-dated code set relationships by date of service as defined by the agency.

The Wipro EMaaS solution includes Connect360, which enables us to integrate easily with the Centers for Medicare Medicaid Services (CMS) and other approved systems, partners, and

exchanges through batch or real-time EDI transactions. Core to the Connect360 integration layer are data loaders, which are used to receive, store, and maintain all aspects of configuration information. This includes code sets and their metadata (code type, revenue or local use code, short description, long description, alternate description, effective and end dates, etc.), as well as any non-traditional, User Defined Terms (UDTs) as defined by the agency.

Wipro EMaaS maintains current and historical coverage status and pricing information on legend drugs, Over-The-Counter (OTC) items, and injection codes. In addition, our solution maintains information on per diem rates, Diagnosis Related Group (DRG), resource utilization groups (RUG), and other prospective payment methodologies according to the state plan and monitors accumulated liability for deficit payments.

Team Wipro uses the CMS General Equivalence Mappings (GEMs) crosswalk to translate ICD-9 codes to ICD10. ICD-10 codes are used for coding diseases, signs and symptoms, abnormal findings, and external causes of injuries/diseases.

Code sets received and stored in the system are subject to the agency defined business rules, which are easily configurable to support a wide range of relationship criteria. Code set values and configurations are effective based on start and end date and thus enable a great deal of complexity and application.



BRDM03

The Contractor's solution shall capture, store, maintain, and display a crosswalk of provider characteristics (e.g., type, specialty, taxonomies, accreditations, and certifications) against all code sets using Agency defined configurable business rules.

Wipro EMaaS captures, stores, maintains, and displays a crosswalk of provider characteristics against all code sets using agency defined configurable business rules.

The Wipro EMaaS solution includes Connect360. Core to the Connect360 integration layer are data loaders which can be used to capture, store, and maintain all aspects of configuration information, including provider characteristics and their metadata as well as any non-traditional, User Defined Terms (UDTs) as defined by the agency.

Provider characteristics can be cross-walked against code sets using agency defined configurable business rules. Provider characteristics and their crosswalk against code sets are displayed and configured via our searchable, user-friendly Claims360 screens. For example, taxonomies can be easily referenced and associated with the provider.

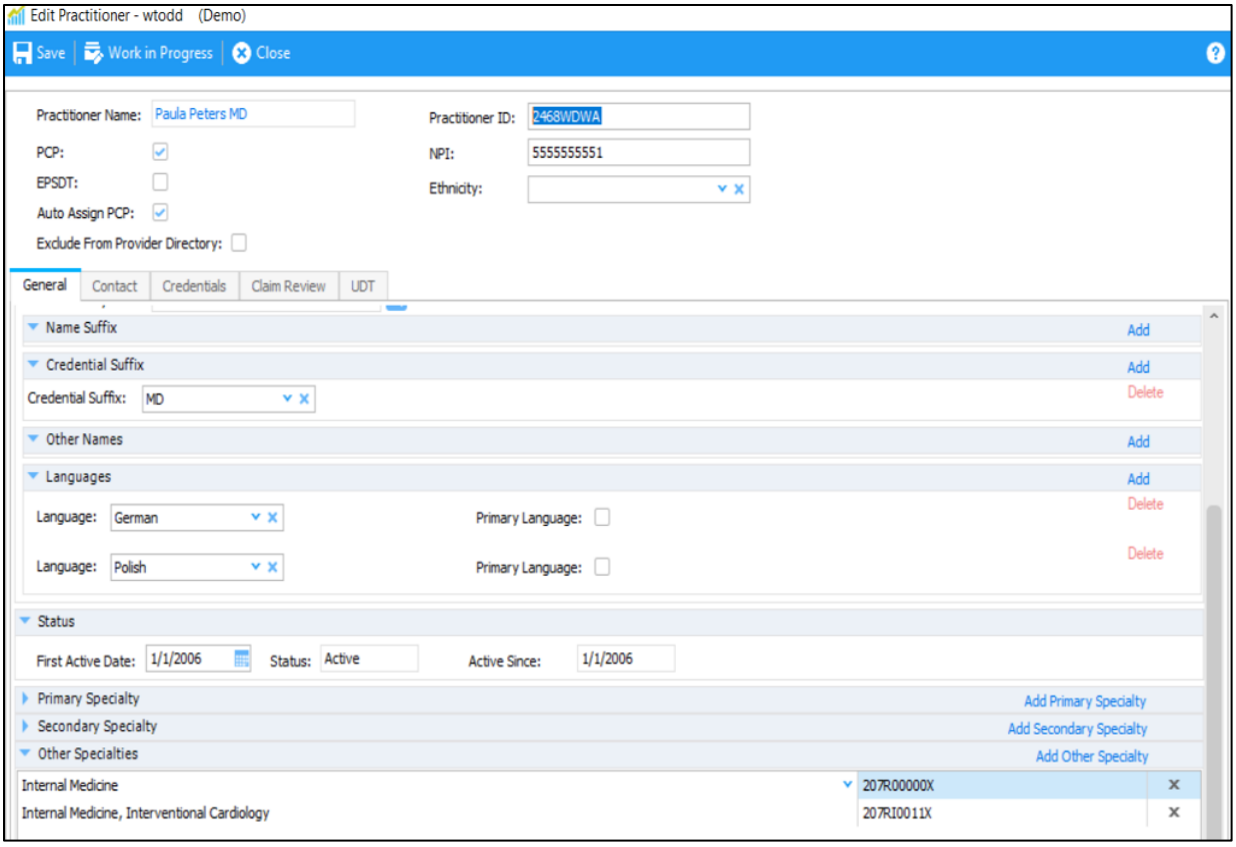


Figure 3-94: Edit Practitioner

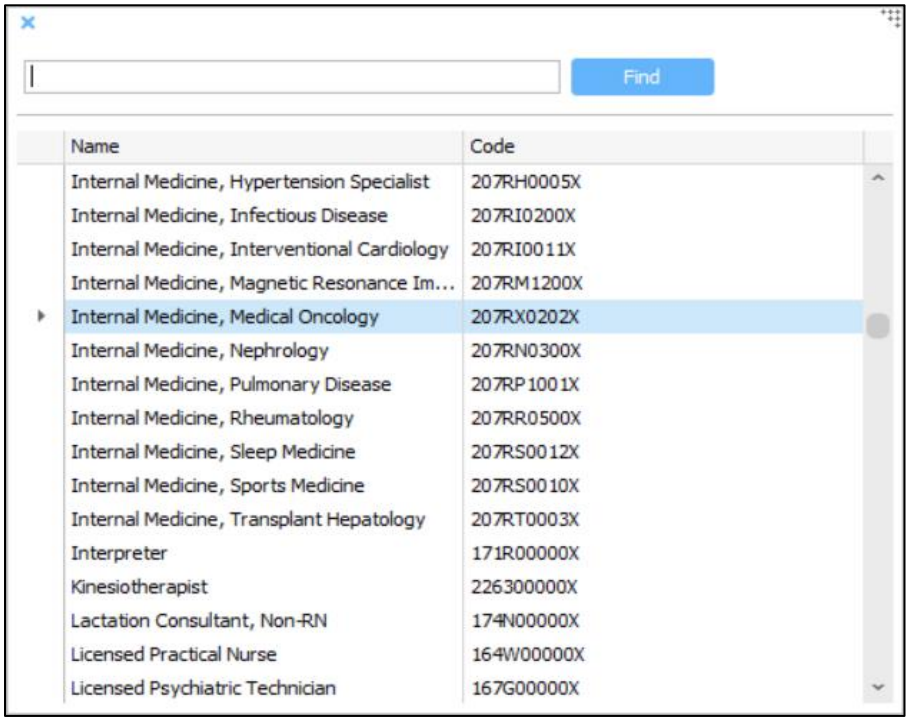


Figure 3-95: Taxonomy Selection Menu



BRDM04

The Contractor shall have the capability to create, maintain and manage multiple eligibility group valid values as defined by the Agency.

Wipro EMaaS has the capability to create, maintain, and manage multiple eligibility group valid values as defined by the agency.

The Wipro EMaaS solution includes Connect360, which enables us to integrate easily with approved systems, partners, and exchanges through batch or real-time EDI transactions. Core to the Connect360 integration layer are data loaders which can be used to create, maintain, and manage all aspects of configuration information, including eligibility group valid values (age, pregnancy status, parent, caretaker, disabled, etc.) as defined by the agency. Eligibility codes can be created in the system as configured User Defined Terms (UDTs) and mapped to applicable benefit plan assignments as part of the eligibility update process.

Eligibility group valid values created and stored in the system are subject to the agency defined business rules. These business rules are easily configurable to support a wide range of eligibility group criteria. Claims360 houses the member data that contains all required data elements.



BRDM05

The Contractor's solution shall store and maintain reference files for all reimbursement methodologies as defined by the Agency to include but not limited to the following: (e.g.,

a. Provider contracted rates
b. CPT/HCPS/CDT and modifier codes
c. Fee schedule for the corresponding date
d. RBRVS claims
e. Manual pricing
f. Place of service
g. Specialty type
h. Pay by report
i. Age range
j. Category of service
k. CDT procedure code fee schedule
l. Revenue codes
m. APR-DRG (Diagnosis-Related Group)
n. APG
o. Per Diem at provider specific rates
p. Add-on pricing amounts to any pricing structures based on other claim attributes (e.g. service facility, provider type/specialty, place of service etc.)
q. Provider specific encounter rate
r. Variable percentage of billed charge
s. Variable percentage based on provider type (FQHC, RHC, IHSp)
t. PMPM with line level detail
u. Medicare's Outpatient Prospective Payment System
v. Bundled/unbundled pricing
w. Global service pricing
x. Calculation required for resource-based relative value system fee schedule for radiology, anesthesia, and general medical services
y. Tiered pricing into which a variety of services are grouped depending on the treatment type and intensity of care required
z. Invoicing pricing (e.g., plus/minus percentage, procedure code)
aa. Geographic designation
bb. Lab pricing
cc. Special pricing based on time (e.g. anesthesia)
dd. Medicare crossover claims
ee. Cost to charge percentage
ff. Maximum of inpatient charges)
gg. Radiology codes with multiple components

The Wipro EMaaS solution stores and maintains reference files for all reimbursement methodologies including, but not limited to the methodologies as defined above, by the agency.

The Wipro EMaaS solution leverages Connect360, which enables us to integrate easily with the Centers for Medicare Medicaid Services (CMS) and other approved systems, partners, and exchanges. Via Connect360 reference files for all reimbursement methodologies as defined by the agency (CPT/HCPCS/CDT and modifier codes, fee schedule for the corresponding date, Resource-

Based Relative Value Scale (RBRVS) claims, etc.) are loaded. Reference files can consist of either traditional or non-traditional, User Defined Terms (UDTs) per agency requirements. In addition, Wipro EMaaS has real-time integration with 3M Grouper Plus for external grouping and pricing, including MS DRG, APR DRG, Ambulatory Payment Classification (APC), and State Medicaid pricing methodologies. Multiple provider specific reimbursement rates with begin and end dates, consistent with state policy are maintained. Examples include per diems, level-of-care per diems, case mix, percentage-of-charge rates, rates based on level of care, preferred provider agreements, managed care agreements, volume purchase contracts, or other cost-containment initiatives with begin and end effective dates.

Wipro EMaaS also maintains information on per diem rates, diagnosis related groups (DRG), resource utilization groups (RUG), and other prospective payment methodologies according to the state plan and monitors accumulated liability for deficit payments.

All of these pricing methods can be combined into composite methods using:

- "lesser of"
- "greater of"
- "sum of"
- tiering

Claims360 can be configured to mix pricing methodologies and allows users to build complex custom case rates based on the relationship between services over time. Claims360 automatically prices claims according to the pricing data and reimbursement methodologies applicable on the date(s) of service on the claim unless otherwise specified in the configuration.

Claims360 supports code sets for the payment of Medicaid-covered non healthcare services and verifies that all coded data items consist of valid codes, e.g. procedure codes, diagnosis codes, service codes, etc., are within the valid code set Health Insurance Portability and Accountability Act of 1996 (HIPAA) Transactions and Code Sets (TCS) and are covered by the State Plan.



BRDM06

The Contractor's solution shall allow automated and manual mass assignments and updates (e.g., service authorization required, medical review required, limits, diagnosis codes) to procedure code(s)/modifier(s) applied to benefit plans as defined by the Agency.

The Wipro EMaaS solution allows mass assignments and updates through batch transactions to all aspects of configuration information in the system, including procedure code(s)/modifier(s) applied to benefit plans as defined by the agency.

Team Wipro works with the State to define requirements regarding mass assignments and updates. Batch update files are accepted and applied to the data to eliminate the need for individual user entry. Wipro EMaaS incorporates a comprehensive set of configurable assignment policies that are automatically applied anytime records are added or updated in the system. Assignments and updates to procedure code(s)/modifier(s) are effectuated by start and end date, thereby enabling a great deal of complexity.



BRDM07

The Contractor's solution shall provide configurable business rules to allow carve out benefits and procedures (e.g., services allowed to be billed outside of a Managed Care Health plan as fee for service transactions) to benefit plans as defined by the Agency.

The Wipro EMaaS solution provides configurable business rules to allow carve out of benefits and procedures to benefit plans as defined by the agency.

Upon receipt and input/import of a claim, the claim is matched to the configured business rules and, based on the agency-defined criteria, allows any carved out services to be billed for members outside of assigned benefit plans.

Wipro EMaaS allows payment to providers for services carved out of the Primary Care Case Management (PCCM) benefit package and emergency medical conditions without PCCM referral/prior authorization.



BRDM08

The Contractor'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.

The Wipro EMaaS solution accepts, maintains and displays eligibility and enrollment data received via an interface as defined by the agency.

Team Wipro collaborates with approved systems, partners, and exchanges to build an Application Program Interface (API) or schedule direct file transfer of eligibility and enrollment data.

Eligibility and enrollment data accepted into the system are subject to the agency defined business rules, which are easily configurable to maintain a wide range of criteria. For example, Claims360 can automatically assign Primary Care Providers (PCPs) to membership records according to the PCP auto-assignment rules configured at the system, product, or benefit plan level. Business rules determine the eligibility and coverage of nursing facility payments for a Medicare member as defined by the State.

Eligibility and enrollment data and its application to core entities, such as members, providers, and claims/encounters, is displayed via our searchable, user-friendly screens. For example, comprehensive membership data (enrollment, Third Party Liability (TPL)/Coordination of Benefits (COB), Waiver and Case Management Details, PCP, Medicare, spend-down, and more) displays within a single window with logical tabs of information and point-and-click drill-down capabilities.



BRDM09

The Contractor's solution shall provide configurable benefit and service restriction (e.g., third party liability, lock-in or lock-out, managed care, benefit plan, limits) responses in response to an eligibility inquiry made through a service or a web portal based on Agency defined configurable business rules.

The Wipro EMaaS solution provides configurable benefit and service restriction responses in response to X12 270 eligibility inquiries made through a service or web portal based on agency defined configurable business rules.

All benefit and service restrictions and their metadata are subject to the agency defined business rules, which are easily configurable to include, exclude, or alter X12 271 eligibility response segments and/or data elements, including but not limited to the following:

- Eligibility code
- Third Party Liability (TPL)
- Lockin-in or lock-out
- Managed care
- Primary Care Provider (PCP)
- Benefit plan
- Medicare
- Service limits
- Nursing Home
- Eligibility renewal if applicable
- General services, including specialty services such as Dental, Eyeglasses, etc.

X12 271 eligibility responses are configured based on the requesting party and associated metadata (member age, provider specialty, security authorization, and more). All benefit and service restriction occurrences include an effective start and end date, enabling a great deal of complexity in X12 271 eligibility response for the requested date(s) of service (DOS).



BRDM10

The Contractor's solution shall update, store, maintain, and display indicators for benefit plans (e.g., procedure include/exclude indicators, modifiers, clinical or utilization and special needs status) as defined by the Agency.

The Wipro EMaaS solution updates, stores, maintains, and displays indicators for benefit plans as defined by the agency.

Indicators used in defining the coverages or benefits associated with benefit plans are imported via Connect360. These indicators can include traditional terms or an unlimited number of non-traditional, User Defined Terms (UDTs) per agency requirements. Users with the proper authorization may electronically load or manually update the indicators as needed.

Benefit plan indicators are subject to the agency defined business rules, which are easily configurable to support a wide range of criteria. This criteria can be configured broadly based on minimal data matching or at a granular level to apply any combination of procedure include/exclude indicators, modifier(s), clinical or utilization and special needs status, or other indicators for benefit plan assignment.

All benefit plan indicators are accessible through our searchable, user-friendly screens and display within a single window, with logical tabs of information and point-and-click drill-down capabilities.



BRDM11

The Contractor's solution shall create, maintain, and update reference tables with varying federal financial participation rates (e.g., procedure or combinations of procedures, modifier or combinations of modifiers, diagnoses, category of service, benefit plan, waivers, provider type, provider specialty, member demographics) as defined by the Agency.

The Wipro EMaaS solution creates, maintains, and updates reference tables with varying Federal

Financial Participation (FFP) rates as defined by the agency.

Connect360 imports FFP rates. An unlimited number of User Defined Terms (UDTs) can also be created, maintained, and updated as reference table data per agency requirements. Users with the proper authorization may electronically load or manually update reference table data as needed.

All FFP rate occurrences are subject to the Claims360 agency defined business rules, which are easily configurable to support a wide range of criteria. This criteria can be configured to apply the varying FFP rates broadly based on minimal data matching or at a granular level to define the procedure or combination of procedures, modifier or combination of modifiers, diagnoses, category of service (COS), benefit plan, waivers, provider type, provider specialty, member demographics, or any combination of these and more for FFP rate determination.



BRDM12

The Contractor's solution shall store, maintain, and display date sensitive parameters (e.g., effective date, beginning and end date, change date) for each occurrence of all reference data (e.g., benefit plan, procedure, reimbursement methodology) as defined by the agency.

The Wipro EMaaS solution stores, maintains, and displays date sensitive parameters for each occurrence of all reference data as defined by the agency.

All occurrences of Claims360 reference data are established with effective start and end dates. All agency defined business rules and policies are date driven in order to utilize the appropriate reference data for the date(s) of service (DOS) applicable to system processing. All components within our solution, including each occurrence of reference data, has an associated audit trail which contains the user or process, date, time, and reason for the change. Reference data includes, but is not limited to, revenue codes, coverage information, restrictions, service limitations, automatic error codes and pricing data.

All reference data and associated metadata are accessible through our searchable, user-friendly screens and display within a single window, with logical tabs of information and point-and-click drill-down capabilities.

Wipro EMaaS generates a summary of history file transfers.



BRDM13

The Contractor's solution shall have the ability to maintain and cross reference multiple Member identifiers and aliases.

The Wipro EMaaS solution has the ability to maintain and cross-reference multiple Member identifiers and aliases.

The Wipro EMaaS solution enables members to be cross-referenced or de-linked as determined by the agency. The primary member record can be specified in support of system activities and/or indication of which member to keep active. All system activity starting with enrollment through claims processing, reporting, and mailing services associates cross-referenced members for necessary handling per agency requirements.



BRDM14

The Contractor's solution shall produce and distribute replacement state healthcare program member identification cards in an-Agency defined timeframe.

Wipro EMaaS produces and distributes replacement state healthcare program member identification cards in an agency-defined timeframe.

Upon receiving the request for a replacement state healthcare program member identification card, Claims360 verifies member eligibility and upon verification sends the secure electronic card request file containing identifying information for the member. The card request file is received by our Engage360 Fulfillment Services solution, Change HealthCare (CHC), where the card is produced according to agency-defined specifications.

The state healthcare program member identification card and content is mailed to the member within the timeframe specified by the agency.



BRDM15

The Contractor's solution shall produce and distribute state healthcare program member identification cards and associated materials as defined by the Agency.

Wipro EMaaS produces and distributes state healthcare program member identification cards and issues notices depending on the benefit package through our Engage360 Fulfillment Services solution, Change HealthCare (CHC). The cards are generated on a scheduled basis determined by program and policy, as defined by the agency.

Claims360 sends the secure electronic card request file containing identifying information for eligible members including full name, Medicaid identification number, benefit plan, eligibility date, and other required data elements.

The state healthcare program member identification cards and content are mailed to members within the timeframe specified by the agency. Balancing and exception reports are produced daily and are reconciled by Team Wipro staff. Throughout the process, card production control reports are prepared, reviewed, and validated to confirm that the proper number of state healthcare program member identification cards has been produced and the quality and timeliness of service levels have been met.



BRDM16

The Contractor's solution shall allow categories of service to be defined by parameters based on Agency-defined configurable business rules including:

a. Grouping various combinations of individual and ranges of codes into categories of service, including ICD diagnoses and procedures, HCPCS, procedure modifiers, revenue codes, bill types, places of service, Provider taxonomy or specialty;
b. Allow one or more categories of service to be assigned to a benefit plan as either included or excluded for the benefit plan;
c. Allow sub-groupings and individual or ranges of codes within a category of service to be included or excluded.

The Wipro EMaaS solution allows definition of Categories of Service (COS) by parameters based on agency-defined configurable business rules.

Wipro EMaaS maintains the capability to limit billing and providers to certain benefit plans, services, by procedure codes, ranges of procedure codes, member age or by provider type(s) or as otherwise directed by the State.

Parameters used in defining COS can include traditional terms received from approved systems, partners, and exchanges, as well as any non-traditional, User Defined Terms (UDTs) as defined by the agency. Business rules can be configured for all aspects of information in the system, including configurations that:

- Group various combinations of individual and ranges of codes into categories of service, including ICD diagnoses and procedures, HCPCS, procedure modifiers, revenue codes, bill types, places of service, Provider taxonomy, or specialty;
- Allow one or more COS to be assigned to a benefit plan as either included or excluded for the benefit plan;
- Allow sub-groupings and individual or ranges of codes within a category of service to be included or excluded.

Upon receipt and input/import of a claim or encounter, the claim is matched to the configured business rules, and based on the defined parameters, assigned the appropriate COS. Business rules configurations can be broad or very granular to associate any combination of parameters for COS assignment.



BRDM17

The Contractor's solution shall allow configurable service limitations and parameters (e.g., specifying limitations, including units, dollars, occurrences, and per day maximums to categories of service and specific sub-grouping(s) and individual or ranges of codes within a category of service or benefit plan, specifying cost sharing parameters such as copay, coinsurance, and deductible, by unit, occurrence, day, length of stay, or other parameters as defined by the Agency.

The Wipro EMaaS solution allows extensive configurable service limitations and parameters in order to meet agency requirements.

Using our Claims360 screens, authorized users configure limit checks for accumulators such as units, dollars, occurrences, and daily, monthly, annual, or lifetime maximums. Any combination of these limit checks are applied to all aspects of information, including but not limited to individual codes or ranges of codes within a category of service or benefit plan, specific/any provider, revenue code/Healthcare Common Procedure Coding System (HCPCS) relationships, and more. Cost sharing parameters such as copay, coinsurance, deductible, and out-of-pocket maximums can also be configured for determination by unit, occurrence, day, length of stay, or other parameters as defined by the agency. In addition, Wipro EMaaS limits benefits payable by Member eligibility category or other Member groupings.



BRDM18

The Contractor's solution shall provide a free-form text narrative at the Benefit Plan level as defined by the Agency.

The Wipro EMaaS solution provides free-form text narrative entry and maintenance at the Benefit Plan level as defined by the agency.

Authorized users view and maintain Benefit Plan level information including but not limited to a free-form text narrative description of the benefit plan, attached documentation, provisions, and effective and termination dates.

Wipro EMaaS also maintains diagnosis and procedure code narrative descriptions of each code contained in the files.



BRDM19

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.

The Wipro EMaaS solution creates, stores, and maintains 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.

Indicators used for identifying potential TPL recovery cases include traditional terms received from approved systems, partners, and exchanges, as well as creation of any number of non-traditional, User Defined Terms (UDTs) per agency requirements. Wipro EMaaS generates alerts to the State and others designated by the State when retroactive third party coverage has been identified and identifies claims with trauma diagnosis codes, accident codes and indicators and routes them for follow-up to see if there is TPL. In addition, Wipro EMaaS routes and reports on claims that are processed that indicate the Member's date of death for follow-up by the Member eligibility or Third Party Liability (TPL) personnel.

Our Claims360 component provides the means to configure all aspects of information in the system, including configurations that identify potential TPL/subrogation using agency-defined indicators. Upon receipt and input/import of a claim or encounter, the claim is matched to the configured business rules, including those that identify potential TPL recovery cases for the data submitted on the claim (procedure code, ICD external cause code, etc.). All occurrences of reference data, including any indicators are effective based on begin and end dates thus enabling a great deal of complexity and application.



BRDM20

The Contractor solution shall store, maintain, and utilize all Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) as provided and updated by a third party.

The Wipro EMaaS solution stores, maintains, and utilizes all Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) as provided and updated by a third party.

Our Connect360 component enables easy integration with the Washington Publishing Company (WPC) and other approved systems, partners, and exchanges through batch or real-time EDI transactions. Core to the Connect360 integration layer are data loaders which can be used to capture, store, and maintain all aspects of configuration information, including Health Insurance Portability and Accountability Act of 1996 (HIPAA) CARC and RARC and their metadata.

The user message domain code sets contain user-defined code entries and customized message descriptions that get applied to claims during adjudication and print on Explanation of Benefits

(EOB)/Remittance Advice (RA) unless suppressed. For example, the agency may request claims for members with TPL, enrollment in a MCO, or Medicare Part D assignment be denied. The appropriate RARC is reported on the remittance advice to notify the provider of denial. Claims360 business rules empower the agency to determine when these message codes are utilized and how to drive processes, such as workflow routing, based on them. HIPAA CARC and RARC codes can be mapped to these domain code entries to ensure that the required HIPAA messages are included on the Explanation of Benefits (EOB)/RA/835 for claim payment.



BRDM21

The Contractor solution shall provide an National Correct Coding Initiative (NCCI) cost savings summary report according to CMS specifications.

The Wipro EMaaS solution provides a National Correct Coding Initiative (NCCI) cost savings summary report according to CMS specifications.

Our Reports360 component is tightly integrated with and includes comprehensive Claims360 metadata, providing extensive real-time reporting and analytics capabilities. Reports360 has an easy-to-understand data structure optimized for data extracts and business-oriented analysis and reporting. It offers rich visualizations, drill-down capabilities, robust configurations, and delivery through multiple secure distribution methods on a scheduled (i.e. quarterly) or as needed basis.

Using Reports360, NCCI cost savings report summary criteria and layout requirements (population of claims to include, cost savings per what would have paid on the claim line, the organization of information within procedure-to-procedure or medically unlike units of service) are configured and transmitted in accordance with CMS specifications.



BRDM22

The Contractor's solution shall provide the ability to create, view, maintain and track and list configurable covered services that may be included within benefit plans per as defined by the Agency.

The Wipro EMaaS solution provides the ability to create, view, maintain, track, and list configurable covered services that may be included within benefit plans as defined by the agency.

Claims360 enables authorized users to easily view and maintain the configurable definitions and rules for covered services via our searchable, user-friendly screens. Service categories for the covered services are created to define libraries for which multiple rules may apply (office visits, Emergency Room (ER) visits, inpatient services, etc.). Service categories are associated with benefit plan components, which are reusable objects that define the benefit limits, deductibles, maximums, exclusions, authorization requirements, and other business rules that describe the benefits provided. Benefit plan components and service categories are included within applicable benefit plans as defined by the agency.

The covered services, service categories, benefit plan components and benefit plans are accessible through our searchable, user-friendly screens and display within a single window, with logical tabs of information and point-and-click drill-down features.



BRDM23

The Contractor's solution shall receive and store initial and updated member eligibility code(s) and aid category and assign the member eligibility code to the corresponding benefit plan including multiple and overlapping plans, as defined by the Agency.

Wipro EMaaS receives and stores initial and updated member eligibility code(s) and aid categories and assigns the member eligibility code to the corresponding benefit plan including multiple and overlapping plans, as defined by the agency.

Eligibility codes and aid categories are imported through Connect360. Users with the proper authorization may electronically load or manually update reference values and associated metadata as needed. Eligibility codes can be created in the system as configured User Defined Terms (UDTs) and mapped to applicable benefit plan assignments as part of eligibility initialization and update processes per agency requirements.

Eligibility codes and aid categories received and stored in the system are subject to the agency defined Claims360 business rules. These business rules are easily configurable through our searchable, user-friendly screens to support a wide range of criteria, including but not limited to assignment of:

- Member eligibility codes to corresponding benefit plans, including multiple and overlapping plans.
- Members to benefit plans using any combination of federal and/or state-specific eligibility attributes (aid category, disabled, age, etc.) or other criteria.
- Hierarchy in which to apply member eligibility code/benefit plan assignments to claims processing and eligibility verification for the applicable date(s) of service (DOS).

Wipro EMaaS edits claims for newborns' eligibility based upon State-defined newborn enrollment policies and procedures.



BRDM24

The Contractor's solution shall provide member lock-in based on configurable business rules (e.g., benefit plans, category of service, diagnosis, and procedure codes as defined by the agency.

The Wipro EMaaS solution enables authorized users to configure business rules for all aspects of information in the system, including configurations to provide member lock-in restrictions as defined by the agency.

Business rules are easily configured through our searchable, user-friendly Claims360 screens. Configuration criteria includes but is not limited to the following:

- Managed Care plan provisions
- Primary Care Case Management (PCCM) plan provisions
- Fee for Service (FFS) carve out benefits or services
- Benefit plan provisions
- Category of Service (COS)
- Diagnosis
- Procedure codes
- Member

- Pricing

For example, business rules can be configured to deny payment to FFS providers for services without PCCM referral/prior authorization or deny payment to referral providers (pharmacy, lab, radiology, specialty, physician, etc.) if the service is not authorized by a PCCM gatekeeper.



BRDM25

The contractor's solution shall receive and store initial and updated member eligibility data and process these transactions in real-time.

The Wipro EMaaS solution receives and stores initial and updated member eligibility data and processes these transactions in real time.

Connect360 can seamlessly integrate with and receive member eligibility data from approved source(s), and supports synchronous real-time and asynchronous real-time transactions. Upon receiving member eligibility data, new member records are initialized and existing member records are synchronized and updated for immediate use by the system for benefit assignment(s), matching to Third Party Liability (TPL), etc.

Team Wipro has monitoring and alerting in place to ensure proper validation and processing of all member eligibility transaction data in the event of issues such as duplicates or invalid files or data. Audits are also performed on regularly scheduled intervals to ensure transactions process in a timely manner.



BRDM26

The contractor shall monitor current and future releases of all National and Federal code sets and reimbursement methodologies and coordinate the adoption and implementation as defined by the Agency.

Team Wipro continually monitors and provides results to the agency for current and future releases of all National and Federal code sets and reimbursement methodologies as defined by the agency.

As part of our internal processes, we continually monitor our solutions to ensure alignment with the MITA 3.0 business, information, and technical architectures. Our experience as a Medicaid Fiscal Agent has required us to proactively stay on top of current and future releases of all National and Federal code sets and reimbursement methodologies that continually impact our projects. We maintain our current membership to CMS.gov and other sites and organizations so we can provide the highest level of service and guidance in the adoption, successful implementation, and ongoing support.

Team Wipro works with the agency to coordinate the adoption and implementation of all National and Federal code sets and reimbursement methodologies releases into Wipro EMaaS. We ensure all code sets (procedure codes, service codes, etc.) comply with current and future Health Insurance Portability and Accountability Act of 1996 (HIPAA) standard Transactions and Code Sets (TCS) currently in place or mandated by the agency and CMS.

BRDM27

The Contractor's solution shall provide the capability to clone specific data elements within a benefit plan (e.g., spans, service criteria, parameters) as defined by the Agency.

The Wipro EMaaS solution provides the capability to clone specific data elements within a benefit plan as defined by the agency.

Using our searchable, user-friendly Claims360 screens, authorized users can easily clone or reference/reuse specific data elements within a benefit plan (spans, service criteria, parameters, etc.). For example, office visits service category criteria can be referenced/reused when establishing a new service category for office visits specific to diabetes. In this manner, configuration changes are inherited by any configurations that reference them.

Office Visits

Name	Office Visits
Type	Benefit Category
Show In Portal	False
Definition	service "G0425" to "G0427" , "Q3014" , "G0406" to "G0408" , "T1014" , "99441" to "99444" , "98966" to "98969" , "99201" to "99205" , "99211" to "99215" , "99241" to "99245" , "99291" to "99292" , "99354" to "99357" , "99363" to "99364" , "99366" , "99368" , "99460" to "99463" , "96040"

Office Visits (Diabetes)

Name	Office Visits (Diabetes)
Type	Benefit Category
Show In Portal	False
Definition	service category "Office Visits" and primary diagnosis "250" to "250.9" , "E10" to "E13.61"

Figure 3-96: Service Category Criteria

BRDM28

The Contractor's solution shall store and maintain reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type (e.g., service, pricing modifiers (multiple), multiple surgeries, cutbacks, benefit plan, category of service, and provider type/specialty) as defined by the Agency.

The Wipro EMaaS solution stores and maintains reimbursement criteria for each service according to date specific rules and limitations applicable to each claim and encounter type as defined by the agency.

Reimbursement criteria (service, pricing modifiers (multiple), multiple surgeries, cutbacks, benefit plan, category of service, provider type/specialty, etc.) are configured in Claims360. Criteria used in reimbursement can consist of traditional terms, as well as an unlimited number of User Defined Terms (UDTs) per agency requirements.

Our Claims360 component is easily configurable to utilize reimbursement criteria in the system through searchable, user-friendly screens. For example, reimbursement criteria can be configured so

that the State allows for the payment of claims that would have been rejected due to Third Party Liability (TPL) coverage if the provider includes override codes indicating the benefits are not available. Each occurrence of reimbursement criteria is effective based on start and end dates.



BRDM29

The Contractor's solution shall store, maintain and update reference data (e.g., edit and audit processing rules and parameters, specification of the hierarchy of edits and audits, procedures that allow pay-and-chase, supporting documentation) as defined by the Agency.

The Wipro EMaaS solution imports, stores, and maintains reference data as defined by the agency.

Reference data is imported into the system through Connect360. Reference data can consist of traditional terms, as well as an unlimited number of User Defined Terms (UDTs) as defined by the agency. Connect360 enables users with the proper authorization to electronically load or manually update any reference data and associated metadata as needed.

All reference data stored and maintained in the system is subject to the agency defined Claims360 business rules. These business rules are easily configurable via our searchable, user-friendly screens to define a wide range of configuration criteria, including but not limited to the following:

- Edit and audit processing rules and parameters
- Specification of the hierarchy of edits and audits per assigning a weighted priority (sequence in which to evaluate)
- Pay-and-chase processes
- Supporting documentation and attachments

Upon receipt and input/import of a claim or encounter, the claim is matched to the configured business rules and, based on configurations that can apply any combination of reference data criteria, adjudicates the claim per agency requirements.



BRDM30

The Contractor's solution shall contain the functionality to increase or decrease reimbursement for a service based on a historical previously paid claim(s) as defined by the Agency

Wipro EMaaS contains the functionality to increase or decrease reimbursement for a service based on a historical previously paid claim(s) as defined by the agency

Claims360 contains a wide array of configurable pricing methodologies to calculate reimbursement for any combination of data elements. Our business rule configurations provide the flexibility to define criteria that cover and reference claim header data, claim line item data, member data, episode of care data, and relative time information. This criterion can be configured at a broad or very granular, data element level to match against historical previously paid claim(s) so that service reimbursement increases or decreases accordingly per agency requirements.

All configurations and data occurrences are date driven, enabling a great deal of complexity and application of multiple reimbursement methodologies over time. For retroactive configuration updates, Claims360 can trigger automated claims reprocessing based on the configuration rules.



BRDM31

The Contractor's solution shall provide the capability to clone a claim in a test environment to modify specific data fields (e.g., reimbursement methodology, procedure code) and adjudicate the claim.

The Wipro EMaaS solution provides the capability to clone a claim in a test environment to modify specific data fields and adjudicate the claim in batch or real time.

Using our Connect360 standard export/import functions, authorized users can export any number of claim records, modify specific data fields (provider, diagnosis, procedure code, etc.) or clone a claim(s), and then import the claim(s) for adjudication. Using our Engage360 Provider Portal, authorized users have the option to clone a claim, modify specific data fields, and then submit the claim for adjudication. Authorized users can also utilize our searchable, user-friendly Claims360 screens to edit specific data fields on a claim and then adjudicate the claim.



BRDM32

The Contractor's solution shall automatically update Insurance plan information on individual records when the carrier plan is changed as defined by the Agency.

The Wipro EMaaS solution automatically updates Insurance plan information on individual records when the carrier plan is changed as defined by the agency.

Our solution is designed so that in many cases no mass updates are needed. For example, in the event the carrier plan is changed, only a single update is needed because the insurance information is captured on the carrier plan, not the individual records associated with it. All occurrences of data including carrier plan information are date driven in order to reference the appropriate insurance plan information for the date(s) of service (DOS) applicable to system processing.



BRDM33

The Contractor's solution shall generate a configurable Explanation of Benefits (EOB) for each member or a selected group of members based on configurable criteria defined by the Agency.

The Wipro EMaaS solution provides extensive configuration capabilities, including triggers that generate a configurable Explanation of Benefits (EOB) for each member or a selected group of members as defined by the agency.

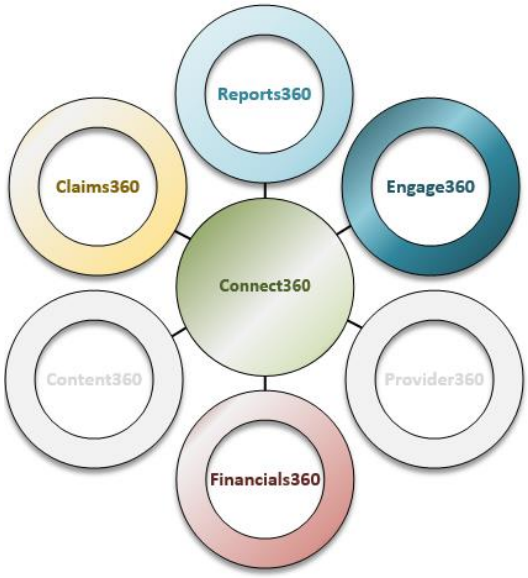
Using our searchable, user-friendly Claims360 screens, authorized users can easily apply configurations that determine the information provided on the EOB (services received, provider billing, Coordination of Benefits (COB), coinsurance, copays, deductibles, services not covered, etc.). Configuration criteria can be broad based on minimal matching criteria or at a granular, metadata level to specify the content and/or applicable member or selected group of members for which the EOB is generated as defined by the agency.

The generated EOBs can be provided to members through various methods of communication including our Engage360 Salesforce Community Cloud Member Portal, secure email, and/or mail through our fulfillment services per agency requirements.

3.10.13 CLAIMS DATA AND REPORTING

This section addresses requirements related to collecting, maintaining, and reporting claims data. The Contractor's solution shall provide an established library of standardized operational reports. The solution will include sophisticated configurable automated and ad-hoc reporting functionality based on current and historical medical and non-medical transaction data including claims (paid, pending, and denied), rate updates, and provider payment. These reports and analyses will be used to inform State and Federal reporting and support the information requirements necessary for the evaluation, comparison, and management of claims. The Offeror must describe in detail their approach to meet each of the Claims Data and Reporting requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

With over 30 years of experience with the Medicaid environment providing comprehensive claims data to support State and Federal reporting needs, Team Wipro has extensive Claims Data and Reporting knowledge, including T-MSIS reporting. The Wipro EMaaS solution provides an established library of standardized operational reports and includes sophisticated configurable automated and ad hoc reporting functionality based on current and historical medical and non-medical transaction data including claims (paid, pending, and denied), rate updates, and provider payments. These reports and analyses are used to inform State and Federal reporting and support the information requirements necessary for the evaluation, comparison, and management of claims data.



The Wipro EMaaS solution is comprised of various components as depicted in the adjacent figure. The Claims360 component provides a robust, expandable data model that supports claims data collection, maintenance, and reporting in a real-time data warehouse.

The Reports360 component provides interactive dashboards and reporting for all of the components. Team Wipro's EMaaS business intelligence toolkit provides the State of Montana with the key insights to make important decisions regarding Medicaid policies and processes.

Our business intelligence toolkit in Reports360, including HealthRules Answers and Microsoft Power BI, provides innovative technology to satisfy the State and Federal Claims Data and Reporting needs.

- **HealthRules Answers** - HealthRules Answers supports the information requirements necessary for the evaluation, comparison, and management of claims, payments, provider, and member data by allowing user to run reports against both current and historical data.
- **Microsoft Power BI** - Microsoft Power BI accesses multiple databases enabling State staff or the system to extract data from within the Wipro EMaaS and from external tables. Power BI includes reports on dashboards with drill-down capability enabling users to view details of the data.



Reports360, in conjunction with other Wipro EMaaS components including Connect360, Engage360, Claims360, and Financials360, enables the agency to report on claims, provider, and member data. Reports360 enables the agency to fully support its reporting requirements by providing report generation and distribution, multiple data source analysis capability, Enterprise Data Warehouse connectivity, and real-time performance monitoring.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.

CDR01

The Contractor's solution shall track, maintain, store, and report data from all claims transaction types (e.g., fee for service, encounter) as defined by the Agency.

The Wipro EMaaS Claims360 component tracks, maintains, stores and reports data from all claims transaction types as defined by the agency.

Claims360 includes a comprehensive audit log for tracking purposes for each Fee for Service (FFS) and encounter claim record. The audit log tracks all changes, updates and system activity related to the FFS or encounter claims with user, timestamp, as-of-date, reason code, and optional comments. Claims360 accepts and processes FFS and encounter claims from the provider portal throughout the day as well as in Batch X12 format files that can be scheduled.

FFS and encounter claim records are stored in claim tables as versioned records to enable reporting at any stage in the adjudication cycle through reimbursement, as well as post payment processes such as crediting or adjusting of the claims. All claim information is stored and available for viewing in the Claims360 user interface and is available in our Reports360 real-time data warehouse, for more robust reporting needs.

Suspended claims are tracked electronically through workbasket assignments but also through Reports360 to visually monitor claim activity daily through configured reports and personalized

dashboards.

Reports360 produces reports on any claims data, including claim exceptions, status, and inventory, to assist in tracking of claims as required. Users can select what claim fields they want to appear on each report. Because HealthCare legislation and transactions are ever changing, our solution also provides User Defined Terms (UDTs) to enable the agency to define and configure new fields to include on each report or new reports.



CDR02

The contractor's solution shall have the capability to capture, track, store, maintain and report the status of all claims related grievances and appeals from receipt to determination, as defined by the Agency (e.g., number of grievances/appeals received, resolved, rejected, escalated, and timeframe of resolution) as defined by the Agency.

The Wipro EMaaS solution tracks, stores, maintains and reports the status of all claims related grievances and appeals from receipt to determination, as defined by the agency.

The Wipro EMaaS Engage360 component uses Salesforce Community Cloud and Service Cloud to provide call center services, appeals and grievances workflows, and provider and member portals.

Grievance and appeals information is captured through the provider and member portals. Our expandable data model provides reporting on:

- Number of grievances/appeals received
- Number of grievances/appeals resolved
- Number of grievances/appeals rejected
- Number of grievances/appeals escalated
- Length of time to resolve grievances/appeals

As leaders in the industry the partnership between Team Wipro and Salesforce provides the State agency with a robust system to support members and providers.



CDR03

The Contractor's solution shall create, maintain, and store payment reports as defined by the Agency (i.e., Per member per month, NET or other capitation payments)

Wipro EMaaS creates, maintains and stores all payment reports including, but not limited to, per member per month (PMPM), NET and other capitation payment reports as defined by the State agency.

Team Wipro collaborates with the agency to determine the specific report requirements. Once defined, the payment reports are developed in Reports360.

When a PMPM, NET or capitation process generates payments in Claims360 all payment details are sent through Connect360 into the Reports360 data warehouse to allow the desired payment reports to be generated. The payment details can be linked to other data warehouse information through the member and provider identifiers. This allows report details to include more than just the details of the specific payment on the reports.

Reports360 provides drill-down capability so users can see the details included in the payment reports. Additionally, reports can be scheduled to run at any time and included on user dashboards.



CDR04

The Contractor's solution shall identify, track, audit and report managed care transactions (e.g., service data, payments) for all healthcare programs, as defined by the Agency.

Wipro EMaaS identifies, tracks, audits and reports managed care transactions for all healthcare programs, as defined by the agency.

Wipro EMaaS Claims360 creates a comprehensive audit log for tracking encounter claims and capitation (or per member per month) transactions. The audit log tracks all changes, updates, and system activity related to the transactions with user, timestamp, as-of-date, reason code, and optional comments. Transaction records are maintained as versioned records to allow reporting at any stage in adjudication through finalization, as well as, post finalization processes such as crediting or adjusting of the transactions.

All managed care data can be accessed through Reports360 using the Microsoft Power BI application tool which can access multiple databases. This enables the system or the State to pull data from within Wipro EMaaS and from external tables, such as the State of Montana's Enterprise Data Warehouse (EDW), when access is granted. The Connect360 component can also accept data feeds from external data sources to load into the Claims360 data warehouse for inclusion in reporting. The ability to extract data in various formats along with producing reports in multiple formats assists the State in satisfying all managed care reporting requirements. Microsoft Power BI, accessed through Reports360, includes drill-down capability enabling users to view details of the data included in each report. Additionally, users can include reports on their dashboard for easy access.



CDR05

The Contractor's solution shall store, maintain, track, display and report all claims processing activity throughout the adjudication process (e.g., backlog, suspended claims by status and location, manual entry, adjustments) as defined by the Agency.

The Wipro EMaaS Claims360 component stores, maintains, tracks, displays, and reports all claims processing activity throughout the adjudication process as defined by the agency.

Each claim advancing through the adjudication process includes a comprehensive audit log for tracking purposes. The audit log tracks all changes, updates and system activity related to the claim with user, timestamp, as-of-date, reason code, and optional comments. Claims are maintained as versioned claim records to allow reporting at any stage of the adjudication process.

All claims information is stored for display in the Claims360 user interface and is available in within Reports360 for more robust reporting needs.

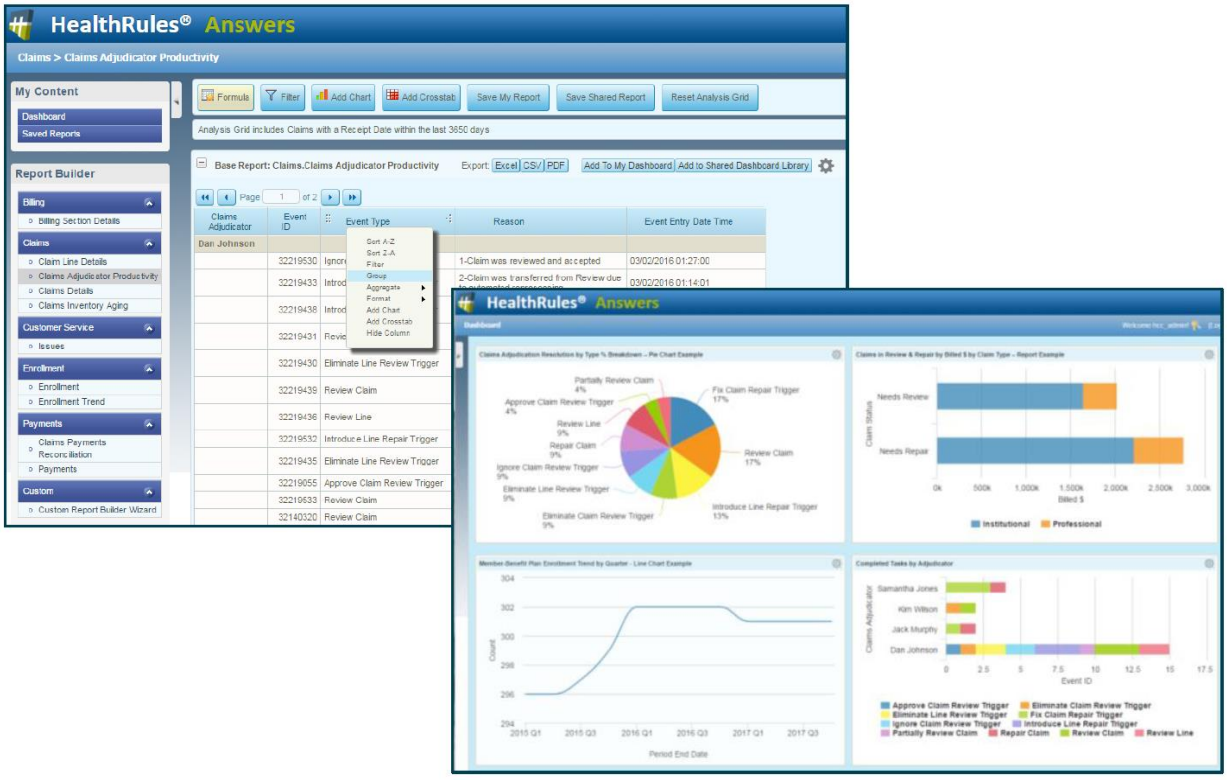


Figure 3-97: Interactive, Business User-Friendly Tools

Reports360 generates reports on any claims data, including backlogged and suspended claims and allows grouping or totaling by status and location, manual entry, and adjustments. To assist in tracking of claims as required. Reports can provide claim statistics for any processing time period. For example:

- Number of days to finalize clean claims
- Number of days to adjudicate all claims
- Number of keying errors
- Percent of claims that are clean claims
- Percent of claims suspended
- Percent of claims paid versus denied



CDR07

The Contractor's solution shall identify, track and report claims flagged for investigation due to suspect or confirmed third-party liability discrepancies as defined by the Agency.

The Wipro EMaaS Claims360 component identifies, tracks and reports claims flagged for investigation due to suspect or confirmed third-party liability discrepancies as defined by the agency.

Claims360 has multiple policies (edits) that are configured to assist in identifying claims containing exceptions such as missing the expected third party payment information or claims that contain third party payment information, but no third party information is on file. The business rules include utilizing ICD-10 diagnoses, claim type, type of coverage, and other indicators to post the appropriate errors to the claim.

Using the specific errors posted, Reports360 can provide a report of flagged claims. Team Wipro collaborates with the agency to determine the specific data desired on the report. Once developed, the report can be scheduled to run automatically and included on user dashboards.



CDR08

The Contractor's solution shall maintain and report on all service authorization activity (e.g., requests, determinations, responses and utilization), as defined by the Agency.

Wipro EMaaS Claims360 maintains and reports on all service authorization activity as defined by the agency.

Service authorizations are received as X12 278 transactions. Claims360 validates the transaction data, adds the data to the appropriate Claims360 tables to be used for claims processing and generates the X12 278 response transaction. Both the X12 278 request and X12 278 response transactions are also stored within the Claims360 data warehouse. The validation process includes checking:

- X12 data format
- X12 data content
- Processing against configurable business rules

During processing, claims requiring service authorization are compared to criteria defined by Team Wipro and the agency, such as provider data, member data, dates of services and service codes. The submitted units/dollars on the claim are compared to the service authorization and available units/dollars to determine the outcome of the claim. If the outcome is favorable for the claim to service authorization combination, the data is updated to show utilization. If a claim is adjusted or credited, the service authorization is adjusted accordingly. All utilization data is included in the Claims360 data warehouse. Team Wipro collaborates with the agency to define the reporting requirements. Based on the requirements, Reports360 is utilized to produce reports on all service authorization activity including requests, determinations, responses, and utilization.



CDR09

The Contractor's solution shall maintain, track, and report claims data (e.g., prompt payment of clean claims, claims inventory) to support compliance with 42 CFR 447.45

Team Wipro understands the timely claims payment provisions. Wipro EMaaS maintains, tracks, and reports claims data to support compliance with 42 CFR 447.45.

Claims360 ensures prompt payment of all claims within 12 months of the date of receipt allowing for exceptions as defined by the agency.

Claims360 contains all claims processing and payment information necessary to provide reports to support the State agency in compliance with timely claims payment. Reports360 accesses the real-time data warehouse to generate reports using information such as:

- Service Category
- Provider type
- Provider
- Claim submission date

- Claim receipt date
- Claim entry date
- Claim Origin (Paper or Electronic)
- Claim adjudication date
- Claim Payment date
- Prior payer payment date
- Claim status
- Claim type
- Claim location
- Errors
- Error type or status
- Number of days or months between receipt date and payment date
- Number of days or months between receipt date and adjudication date
- Number of days or months between prior payer payment date and payment date

Reports360 allows for reporting on statistics such as:

- Time lapse of clean claims payment
- Percent of clean claims paid within 30 days by provider type
- Flagging of clean claims not finalized in 30 days or in jeopardy of not paying within 30 days
- Adjudication time of all claims
- Time lapse of all claims
- Flagging of any claim within jeopardy of not finalizing within 12 months of receipt

Team Wipro collaborates with the agency to define specific reporting requirements. Based on the requirements, reports such as, Prompt Pay of Clean Claims and Claims Inventory are configured in Reports360. Reports360 enables users to add pre-defined reports to their dashboards and schedule them to run automatically.



CDR10

The Contractor's solution shall maintain, track, provide audit history, and report all financial transactions between Entities and the Agency (e.g., payments, takebacks, receivables, credit balance, claims), as defined by the Agency

Wipro EMaaS maintains, tracks, provides audit history and reports all financial transactions between Entities and the agency, as defined by the agency.

Team Wipro collaborates with the agency to define specific reporting requirements. Once defined, the requirements are used to develop reports in Reports360. Reports360 has access to all financial transaction data, including audit logs. Wipro EMaaS has a rich auditing functionality throughout the system for financial transactions. All changes made by individuals and system processes are logged in the audit log. The audit log contains:

- User
- Update timestamp
- As-of-date
- Reason code
- Comment text

Financial Transaction reports could include data, such as:

- Type of financial transaction (e.g. payment, takeback, receivable)

- Reason for the transaction (e.g. overpayment, underpayment, withhold, etc.)
- Processing date
- Amount (including Federal versus State share)
- Payee or payor

Reports360 allows scheduling of reports, drill-down capability and report access through dashboards.



CDR11

The Contractor's solution shall track, maintain, and report recoveries for the federal share of overpayments to support compliance with 42 CFR 433.320 as defined by the Agency.

The Wipro EMaaS solution tracks, maintains and reports recoveries for the Federal share of overpayments to support compliance with 42 CFR 433.320.

When an overpayment occurs, an account receivable (AR) is produced within Financials360 to track and maintain recovery of the excessive dollars paid to the entity. The AR information includes a breakdown of the portion of the excessive dollars that are Federal versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. The agency may collect the overpayment either by receipt of a check, Electronic Fund Transfer (EFT) or by reducing other payments to the entity. Depending on configuration, the recoveries applied to the AR are directed to the appropriate Federal or State share buckets. As the AR is impacted, an audit log is kept to track any changes to the AR including changes to the balance of the overpayment recovery.

Reports360 accesses the appropriate claim and financial tables to identify and report recovery of federal dollars to support CMS-64 reporting. The claim and financial tables are checked to determine if a recovery that included Federal share payment has occurred within the requested reporting quarter so it can be included on the CMS-64. If desired, Reports360 can also provide reports prior to the upcoming quarter to identify when an overpayment was discovered but the recovery has not yet occurred. The report shows the State agency potential liability to pay interest for the non-recovery of the overpayment. Reports360 also provides the ability to schedule reoccurring reports to allow the user to keep track of the dollars associated with overpayments at any given time.



CDR12

The Contractor's solution shall track, store, and maintain, and report all user activity (e.g., access history, claims editing, provider updates, benefit plan changes, rate and fee schedule changes) as defined by the Agency.

Wipro EMaaS tracks, stores, maintains and reports all user activity, as defined by the agency.

User access to data is granted through user profiles and a single unique user identifier within Claims360. Claims360 generates security audit logs and reports of all functions of the system, including accessing history, claims editing, provider updates, benefit plan changes, and rate and fee schedule changes. All changes are logged in the audit log with:

- User ID
- Timestamp
- As-of-date
- Reason code
- Comment

The Claims360 data model keeps a full history of all versions of data. For data types involving Protected Health Information (PHI) (claims, authorizations, members, etc.), all views of data are also logged. In addition to being available to view the information in the user interface, all audit information reporting is available in Reports360.

The Claims360 component complies with all Health Insurance Portability and Accountability Act of 1996 (HIPAA) security and privacy requirements and related regulations. Hosted environments are secured to HIPAA standards at a minimum. Additional levels of audit and certification with more robust standards (e.g., ISO 27001/2, NIST 800-53) further demonstrates our ability to meeting critical compliance and data protection requirements.

Data is also protected against accidental destruction or loss through data backup measures which include:

- Backup and restoration procedures
- Mirroring of hard disk drives, e.g. RAID
- Virus protection/firewall



CDR13

The Contractor's solution shall identify, track, store, and report detailed information supporting history-only recoveries and payments as defined by the Agency.

Wipro EMaaS identifies, tracks, stores and reports detailed information supporting history-only recoveries and payments as defined by the agency.

Transaction requests with a set “history-only” indicator, updates claims or financial transactions with no financial impact. For example, if a recovery associated with a paid claim was reported through a third party processor, the recovered dollars will be linked to the claim. If this type of recovery is determined to be a history-only recovery, no refund of the recovered money will be generated to the member or provider.

Team Wipro, working with the agency to define requirements, develops detailed reports of history-only recoveries and payments in Reports360. Reports360 allows users to schedule reports for automatic execution. Additionally, the pre-defined reports can be included on user dashboards.



CDR14

The Contractor's solution shall identify, track, audit, and report inter and intra-governmental payments and receivables (e.g., Qualified Rate Adjustments (QRA's) and Upper Payment Limits (UPLs)) as defined by the Agency.

Wipro EMaaS identifies, tracks, audits and reports inter and intra-governmental payments and receivables, as defined by the agency.

The Wipro EMaaS Financials360 component is a flexible platform that contains pre-determined business financial codes that can be assigned to transactions. Inter and intra-governmental payments and receivables can be identified via these financial codes.

Financials360 generates audit logs when financial transaction data is modified. The audit log includes:

- User
- Timestamp

- As-of-date
- Reason code
- Comment

Team Wipro, working with the agency to define requirements, develops reports in Reports360. Reports360 accesses the Financials360 data and audit logs to produce inter and intra-governmental transaction reports.

CDR15

The Contractor's solution shall have the ability for authorized users to run pre-defined and ad hoc queries on claims data within the solution for reporting, as defined by the Agency.

Wipro EMaaS has the ability for authorized users to run pre-defined and ad hoc queries on claims data within the solution for reporting, as defined by the agency.

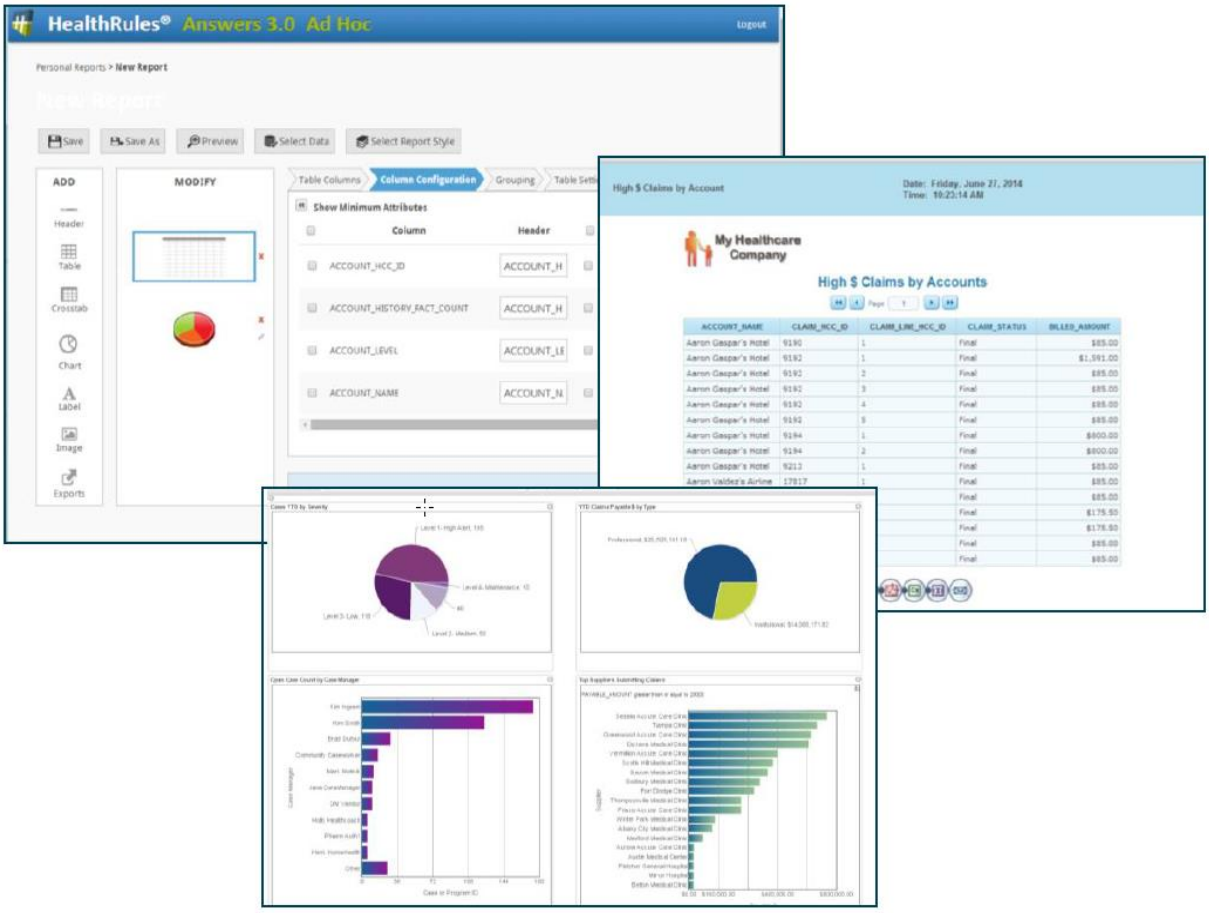


Figure 3-98: Reports360 Ad Hoc Report Builder

Reports360 accesses all claims, procedure, diagnosis, revenue, and other applicable code data to create and run recurring automated reports or create onetime ad hocs that can be viewed and modified in real time.

Reports360 includes two options for customized reporting:

- Self-Service Analysis Grid Report Builder - Interactive, business user-friendly tool with simplified data objects that enables end users to create and view custom reports, graphs, and personalized dashboards.
- Ad Hoc Report Builder - Straightforward custom reporting tool designed for reporting team members to develop comprehensive libraries of internal and external reports, graphs, dashboards, etc. It provides access to the entire Reports360 real-time data warehouse with extensive control over data selection, rich visualizations, drill-down, scheduling, and email capabilities.

Features:

- Cross module dashboards
- Scheduling and Emailing
- Personal Reporting Folders
- Report Sharing across users
- Export: Excel, Word, PDF, CSV, XML

Reports360 provides field level security controls. Team Wipro works with the agency to determine the security levels for each field. Once defined the security levels are used in combination with the user's identification to allow or disallow access to fields being requested in ad hoc queries or pre-defined reports.

As defined by the agency, claims history is made available for use by Program Management and Program Integrity for ad hoc reporting.



CDR16

The Contractor shall analyze and report on proposed reference file changes (e.g. Benefit Plan, provider rate changes, taxonomy updates, category of service updates) as defined by the Agency.

Wipro EMaaS has the ability to analyze and report on proposed reference file changes as defined by the agency.

Wipro EMaaS provides a production-like test environment that allows changes to various system elements such as member benefit plans, provider rates, taxonomy codes, and categories of service. Retroactive reference file changes can trigger automatic rerunning of affected claims or users can manually enter and run test cases. Within the Claims360 interface, users can view the reference and claims data resulting from the changes.

The Reports360 in the production-like test environment allows reporting at specific detail levels or at summary levels to easily see the impact of the changes. Reports360 includes drill-down capability to allow the user to see the specific details that are included in the summary level reports.



CDR17

The Contractor's solution shall produce premium collection reports, per Agency defined criteria.

Wipro EMaaS produces premium collection reports, per State agency defined criteria.

Medicaid rules enable states to charge premiums as a form of cost sharing for members who meet certain income guidelines. Working with the State agency, the Premium Collection reports can be produced in Reports360.

A Premium Collection report could report Upcoming Collections Due or the state of the Current Collections for the month. For example, an Upcoming Collections report could display:

- Member ID
- Amount due
- Date due
- Date previous months' payment was received
- Amount of previous month's payment
- Amount paid for previous month

A current month Collections Due report could be a summary to include:

- Number of members required to pay premiums
- Total Amount of premiums
- Number of members who have paid the current premium
- Total amount of premiums received
- Number of members who have not paid the current premium
- Total amount of premiums not received
- Percent of premiums received
- Percent of premiums not received

A summary report developed in Reports360 enables users to access the details of the summary totals and amounts through drill-down capabilities. Users can include the reports on their dashboards and schedule the reports to run regularly.



CDR18

The Contractor's solution shall monitor, track, and report on claims processing quality standards (e.g. percentage of claims resolved, keying error rate, etc.) as defined by the Agency

Wipro EMaaS monitors, tracks and reports on claims processing quality standards as defined by the agency.

All suspended claims are assigned to a Claims360 Claims Review and Repair Workbasket. Suspended claims are tracked electronically through workbasket assignment and through Reports360 to visually monitor daily claims activity through custom reports and personalized dashboards. Claim workbaskets can be viewed, monitored, and managed by supervisory staff through the Claims360 user interface. An authorized user can view the claims in each status to ensure that all claims received by the system are processed. Reports360 enables users to access drill-down capability to view the details of the claims included in the summary report.

In addition to claims inventory and quality data, Reports360 includes a PERCENTILE function to calculate percentages such as the following:

- Percentage of claims resolved
- Keying error rate
- Percentage of claims denied after resolution

- Percentage of claims suspended



CDR19

The Contractor's solution shall track, store, and report claims paid based on configurable business rule (e.g. using a percent of billed charges with maximum allowable amounts for procedures, provider types, and participant demographics) per Agency defined criteria.

Wipro EMaaS has the ability to track, store and report claims paid based on configurable business rule per agency-defined criteria.

The Claims360 component enables users to select paid claims through a filtering process to view the desired claims. For more robust reporting needs, Reports360 data warehouse accesses all member, provider, procedure code, claim, and encounter data. Within Reports360, users can develop paid claims reporting using configurable selection criteria, such as:

- Percent of billed charges with maximum allowable amounts for procedures
- Provider types
- Member demographics

Reports360 connects to multiple data sources (Claims360, Financials360, etc.) to provide all the required data that can be easily used to configure claims payment reports. Reports360 can pull claim, financial, member, and provider attributes to support claims reporting and analysis. Team Wipro works with State agency staff to identify required report data elements and formatting.



CDR20

The Contractor's solution shall create, update, store, and maintain required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified federal and state report (e.g. CMS-64, CMS-416 report,) per Agency defined criteria.

Wipro EMaaS creates, updates, stores and maintains required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified Federal and state reports per agency-defined criteria.

Team Wipro collaborates with the State agency to define criteria for each pre-defined report line. Based on the definitions, claims and non-claims transactions are assigned Report Lines in the Reports360 data warehouse. The same transaction may have multiple Report Lines assigned depending on the specific reporting needs. For example, based on financial category of service and member eligibility code, a claim may belong on the CMS-64 line 15 (Early Periodic Screening, Diagnosis, and Treatment [EPSDT] Screening). The same claim based on member eligibility and provider type may need to be included within the unduplicated count of eligibles on Line 12a of the CMS-416. The claim will also need to be included on the T-MSIS Claim OT (other) data extract. The Report Lines can be used to extract data for CMS reporting, such as T-MSIS, and include specific transactions on pre-defined or user-developed reports.



CDR21

The Contractor's solution shall have the ability to generate a scheduled payment report on all Health Insurance Premium Payments (HIPP), as defined by the Agency.

Wipro EMaaS Reports360 provides the ability to generate a scheduled payment report on all Health Insurance Premium Payments (HIPP) as defined by the agency.

Reports360 connects to multiple data sources (Claims360, Financials360, etc.) to provide all the required data that can be easily used to configure HIPP scheduled payment reports. Reports360 can pull claim, financial, member, and provider attributes to support HIPP case reporting and analysis. Team Wipro works with State agency staff to identify report measurement criteria, data elements and report formatting requirements.

All payment information, including HIPP payments are stored in the data warehouse where they can be accessed for reporting in Reports360. Reports360 allows any report to be run as a scheduled report. Once developed, reports are available for users to include on their dashboards and run at scheduled times as specified by the State agency.

Comprehensive data is available in Reports360 for HIPP reporting purposes. For example, the following could be included on the payment report:

- Coverage Type Code
- Policy Holder
- Policy ID
- Payment Method Code
- Payment Status
- Payee Code
- Insurance Company
- Employer ID
- Check Number
- Check Date
- Payment Due Date
- Payment Due Amount
- Payment Process Date
- Administration Cost



CDR22

The Contractor's Solution shall provide the capability to create, store, maintain CMS invoices and financial transaction summary reports, as defined by the Agency.

Wipro EMaaS provides the capability to create, store, and maintain CMS invoices and financial transaction summary reports, as defined by agency.

All invoice and financial transaction information, including CMS invoices, are stored in the data warehouse where they can be accessed for reporting in Reports360.

Reports360 connects to multiple data sources (Claims360, Financials360, etc.) to provide all the required data that can be easily used to configure CMS invoices and financial transaction summary reports. Reports360 can pull claim, financial, member, and provider attributes to support summary reporting and analysis. Team Wipro works with State agency staff to identify required report data elements and formatting.

The reports can summarize the invoice and financial transaction data at any and multiple levels. For example, totals could be based on the following:

- financial transaction reason codes within transaction type

- paid dates within a quarter per invoice type
- provider totals within each reason code or invoice type
- federal share versus state share within reason code for a quarter, broken down by paid date

Current and historical reports are stored within Reports360 and are accessible by end-users for a timeframe set by the agency. Reports360 enables drill-down capability providing users with the ability to click on a summary total and view the details of the specific data included in the summary report. Once developed, reports are available for users to include on their dashboards and run at scheduled times as specified by the State agency.



CDR23

The contractors solution shall accept, store, and maintain current and historical provider data, per Agency defined criteria.

Wipro EMaaS accepts, stores and maintains current and historical provider data, per agency-defined criteria.

The databases within Claims360 store current and historical provider data. Pre-existing provider data, including the National Provider Identifier (NPI) are accepted into the databases using a batch load process. Team Wipro works with the agency to define mapping rules to ensure the appropriate fields from the prior system databases or files are mapped to the correct Claims360 database fields. The batch load process accepts data in any standard format (e.g. excel, flat file, xml, txt) to be loaded into Claims360 database fields. User-Defined Terms are available to be used for fields that may not exist in Claims360 but are desired to be stored.

Claims360 accepts current data updates through both individual keying updates or by the same batch load process described above. The views provided in Claims360 allow users to display provider data by NPI or a subset of provider's practice. Claims360 does not require automatic purging of any data, therefore, all data stored in the system is available for the life of the contract.

All Claims360 data is available for use in Reports360 for provider data reporting needs.



CDR24

The contractor's solution shall have the ability to maintain and store current and historical batch execution reports (e.g., claims, TPL, eligibility, PA, COBA), per Agency defined criteria.

Wipro EMaaS maintains and stores current and historical batch execution reports (e.g., claims, Third Party Liability (TPL), eligibility, PA, COBA), per agency defined criteria.

Our Reports360 component is designed for State agency members to develop comprehensive libraries of reports. It provides access to the entire data warehouse with extensive control over data selection, rich visualizations, drill-down, and scheduling, which has the ability to generate reports on a schedule as defined by the agency.

Reports are configured via the Reports360 user interface, where report criteria is selected, and the time interval is configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, monthly, or yearly). Batch jobs can also be scheduled by sweeping or polling the File Transfer Protocol (FTP) site for data being received into the system. Any data, including Electronic Data Interchange (EDI) data, received through Engage360 portals reside on the FTP site until imported into Claims360. The Reports360 scheduler uses the information entered during

configuration by the end user to execute the creation of the report.

The report and job statistical data generated during batch job executions is stored within Reports360. Current and historical batch execution reports are stored and accessible for the length of time defined by the agency.



CDR25

The Contractor's solution shall provide a configurable report for all current and future approved HIPAA ASC X12 transactions from covered entities (e.g., health plans, health care clearinghouses, billing companies, trading partners, and health care providers) as defined by the Agency.

Wipro EMaaS provides configurable reports for all current and future approved HIPAA Accredited Standards Committee (ASC) X12 transactions from covered entities (e.g., health plans, healthcare clearinghouses, billing companies, trading partners, and healthcare providers) as defined by the agency.

HIPAA ASC X12 transactions are received through real-time entry or batch files placed on the Engage360 EDI provider portal, or scheduled using a sweep or polling of an FTP site. ASC X12 transactions that have been received through the EDI process reside on the FTP site until imported into Claims360. Upon import, the transactions are processed.

Our Claims360 supports the following X12 transactions and their appropriate responses in batch for v5010:

- Profession Claim and encounter submission (837P, 837I, 837D)
- Electronic Remittance Advice (835)
- Premium Payment (820)
- Eligibility Inquiry and response (270/271)
- Claim status request and response (276/277)
- Enrollment (834)
- Request for Review and Response (278)
- Claim attachments (275/277RFAI)

We support the following X12 transactions and their appropriate responses in real time:

- Eligibility Inquiry and response (270/271)
- Claim status request and response (276/277)
- Request for Review and Response (278)

All X12 transaction data is stored in the Reports360 for any reporting needs. The data warehouse within Wipro EMaaS provides the flexibility of reporting on any stored data. Team Wipro provides reports related to HIPAA ASC X12 transactions in Reports360 based on specifications identified by the agency.

Axiom TransSend within Claims360 provides operational monitoring and reporting of response time and availability metrics. During transaction processing, processing information is collected and stored that reflects HIPAA ASC X12 transaction types, transaction received time, response sent time, and any applicable data related to the transaction. Claims360 ensures compliance with Committee on Operating Rules (CORE) X12 transaction response time mandates.

The following are examples of response time mandates:

- For a batch ASC X12 005010X279A1 Eligibility Request and Response transaction

(270/271): any 270 Request received prior to 9pm Eastern time of a business day, a 271 Response must be returned by 7am Eastern time the following day).

- For a real-time ASC X12 005010X279A1 Eligibility Request and Response transaction (270/271): the time frame between the time a 270 Request is received and the time a 271 Response is sent back must not exceed 20 seconds.

Any updates to existing Council for Affordable Quality Healthcare (CAQH) CORE Operating Rules are updated within Claims360 and any new transactions approved by CAQH CORE will be added to Claims360. All transactions meet infrastructure and connectivity rules as defined by the regulation in order to meet and maintain CAQH CORE compliance for all HIPAA ASC X12 EDI transactions.



CDR26

The Contractor's Ad hoc reporting solution shall have the ability to distribute weekly and monthly summarized database views per Agency requirements.

Wipro EMaaS has the ability to distribute weekly and monthly-summarized database views per agency requirements.

The real-time data warehouse within Reports360 has an easy-to-understand data structure optimized for data extracts and business-oriented analysis and reporting.

Reports360 includes two options for customized reporting:

- Self-Service Analysis Grid Report Builder - Interactive, business user-friendly tool with simplified data objects that enables end users to create and view custom reports, graphs, and personalized dashboards.
- Ad Hoc Report Builder - Straightforward custom reporting tool designed for reporting team members to develop comprehensive libraries of internal and external reports, graphs, dashboards, etc. It provides access to the entire data warehouse with extensive control over data selection, rich visualizations, drill-down, scheduling, and email capabilities.

Team Wipro provides summarized database views in Claims360 based on specifications identified by the agency. The views include any data stored within the Claims360 real-time data warehouse (e.g., claim count, total reimbursement, claim status by provider type, service type). The data included with the summarized database view is configured via the Reports360 user interface, where criteria is selected and the report time interval is configured to run on a specified timeframe (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly). This summarized data is provided in reports or a dashboard as requested by the agency. Team Wipro will work with the agency to develop the report and/or customized dashboard to provide rich visualizations of high-level analysis of claims for agency review.



CDR27

The Contractor's solution shall provide the capability to execute advanced reporting and analytics (e.g., aggregation of data, data modeling, forecasting) using all claims data to generate ad hoc reports as defined by the Agency

Wipro EMaaS provides the capability to execute advanced reporting and analytics.

Team Wipro understands that data reporting and advanced analytics is crucial to a Medicaid system. Reports360 provides ad hoc capabilities for the agency to create and customize reporting.

Team Wipro will collaborate with and assist the agency in producing the ad hoc reports using the Ad Hoc Report Builder. The Ad Hoc Report Builder is a straightforward customer-reporting tool designed to provide comprehensive libraries of internal and external reports, graphs, and dashboards using real-time data.

The Ad Hoc Report Builder provides access to the entire Claims360 data set with extensive control over data selection, rich visualizations, drill-down, and scheduling and email capabilities. Reports360 provides the aggregated data, to assist users with advanced analytics, data modeling, and forecasting that is critical in making business decisions.

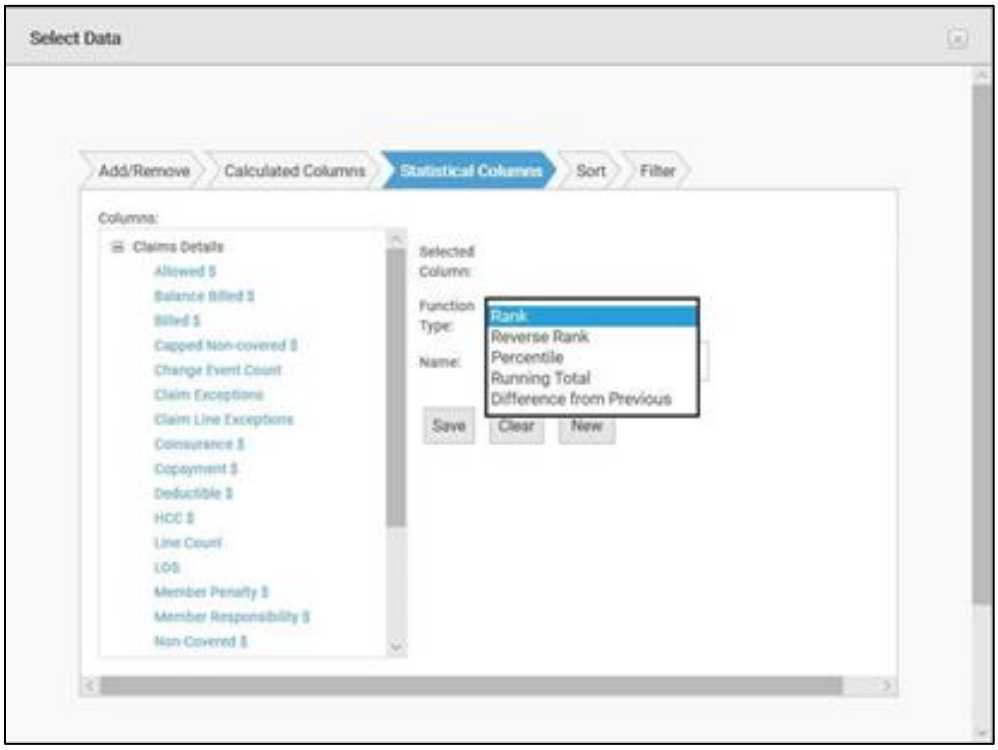


Figure 3-99: Ad Hoc Report Builder

CDR29

The Contractor's solution shall have the ability to generate, store, and maintain reports on claim expenditures, as defined by the Agency (e.g. COS, Aid Category and claim type.).

Wipro EMaaS generates, stores, and maintains reports on claim expenditures, as defined by the agency (e.g. COS, Aid Category, and claim type).

The Claims360 data warehouse along with Reports360 provides the flexibility of reporting on any stored claim data. Reports360 connects to multiple data sources (Claims360, Financials360, etc.) to provide all the required data including claims, financial, member, and provider attributes that can be easily used to configure claim expenditure summary reports. Team Wipro works with State agency staff to identify required report data elements and formatting. The Reports360 user interface allows the user to select any claim data fields to be included on a report, as well as setting configurable rules to group the selected data as desired on the report.

Comprehensive claim data is available for reporting purposes. This includes, but is not limited to the following:

- Claim Internal Control Number (ICN)
- Provider
- Claim Origin (Paper or Electronic)
- Category of Service
- Claim Type
- Payment Date
- Aid Category
- Family Planning Indicator
- Payment Amount
- EPSDT Indicator
- Pay Type
- Pay Percentage

Current and historical reports are stored within Content360 and are accessible by end-users for a timeframe set by the agency.



CDR30

The Contractor's solution shall have the ability to configure, track, maintain, store, and report claim and encounter lag (i.e., date of service to date of payment report measure), as defined by the Agency.

Wipro EMaaS configures, tracks, maintains, stores, and reports claim and encounter lag (i.e., date of service to date of payment report measure), as defined by the agency.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claims data as well as perform computations against the claim and encounter data for reporting. Reports360 allows entry of a computation between two claim data fields, such as the Date of Service and Date of Payment, in order to configure the report based on the user's needs (e.g., 30 days, 60 days, 90 days). The report time interval is configured to run on a specified timeframe (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly). Once created, Reports360 provides point-and-click drill-down capabilities to allow the user to drill-down into the details of individual claims reported.

Current and historical reports are stored within Content360 and are accessible by end-users for a timeframe set by the agency.



CDR31

The Contractor's solution shall collect, store, and maintain the data necessary for HEDIS reporting as required by CMS.

Wipro EMaaS collects, stores and maintains the data necessary for HEDIS reporting as required by CMS.

All data needed for HEDIS Reporting and Prospective Quality Reporting as requested by CMS is stored in Claims360. Data required to set the numerators and denominators used in calculating the ratios for measures are available in the Claims360 data warehouse. Any requested applicable reports are configured through the Reports360 user Interface where a report criterion is selected. The HEDIS reporting data is transmitted to CMS, per agency-defined criteria.

The flexibility and adaptability of the Reports360 configuration features allows annual updates to

HEDIS requirement measures easily manageable by users. When new data or measures are added to the report, the report is easily configured to include the new data or measure in the existing report.

In addition, to comply with the HIPAA and HITECH acts, Wipro EMaaS allows individuals the ability to inspect, obtain a copy, and request to amend information collected and maintained about them.



CDR32

The Contractor's solution shall have the ability to generate reports on a schedule as defined by the Agency.

Wipro EMaaS generates reports on a schedule as defined by the agency.

Reports360 is designed for agency members to develop comprehensive libraries of reports. It provides access to the entire Claims360 data warehouse with extensive control over data selection, rich visualizations, drill-down, and scheduling, which has the ability to generate reports on a schedule as defined by the agency.

Reports are configured via the Reports360 user Interface, where report criteria is selected, and the time interval is configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, monthly, or yearly). The Reports360 scheduler uses the information entered during configuration by the end user to execute the creation of the report on one-time or re-occurring scheduled time frames.



CDR33

The Contractor's solution shall have the ability to modify system generated (i.e. canned reports) reports as defined by the Agency.

Wipro EMaaS has the ability to modify system-generated reports as defined by the agency.

Team Wipro Reports360 is designed for agency members to develop comprehensive libraries of reports. It provides access to the entire Claims360 data warehouse with extensive control over data selection, rich visualizations, and scheduling, which has the ability to system generate reports on a schedule as defined by the agency.

Reports are configured through the Reports360 component where report criteria is selected, and the time interval is configured to run on a specified timeframe (e.g., a specific day of the month, specific day of the week, daily, monthly, or yearly). The scheduler within Reports360 uses the information entered during configuration to execute the creation of the report on a one-time or re-occurring schedule. The report criteria and settings will be established during requirements sessions and configured as a standard extract report produced on the intervals defined by the agency. Since all details of a report (data selection criteria, creation interval, distribution info, etc.) are configurable in the Reports360 user Interface, any modifications to a report are easily managed by the user.



CDR47

The Contractor's solution shall have the ability to transmit data directly to other entities (e.g. actuaries) as defined by the Agency.

Wipro EMaaS has the ability to transmit data directly to other entities (e.g. actuaries) as defined by the agency.

The Claims360 data warehouse along with Reports360 provides access to stored claim data. The transmission is configured using the Claims360 user interface where criteria and requestor (e.g., finance, accounting, claims, and other departments) are selected. Comprehensive claim data is available in the data warehouse. This data includes, but is not limited to the following:

- Claims History
- Member Enrollment
- Provider Enrollment
- Diagnosis Codes
- Procedure Codes
- National Drug Code (NDC)
- Pricing information

Team Wipro transmits data to other entities using Connect360 based on specifications identified by the agency. The transmission settings are established during requirements sessions and configured as a standard extract produced on intervals defined by the agency. Transmission of data can be accomplished using, but not limited to, the following methods:

- Portals available in Engage360 (e.g., Provider, Member)
- Virtual Private Network (VPN) connection to a specified email address
- encrypted email between domains
- scheduled jobs through SFTP

Data transmission intervals are configured to run on automated specified time frames (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly) or on a one-time basis.

All data transmission options ensure the data is delivered securely.



CDR34

The Contractor's solution shall have the ability to send and receive reports from external entities, as defined by the Agency.

Wipro EMaaS has the ability to send and receive reports from external entities, as defined by the agency.

The scheduler within Reports360 is configured to execute automated jobs to send or receive reports from external entities. Time intervals is configured to send reports for a specified time frame (e.g., a specific day of the month, specific day of the week, daily, monthly, or yearly). Batch jobs can also be scheduled to sweep or poll the FTP site for data being received into the system. Data received through Engage360 portals reside on the FTP site until imported into Wipro EMaaS.

Report distribution can be configured using, but not limited to, the following methods:

- CRM portals available in Engage360 (e.g., Provider, Agency, Member) - drop-off or pick-up reports or files
- Virtual Private Network (VPN) connection to a specified email address
- encrypted email between domains
- scheduled jobs through SFTP (MoveIt)



CDR35

The Contractor's solution shall provide workflow access, assignments, routing of applicable reports and execution for all essential aspects of the business processes (e.g., service authorization, managed care, provider screening, client communications), as defined by the Agency.

Wipro EMaaS provides workflow access, assignments, routing of applicable reports and execution for all essential aspects of the business processes as defined by the agency.

Claims related workflows and business process management within Claims360 is centered on workbaskets and assignment rules. Workbaskets are used to organize tasks that require some sort of intervention related to entity records within Claims360 (e.g., service authorization, suspended claim resolution, and client communication). Workbaskets can be populated by system activities (e.g., TPL leads received or service authorizations received), and/or end-user activities (e.g., an end-user makes a specific workbasket entry). Workbaskets have automated assignment rules that are configurable to the agency's business needs, allowing transactions within a specific workbasket (location) to be assigned to specific user groups. Queue priority and ordering can also be configured specific to criteria for each workbasket.

Content360 supports the customer definition of workflow between business units (e.g., claims, customer service, provider management, and finance). Assignment rules for workbaskets are defined using fields or combinations of fields associated with the entity. Certain types of processes/documents can also have pre-determined workflow routes, such as a certain type of report requires one level of review and then is passed on to the next level for review. Defaults are set up so that if a document sits in a workbasket unopened after “x” days, it is automatically routed to another customer-designated user. Content360 has Red Hat Process Automation Manager (PAM), a business process management engine that supports BPMN 2.0. Using PAM business users can define cross-functional workflows such as provider screening/revalidation for tracking purposes.

User-defined business rules and policies can trigger manual report/document review with the identified report/document automatically placed in the appropriate workbasket, assigned to the appropriate group or individual for processing, and presented in designated order, such as oldest to newest. Role-based permissions allow authorized users to assign work.

Workbaskets are viewed, monitored and managed by supervisory staff through the user interface. An authorized user can view the documents that are received by the system. In addition, data is available in Reports360 for dashboard and reporting purposes.



CDR36

The Contractor's solution shall have the ability to select which data elements appear on provider reporting or remittance advices (e.g. claims exceptions codes that are information only or are set to pay), as defined by the Agency.

Wipro EMaaS has the ability to select which data elements appear on provider reporting or remittance advices (e.g. claims exceptions codes that are information only or are set to pay), as defined by the agency.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claim data. The Wipro EMaaS solution produces provider reports or remittance advices based on specifications identified by the agency.

Remittance Advice data can be provided in two different ways:

- **Provider Report of Payment Information**

  The provider reports are configured through the user interface within Reports360 where report criteria is selected. Once the Report has been produced, Reports360 includes point-and-click drill-down capabilities to enable the user to drill-down into the details of individual claims and payment transactions reported.

  During configuration, the user sets the criteria used to select claim data for the provider reports or remittance advices (e.g. claims exception codes that are information only or are set to pay). During provider report or remittance advice processing, the configuration settings are used to determine which claim data elements are included on the provider report or remittance advice. This configuration is easily updated by the user when modifications need to be made to the provider report or remittance advice using the Reports360 user interface.

- **HIPAA ASC X12 835 Transaction**

  The report configuration settings can also be used for the electronic X12 835 transaction Remittance Advice. During X12 835 processing, Claims360 sends a claim extract file to the EDI Gateway, Axiom TransSend. The Remittance Advice configuration settings within Axiom TransSend are used to determine which claims to select for extraction and transmission. The values within the LQ - Health Care Remark Codes segment of the 2110 loop of the ASC X12 835 transaction could be used to determine which exception codes could be included during the creation of the remittance advice.

  The X12 835 remittance advice is limited by HIPAA guidelines, but there is flexibility on what data to include in the transaction when available. HIPAA guidelines require that a report Remittance Advice may not include more information than the electronic ASC X12 transaction does. This will lead to providers not utilizing the electronic ASC X12 835 transaction. Team Wipro will work with the agency to determine the needs and develop an X12 835 transaction that meets HIPAA compliance.



CDR37

The Contractor shall support TPL requests from the Agency related to tracking and reporting cost avoidance dollars.

Wipro EMaaS supports Third Party Liability (TPL) requests from the agency related to tracking and reporting cost avoidance dollars. Claims360 supports processing of claims where TPL is identified and stores all claims data (including TPL). Our solution has multiple cost avoidance policy edits that are configured to assist with the identification of claims with potential TPL/subrogation, including ICD-10 diagnoses and other indicators. When retrospective payment recoveries are involved, the system tracks the receivable back to the claim that includes all appropriate message codes. Reports360 provides the flexibility of reporting on any stored claim and claim data (including TPL).

Team Wipro provides reports within Reports360 based on specifications identified by the agency in order to meet all requirements of Federal and State rules, regulations, policies, and guidelines associated to TPL. The report settings are established during requirements sessions and configured as a standard extract report produced on intervals defined by the agency. The report is configured through the Reports360 user interface where the claim data report criteria is selected.



CDR38

The Contractor's solution shall allow for users to generate notifications/alerts in addition to the scheduled notifications/alerts based on configurable business rules.

Wipro EMaaS allows for users to generate notifications/alerts in addition to the scheduled notifications/alerts based on configurable business rules.

Wipro EMaaS provides robust error handling. Notifications/Alerts are configured so that any failures or exceptions are communicated immediately for efficient resolution identification. These alerts apply to interfaces, batch processing, and files related to claims processing. Notifications/Alerts can also be generated, when needed, by authorized users using configurable triggers within Claims360. Notifications/Alerts may also be set up within Engage360 that supports configurable email communication and work queue functionality with escalation steps.

All interface transaction status is tracked through Connect360. Compliance and custom edit rejections are controlled in Axiom TransSend within Claims360, which has monitoring and alerting in place to ensure proper validation and processing of all transactions. Audits are performed on regularly scheduled intervals to ensure all transactions are processed in a timely manner.



CDR39

The Contractor's 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.

Wipro EMaaS provides automatic and ad hoc reporting related to the day-to-day activities of the HIPP program as defined by the agency.

Health Insurance Premium Payments (HIPP) is a cost saving measure that pays for the cost of health insurance premiums for eligible members when it is determined that it costs less to buy health insurance to cover medical care than to pay for the services with governmental funds. In order to determine the cost effectiveness, calculations are performed using formulas involving Peer Groupings, medical encounters, member demographics, etc.

Once a member is determined to be HIPP eligible, a financial payment transaction is sent to Financials360 for payment processing. Team Wipro will work with the agency to identify the appropriate financial transaction type codes associated to HIPP payments.

Once payment processing is complete, Financials360 transmits payment information back to the Claims360 data warehouse to be stored for reporting purposes.

Team Wipro provides reports related to the 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) based on specifications identified by the agency. The report settings are established during requirements sessions and configured as a standard extract report produced on intervals defined by the agency or on an ad hoc basis. The time interval is configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, monthly, or yearly). The Reports360 user Interface allows the

user to select any claim data fields to be included on a report, as well as setting configurable rules to group the selected data as desired on the report.

Reports360 provides the ability to report on any stored data within Claims360 data warehouse. Comprehensive data is available for HIPP reporting purposes and this data includes:

- Aid Category
- Relationship Code
- Pre-existing Conditions
- Estimated Cost
- County Code
- Age Group
- Gender Code
- Coverage Type Code
- Application Received Date
- Application Status
- Policy Holder
- Policy ID
- Payment Method Code
- Payment Status
- Payee Code
- Insurance Company
- Employer ID
- Check Number
- Check Date
- Payment Due Date
- Payment Due Amount
- Payment Process Date
- Next Review Date
- Last Review Date
- Administration Cost
- Action Code

Current and historical reports are stored within Reports360 and are accessible by end-users for a timeframe set by the agency.



CDR40

The Contractor's solution shall allow for more than one template for remittance advices based on configurable business rules.

Wipro EMaaS allows for more than one template for remittance advices based on configurable business rules.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claims data. Team Wipro provides reports in the Reports360 based on specifications identified by the agency. The report is configured through the Reports360 user interface where report criteria is selected. Multiple remittance advice formats can be configured as specified by the agency. The user associates the applicable remittance advice to the individual provider by adding a remittance advice type indicator to the provider data stored in Reports360.

During remittance advice processing, the remittance advice indicator is used to determine which remittance advice template to use when creating the remittance advice for that individual provider. This configuration is easily updated by the user when modifications are required.

The remittance advice configuration settings can also be used for the electronic X12 835 transaction remittance advice. During X12 835 processing, Reports360 interfaces with Axiom TransSend within Claims360 and sends a claim extract file. The file includes the remittance advice indicator for Axiom TransSend to use to determine which X12 835 remittance advice template to use. The X12 835 remittance advice is limited by HIPAA guidelines, but there is flexibility on what data to include in the transaction when available. Team Wipro will work with the agency to determine the needs and develop an X12 835 transaction that meets HIPAA compliance.



CDR41

The Contractor's solution shall produce, store, and transmit an image of each remittance advice as defined by the Agency.

Wipro EMaaS produces, stores, and transmits an image of each remittance advice as defined by the agency.

Remittance Advices are produced within Claims360 and stored in Content360. Remittance Advices are created using data from Axiom TransSend using configuration criteria defined using Claims360. Once the remittance advice is produced, it is stored in and available for viewing within Claims360.

The remittance advices are available to Engage360 portals for retrieval by providers. Team Wipro is capable of transmitting remittance advices using the Connect360 component based on specifications identified by the agency. The transmission settings are established during requirements sessions and configured as a standard extract produced on intervals defined by the agency.



CDR42

The Contractor's solution shall allow authorized users to modify report templates (e.g., Remittance Advice) as defined by the Agency.

Wipro EMaaS allows authorized users to modify report templates (e.g., Remittance Advice) as defined by the agency.

Report templates and criteria are managed through the Reports360 user interface. Access and authorization to modify each report template is set at the individual system user level. Authorization is set and approved by the agency during the configuration of report templates (e.g., remittance advice). Any modifications to the authorized users of report templates is made with the addition or deletion of users from the list of users authorized to update that report template.



CDR43

The Contractor's solution shall support and maintain a current and history of remittance advices that are searchable and viewable for authorized users, per Agency defined criteria.

Wipro EMaaS supports and maintains current and historical remittance advices that are searchable and viewable for authorized users, per agency-defined criteria.

Once remittance advices are created, they are stored and viewable within Reports360. Current and Historical remittance advices are viewable and searchable by authorized users.

Reports360 enables the user to search stored documents by Report Name, Report Date, Report Data (e.g., Member ID, Member name, Provider ID, Provider name, NPI, Claim ICN, Service dates, Procedure codes, etc.).

Access and authorization to view remittance advices are set at the individual system user level using the Reports360 user interface. This security authorization allows users to only access remittance advices if the user is authorized. Authorization is approved by the agency during the configuration of the remittance advice.



CDR46

The Contractor's solution shall have the ability to produce the Abortion Listing report as specified by Agency.

Wipro EMaaS has the ability to produce the Abortion Listing report as specified by agency.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claim data. Wipro EMaaS produces the Abortion Listing report in Reports360 based on specifications identified by the agency.

The report settings are established during requirements sessions and configured as a standard extract report produced on intervals defined by the agency. The report is configured using the Reports360 user interface and comprehensive claim data is available from the Claims360 data warehouse. This includes the following:

- Procedure Codes
- Claim ICN
- Service Dates
- Provider ID
- Member ID

Once the report is created, current and historical reports are available for viewing in Reports360 which includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual claims reported. Report time intervals can also be configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly).



CDR45

The Contractor's solution shall have the ability to produce the Inpatient Sterilization Claims (Excluding C-Sections) report as specified by Agency.

Wipro EMaaS has the ability to produce the Inpatient Sterilization Claims (Excluding C-Sections) report as specified by agency.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claim data. Wipro EMaaS produces the Inpatient Sterilization Claims (Excluding C-Section) report in Reports360 based on specifications identified by the agency.

The report settings are established during requirements sessions and configured as a standard extract report produced on intervals defined by the agency. The report is configured using the Reports360

user interface where report criteria is selected. Comprehensive claim data is available for reporting purposes and includes the following:

- Surgical Procedure Codes
- Revenue Code
- Claim ICN
- Service Dates
- Provider ID
- Member ID

Once the report is created, current and historical reports are available for viewing in Reports360 which includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual claims reported. Report time intervals can also be configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly).



CDR44

The Contractor's solution shall have the ability to produce the Payments for Sterilization and Hysterectomies report as specified by Agency.

Wipro EMaaS has the ability to produce the Payments for Sterilization and Hysterectomies report as specified by the agency.

The Claims360 data warehouse along with Reports360 provides the ability to report on any stored claim data. Team Wipro produces the Payments for Sterilization and Hysterectomies report in Reports360 based on specifications identified by the agency.

The report settings are established during requirements sessions and configured as a standard extract report produced on intervals defined by the agency. The report is configured using the Reports360 user interface where report criteria is selected. Comprehensive claim data is available for reporting purposes and includes the following:

- Procedure Codes
- Attachment Type
- Claim ICN
- Service Dates
- Status
- Provider ID
- Member ID
- Paid Amount

Once the report is produced, current and historical reports are available for viewing in Reports360 which includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual claims reported. Report time intervals can also be configured to run on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, weekly, or monthly).



CDR48

The Contractor's solution shall receive and store claims processing and payment information by service category or provider type to analyze timely processing of provider claims according to requirements (standards) in 42 CFR 447.45.

Wipro EMaaS receives and stores claims processing and payment information by service category or provider type to analyze timely processing of provider claims according to requirements in 42 CFR 447.45.

Claims360 contains all claims processing and payment information, including service category and provider type, necessary to provide reports to support the agency in compliance with 42 CFR 447.45. Reports360 accesses the Claims360 data warehouse to generate reports using information such as:

- Service Category
- Provider type
- Provider
- Claim submission date
- Claim receipt date
- Claim entry date
- Claim Origin (Paper or Electronic)
- Claim adjudication date
- Claim Payment date
- Prior payer payment date
- Claim status
- Claim type
- Claim location
- Errors
- Error type or status
- Number of days or months between receipt date and payment date
- Number of days or months between receipt date and adjudication date
- Number of days or months between prior payer payment date and payment date

Team Wipro collaborates with the agency to define specific reporting requirements. Based on the requirements, reports such as Prompt Pay of Clean Claims and other claims inventory reports are built in Reports360 and provided to users. Reports360 enables users to add pre-defined reports to their dashboards and schedule them to run automatically.



CDR49

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.

Wipro EMaaS maintains reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or Team Wipro provides migration support to move reports forward.

Existing reports may need to be moved into the upgraded applications or could be improved by utilizing the new functionality. Team Wipro will assist in analyzing existing reports to determine if new functionality can improve the efficiency of the reports. Additionally, Team Wipro provides migration support to move existing reports into upgraded applications.

Conversion of reports is necessary if database owners modify the databases, columns or fields utilized in the reports. When this occurs, Team Wipro provides migration support to move reports forward.

Reports360 offers the ability to save reports in standard formats, such as Excel, CSV, and PDF.



CDR50

The Contractor's solution shall support payment reimbursement methodology research, analysis and development by providing expenditure data through service codes including but not limited to:

- healthcare common procedure coding system (HCPCS), current version
- international classification of diseases (ICD), clinical modifier, current version
- national drug code (NDC), current version

Wipro EMaaS supports payment reimbursement methodology research, analysis and development by providing expenditure data through services codes.

Claims360 includes comprehensive date-driven code maintenance files for all common healthcare code sets, including but not limited to the following:

- Healthcare Common Procedure Coding System (HCPCS)
- International Classification of Diseases (ICD), clinical modifier
- Current Procedural Terminology (CPT)
- American Dental Association (ADA)

When new releases of the service codes occur, a batch upload process is applied to load new and updated versions of the service codes. Updates may also be completed manually by using the Claims360 user interface.

To assist in researching or analyzing the impact of service code modifications, the updated service codes are uploaded to a test environment where claims, attachments and service authorizations are processed. Reports360 is used to pull expenditure data to determine potential financial impacts of new or revised service codes.



CDR51

The Contractor shall 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 within 75 days upon detection of an overpayment.

Wipro EMaaS develops a repayment schedule for the payee in coordination with the agency in circumstances where there are insufficient claims or payer funds to satisfy recoveries within 75 days upon detection of an overpayment.

When an overpayment occurs an accounts receivable (AR) is created in Microsoft Dynamics 365 within Financials360 to track and maintain recovery of the excessive dollars paid to the entity. The agency may collect the overpayment by receipt of a check, Electronic Fund Transfer (EFT), reducing future payments to the entity, or combination of these methods.

Reports360 accesses the appropriate claim and financial tables to identify and monitor recoveries that are not satisfied within 75 days. Users can set up notifications as needed.



CDR52

The Contractor shall recover all overpayments within 30 calendar days from detection of an overpayment.

Wipro EMaaS recovers all overpayments within 30 calendar days from detection of an overpayment.

Financials360 enables authorized users to define overpayment financial reason codes and apply these federal share codes to financial transactions. When an overpayment occurs, Financials360 produces accounts receivable (AR) to track and maintain recovery of the excessive dollars paid to the entity.

The accounts receivable are systematically recouped from future payments or a refund request. Where a recoupment is preferred, funds are recouped from the next available monies. The provider remittance advice displays the gross amount to be paid as well as the dollars to be recouped. For refund requests, a schedule is set up by the agency (e.g., immediately, 10 days, 15 days, 30 days, etc.) to send the refund request, second request etc. leading to a recoupment if the refund is not received. Business Rules are configured to create reports of overpayment activities or balances and viewable in Reports360.

Team Wipro works with the agency to define the overpayment financial reason codes and configure any associated automated batch processes that support recovering overpayment monies.

3.10.14 SYSTEM ADMINISTRATION AND OPERATIONS

This section addresses requirements related to the overall operations of the claims solution. The solution will act as the Electronic Data Interchange (EDI) gateway to process all inbound and outbound HIPAA mandated X12 compliant transactions and Trading Partner management.

In addition, the solution must provide a self-service portal with enhanced web-based capabilities to support the following:

- on-line real-time transactions processing and direct data entry for claims
- claim status inquiry
- batch upload, download, view and print HIPAA transactions
- submission and retrieval of documents
- secure messaging
- Help-desk functions.

The System Administration and Operations section also includes requirements for change management including the creation of tickets and tracking of requests through implementation. The offeror must describe how the solution will be continuously maintained, enhanced, and modified to ensure compliance with new Federal and State regulations and mandates, healthcare delivery models, and to support interoperability with all other data sharing entities. The Offeror must describe in detail their approach to meet each of the System Administration and Operations requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

The Wipro EMaaS solution is built using best of breed technology components to address all the services for Claims processing and management. The following components of our EMaaS solution enable providers to submit and process claims.

Claims360 is the core claims administration component, which is built on HealthRules Payor platform, for processing and managing claims. This component is the system of record for claims, where benefits and pricing are defined, adjudication rules are configured, claims are received and sent using the Electronic Data Interchange (EDI) Gateway or direct interfaces, authorizations and NCCI Edits are performed, claims are adjudicated, and payment details shared with the Financials360 component.

Engage360 is the Portal and Customer Relationship Management system, built on Salesforce platform, to interact with and engage Member and Provider communities. The portal, built on Salesforce Community Cloud, is the responsive web interface for member and provider interactions. The CRM (Salesforce Service Cloud) provides a single-view of the members and providers across omni-channel interactions, including the contact center. Fulfillment (Print and Mail) services provided by Change Healthcare and Document Control operations are part our Engage360 services.

Connect360 is a suite of data integration tools and services, built using best-of-breed open source tools that support open protocols and standards for interface (EDI, API, File-based), service (REST, SOAP, XML, JSON) and data (NIEM) integration, to deliver seamless integration within the components of EMaaS and interoperability with the extended Medicaid enterprise eco-system.

Reports360 is the reporting and analytics component to share insights with the State agency for Fiscal reporting, Claims reporting, Federal Reporting (Option C) and Contact Center reporting. Native reporting and analytics services of HealthRules Answers, MS PowerBI, Salesforce CRM and Mitel Contact Center reports provide real-time and historical insights with several out-of-box reports and configurable custom reports.

The diagram below details the data flow related to claims processing and management.

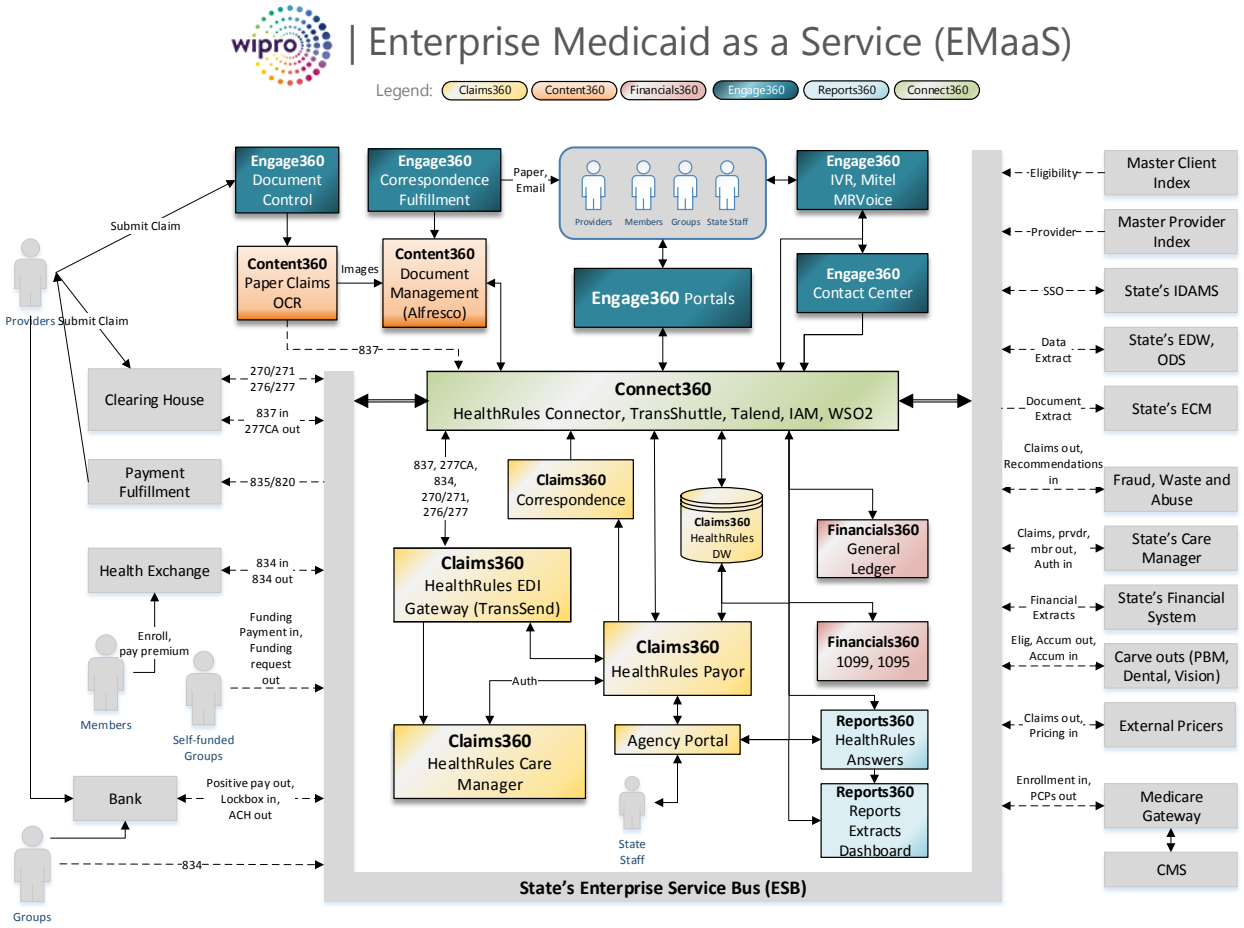


Figure 3-100: EMaaS Data Flow Diagram

Wipro EMaaS utilizes the Connect360 component and its TransShuttle component to act as the Electronic Data Interchange (EDI) gateway to process all inbound and outbound Health Insurance Portability and Accountability Act of 1996 (HIPAA) mandated X12 compliant transactions. The

Trading Partner management is achieved using the Claims360 HealthRules EDI Gateway (TransSend) component. The Engage360 component delivers an interactive and enhanced self-service web portal solution to cater to various portal functions.

The EMaaS Connect360 component has an Enterprise Service Bus at its core. This is built using WSO2 integration products such as WSO2 Enterprise Integrator (EI), WSO2 API Manager for its integration platform. Connect360 serves as the integration component to integrate various components (Claims360, Engage360, Reports360, etc.). WSO2 provides various modules, such as API management, service virtualization, orchestration, translation, transformation, registries, service traceability, and service mediation. These components are hosted on the AWS platform and are managed by Team Wipro resources.

The TransShuttle component provides a combination of security, connectivity, and managed file transfer functionality, which makes it easy for the agency to manage their EDI data exchanges with Trading Partners in compliance with Federal requirements and industry best practices, including HIPAA, ACA, and the Council for Affordable Quality Healthcare (CAQH) Committee on Operating Rules (CORE). TransShuttle supports the CAQH CORE Infrastructure Operating Rules through phase IV. TransShuttle manages secure batch and real-time transactions, X.509 certificate provisioning and management, provides operational monitoring and reporting of response time and availability metrics, and automated on-boarding features including sign-up, Trading Partner agreement signature and testing.

The Claims360 TransSend component supports all HIPAA transactions and conforms to the mandates outlined in the CAQH CORE Operating Rules. Transactions are processed by a workflow component that manages all front end processes, including Trading Partner Validation, customizable HIPAA Compliance checking, archiving, error reporting, removal of non-compliant transactions from a file, and other functions. Transactions (including all data elements) are immediately available for searching and viewing through customizable User Interface screens and standard SOAP based web services. Claims360 HealthRules Payor supports all standard EDI transactions and provides ability for the staff to monitor the status of batches of transactions, work individual exceptions, and view original submitted EDI browser based business reports.

The extensible and flexible Connect360 provides SOA/Standards based integration approaches using protocols, including SOAP, REST, and standard APIs. It supports standard data formats, such as XML, JSON, and EDI. This architecture delivers the ability to route, transform, and virtualize services through the highly scalable WSO2, an enterprise service bus. Team Wipro leverages WSO2 to orchestrate and automate business processes through internal and external services. WSO2 offers extensibility to expose service endpoints of EMaaS solution services, which helps to accommodate unique integration requirements and certified interoperability with multiple standards, protocols, and vendors.

The EMaaS Engage360 component is built using Salesforce cloud, which allows users to find information, manage their account, and connect with the agency effortlessly. This provides user-friendly self-service functions that help the end users access information and answers on their own, rather than calling or mailing the agency. We configure mobile responsive portals through a low-code and quick turnaround solution. Members and providers have a seamless self-service experience as we extend Salesforce into the State of Montana's business processes so members and providers can connect and access what they need effortlessly and check case status and view requests for information.

Our secure member portal provides the ability to perform the following:

- Access and Manage their Claims Information
- Check Member Eligibility

- Request information on services covered under benefit plans
- Request an Explanation of Benefits
- Complete Transportation requests
- Request a Medicaid ID card
- Send questions to the Department

By using rich user interfaces, effective navigation, and best practices in accessibility, Wipro EMaaS provides easily configurable and user-friendly portals to provide all the external user engagements. Engage360 closely interacts with Content360 to help store documents and content and archive them for future review. Content360 leverages Alfresco to provide content and document management and workflow management.

Team Wipro utilizes the best practices of change management, which leverage Atlassian Jira to track tickets and other request through implementation. This commonly used change and issue tracking software component supports collaboration of Team Wipro and the agency. This also ensures transparency into the change and software release process. Team Wipro tracks all the changes into change logs. The change logs provide details, such as reason for the change, requestor name, modifier name, and test exhibits and artifacts for the change.

Team Wipro follows an industry-standard systems development methodology that facilitates the continuous maintenance, enhancement and modification of the system to ensure compliancy. The Claims360 component of Wipro's EMaaS is powered by HealthRules® which offers a natural language rules engine to allow quick and easy configuration of benefit plans and fee schedules. This provides unparalleled flexibility and agility to respond to evolving regulations, program needs and initiatives. Moreover, Team Wipro's Security and Compliance experts ensure that our systems and process remain compliant to all regulatory and contractual requirements.

Wipro's EMaaS solution is built using best-of-breed SaaS platforms and COTS products. This ensures that our solution always stays updated with the latest technology advancements and regulatory/compliance requirements. With every new release the most updated functionalities will be automatically available to the users.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



SAO01

The Contractor shall establish and maintain an automated reconciliation of all electronic claims received and provide a dashboard with daily aggregate summary and the ability to drill down by specific trading partner, billing provider, transaction type (e.g., 837I, 837P, 837D, encounter) and search capabilities using all available data elements to validate all transactions received are processed according to Agency defined business rules.

The Wipro EMaaS solution establishes and maintains an automated reconciliation of all electronic claims received and provides a dashboard with a daily aggregate summary. In addition it provides the ability to drill down by specific trading partner, billing provider, transaction type (e.g., 837I, 837P, 837D, encounter) and search capabilities using all available data elements to validate all transactions received are processed according to agency defined business rules.

Wipro EMaaS reconciles inbound, in process, and outbound transactions using the automated feature in Claims360 component. All claims are subject to counting, balancing, and reconciliation procedures through every step of processing from receipt through final adjudication. Any incomplete batches that fail to balance to control counts are identified. The Claims360 HealthRules Payor

component processes all incoming claims. At each step of the process, the system performs the reconciliation and sends emails to the operational support groups. As claims move through the Claims360 adjudication process, they are assigned a status. If a claim makes it to the end of the process, it is assigned a status of Final or Denied. If something prevents the entire process from completing, the claim is assigned a status of Needs Review, Needs Repair, or Rejected. Claims that need review can ultimately move to the Final or Denied state, and claims needing repair can ultimately move to the Final, Denied, or Rejected state.

User-defined business rules and policies can trigger manual claim review or repair. The identified claim is automatically placed in the appropriate workbasket, assigned to the appropriate group or individual for processing, and presented in a designated order, such as oldest to newest. Role-based permissions allow end users to be assigned work. Assignment rules for workbaskets can be defined using fields or combinations of fields associated with the entity. Certain types of processes and documents can also have pre-determined workflow routes.

The Reports360 component provides various reports, which capture all the reconciliation results. The EMaaS content management system hosts and allows access to these report(s). Our Engage360 Web portal features rich user interfaces and dashboards that can provide daily claim summaries. The dashboards have reports with a daily aggregate summary and the ability to drill down by specific trading partner, billing provider, and transaction type (e.g., 837I, 837P, 837D, or encounter). The portal also has extensive search capabilities, which allow users to search claims and other system data by using all available data elements to view all received transactions are processed. A sample search screen is shown in the figure below titled Daily Claim Summary Example Screen.

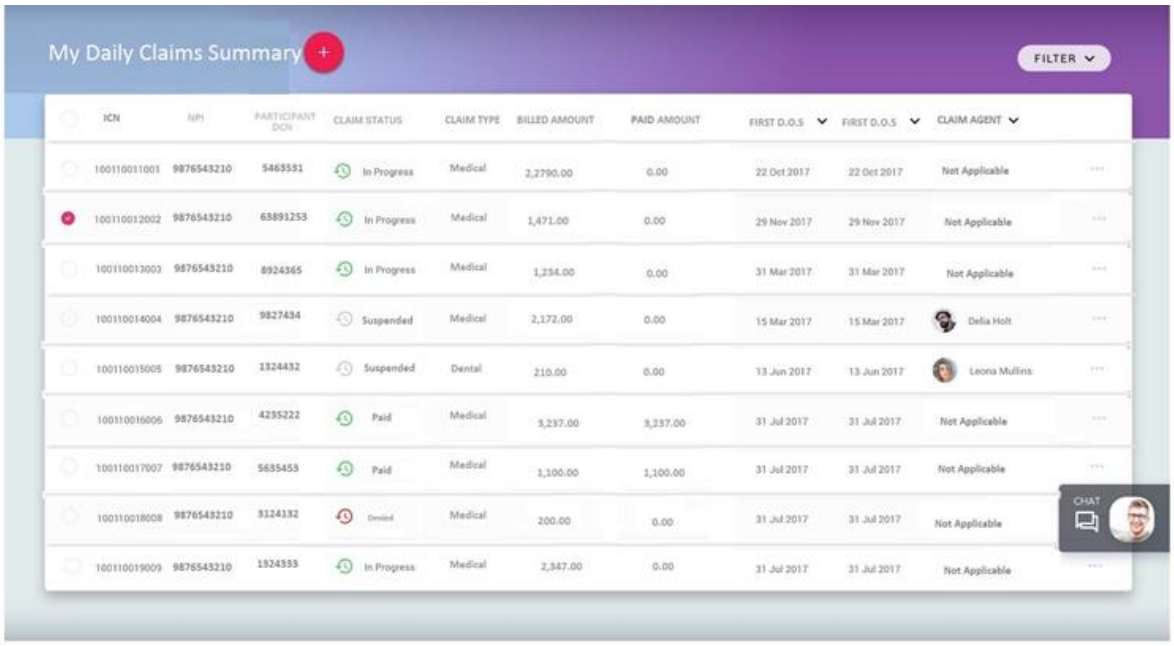


Figure 3-101: Daily Claim Summary Example Screen

Wipro EMaaS offers a user-friendly interface to search on specific claims information. For example, a provider can enter National Provider Identifier (NPI) number criteria to view a claim's current status, processing status, approved amount, edit code, and detailed claim data. It provides the ability to search based on multiple search criteria.



SAO02

The Contractor shall provide staff to develop, organize, lead, and conduct training and education activities (e.g., provider and Agency staff training) as defined by the Agency.

Team Wipro provides staff to develop, organize, lead, and conduct training and education activities as defined by the agency.

Effective organization change management and training is a critical success factor for any transformation initiative of this magnitude. Team Wipro plans and conducts training for agency staff on the Wipro EMaaS system, tools, and related application(s), using the Model Office environment. Our team develops an agency Training Plan and materials to guide any necessary activities. In this way, users have the ability to become familiar with the new system in a gradual method and continue to build their knowledge, as more features are available.

The Training Plan establishes a foundation for the training needs of the Wipro EMaaS solution. It provides details as it relates to scope, methodology, curriculum, development, and delivery for training. The document includes specific details for training activities and explains how each training activity will be completed. The Training Plan includes training opportunities for every program or unit who are impacted by the project to include field eligibility staff, program staff, operations, training and resource development units, etc. Team Wipro works with the agency to develop the training plan and schedule.

During the Operations phase, Wipro coordinates training topics with the agency to ensure high priority topics are addressed quickly. Topics are identified and posted for agency staff in advance to ensure appropriate staff are identified and available on periodic basis as agreed. The specific staff roles impacted by a system release or implementation of new functionality are analyzed to customize training needs. Multiple training sessions may be required depending on the roles, number of staff and number of changes being implemented. The trainer provides instructions in a workshop style training to help users learn the topic in which the training is being given. Basic training is conducted on a regular basis with advanced training done on an as-needed basis. Advance training can be requested by the end user or the trainer if the need presents itself.

Team Wipro will create and deliver Training Material which will help during the training sessions and for subsequent reference by the agency and the users. The training material will be created by Team Wipro and we will work with the agency to get the necessary approvals of Subject Matter Experts. The training material will use best industry practices and include Overview, Flow diagrams, Screen shots, Frequently Asked questions and links to other reference material. The information will be stored in the Content360 system for agency staff, and be easily accessible by members and providers through the Engage360 portal.

Effective training and extensive training material are vital factors for the success of the implementation of the Wipro EMaaS solution. Team Wipro recognizes that the agency staff and Providers require proper training in order to understand the nuances of the new system and applications being implemented. To help users attain a level of proficiency that allows for full operational effectiveness upon completion of the implementation process, Team Wipro works with the agency to develop the well-rounded Training Plan.



SAO03

The Contractor's solution shall provide flexible publishing capabilities (e.g., formatting and stylistic consistency, allow control of format, font, graphics, layout, and page design, allow creation of master pages and style sheets to automate and structure documents, utilize industry standard tools to assure proper spelling, punctuation, grammar, capitalization, and checks for technical compliance with printing industry standards before publication) as defined by the Agency.

Team Wipro provides flexible publishing capabilities as defined by the agency.

Wipro EMaaS uses the Content360 component, which leverages Alfresco and its publishing capabilities, to provide a flexible solution that meets the agency's needs. Our Content360 component streamlines the publishing process from start to finish, with one combined platform for enterprise content management and business process management. Content360 delivers a flexible, scalable, and reliable platform to store all of the agency's content - both print and digital - in one place.

Content360 allows users to collaboratively plan and assemble content and products that are ready to be published in a printable format. The published content has formatting and stylistic consistency. The format of the document, font, graphics, and layout can be controlled easily using various templates, stylesheets and themes. Using a collection of information, the theme defines the visual flow and experience of the UI to the users. The themes are made up of layouts and styles (such as colors, fonts, and images) and combine to give Team Wipro granular control of the formatting and stylistic consistency of each page of the publication. The solution utilizes industry standard tools and APIs to assure proper spelling, punctuation, grammar, capitalization, and checks for technical compliance with printing industry standards before publication.

Easy, yet robust, publishing capabilities help Wipro and the agency deliver content with industry standard styles, themes, and colors. Wipro EMaaS ensures published content to be more engaging, personalized, and accessible.



SAO04

The Contractor shall provide flexible publishing capabilities for multi-chapter publications and large technical documents (e.g., generate and insert footnotes and endnotes, generate table of contents, generate indices, include appendices, manage chapter files, manage centralized style sheets, manage tabular material, import tables from various data sources into controlled table structures) as defined by the Agency.

Team Wipro provides flexible publishing capabilities for multi-chapter publications and large technical documents as defined by the agency.

Content360 leverages Alfresco and its publishing capabilities to allow users to collaboratively generate and insert footnotes, endnotes, and other annotations. The Table of contents, indices, appendices, and other reference items can be easily added to the published content. Chapters can be easily added to, inserted into, or deleted from the content during publishing. The content can be structured in tabular format. Table data can be imported from various data sources, such as database tables and files in various formats (CSV, spreadsheets, XML, or text).

The published content has formatting and stylistic consistency for multi-chapter and large technical documents. The format, font, graphics and layout of the document can be controlled easily, using various templates, stylesheets, and themes. Using a collection of information, the theme defines the

visual flow and experience of the UI to the users. The themes are made up of layouts and styles (such as colors, fonts, and images) and combine to give Team Wipro granular control of the formatting and stylistic consistency of each page of the publication.

Easy yet robust publishing capabilities helps Wipro and the agency deliver content with industry standard styles, themes and colors. This ensures flexibility in published content.



SAO05

The Contractor shall provide flexible publishing capabilities to allow for control over all typographical characteristics (e.g., leading and kerning) and support for full color output as defined by the Agency

Team Wipro provides flexible publishing capabilities to allow for control over all typographical characteristic and support for full color output as defined by the agency.

Content360 allows users to control typographical characteristics by providing leading, kerning and tracking to adjust the letter spacing and deliver aesthetically appealing and an optimized layout. The format, color, font, graphics, and layout of the document can be controlled easily using various templates, stylesheets, and themes. Using a collection of information, the theme defines the visual flow and experience of the UI to the users. The themes are made up of layouts and styles (such as colors, fonts, and images) and combine to give Team Wipro granular control of the formatting and stylistic consistency of each page of the publication.

Easy yet robust publishing capabilities helps Wipro and the agency deliver a rich and pleasant content with industry standard styles, themes and colors. Content360 ensures flexibility for all publishing capabilities.



SAO06

The Contractor's solution shall provide a ticket (e.g., customer service request, state task request) dashboard to include, but not limited to: request, design, analysis of change (e.g., level of effort, schedule, resources), ticket type (e.g., Enhancements, Deficiencies, Maintenance, Research, Configuration and Mass Adjustments), test, implement, and approval and provide a detailed and viewable status of all ticket requests (including linking related tickets) from receipt through approval as defined by the Agency.

The Wipro EMaaS solution provides a ticket dashboard to include, but not limited to request, design, analysis of change, ticket type, test, implement, and approval and provides a detailed and viewable status of all ticket requests from receipt through approval as defined by the agency.

Team Wipro has an established framework in Jira to assist with planning, organizing, and tracking the work to be completed for the project. Test management, test case repository, test results, and approval are maintained in Jira. Jira is utilized to track and prioritize bugs during DDI and defects during Operations and Maintenance. Jira dashboards give real-time information on the status of each ticket whether it is a project work item, a test case, or a bug/defect.

Team Wipro uses a real-time Jira dashboard to track customer service, state task or any other type of change or research request. Typically the user initiates the request by logging it to the Jira or calling our Helpdesk personnel. The Helpdesk personnel then moves the Jira to the correct ticket type such as Enhancements, Deficiencies, Maintenance, Research, Configuration, Mass Adjustments etc. The helpdesk and/or the requestor update the priority, due date etc., of the ticket. The ticket then gets assigned to the team lead of the unit who performs the work. At this stage, the team lead updates the

owner, estimates, dependencies, and resource who will work on the request. Once the work is completed and required deliverables such as Unit Test Results, Configuration change list and required team lead approvals are completed. The changes are moved to test platforms for System testing and reviews by the Business Analysts and Test team.

Team Wipro uses a real-time Jira dashboard to track test cases, resource assignments and defects, which are linked to a requirement through the RTM within Jira to ensure full test coverage. We also analyze the types of testing (boundary, negative, etc.) to ensure the testing encompasses the wide scale needed to ensure a low defect ratio in UAT and post-implementation phases. Wipro EMaaS document repository and Jira are utilized to capture required testing evidence and reporting for metrics related to testing progress, defect ratios and defect criticality. Team Wipro monitors the defect types so that if there are repetitive errors, the testers can pause related test types, and adjustments can be made prior to resuming testing on that area.

Once all the System Testing and deliverables are ready, the tickets is sent to the requestor for UAT, approval, implementation and closure.

Team Wipro uses proven and efficient practices along with our experience of over 30 years to create user-friendly dashboards that provide detailed insight of the work in progress throughout the entire SDLC process.



SAO07

The Contractor shall create and maintain a communication inventory (e.g., letter, email templates) with necessary information (e.g., content, stakeholders) to communicate specific events (e.g., system or staff change) and develop appropriate communication and notifications for stakeholders as defined by the Agency.

Team Wipro has and maintains a communication inventory with necessary information to communicate specific events and develop appropriate communication and notifications for stakeholders as defined by the agency.

Following agency-approved processes, Team Wipro collaborates with the agency to create a communication inventory, which is stored on the Content360 system for further access and reference. This inventory has the templates that are used for communication, such as letters and emails. It also stores other communication materials, such as vendor and provider notifications, provider manual updates, newsletters, bulletins, agency memos, billing manual updates, website or portal outages and changes, and privacy and security notifications. Communication materials are accessible through the Engage360 for access twenty-four (24) hours a day, seven (7) days a week. A dashboard with easily understood links is available for reference. We utilize approved templates to ensure consistency of delivery.

Team Wipro appreciates that effective, accurate, and timely communication increases efficiency for the agency by helping them keep stakeholders informed of upcoming changes to the Medicaid program. It also ensures that the stakeholders know how to communicate with Team Wipro to ask questions or offer suggestions for improvement and receive the answers they need promptly.



SAO08

The Contractor's solution shall provide for the creation and processing of online surveys, store indexed survey results (e.g., survey number, date, topic, response date) and provide the results and supporting data of online surveys to authorized users as defined by the Agency.

The Wipro EMaaS solution provides for the creation and processing of online surveys. The results are stored and indexed in database tables, and the data is used to provide the results and supporting data to authorized users defined by the agency.

All surveys and templates undergo a multi-step review process that includes submission to the agency for final review and approval before go-live. A survey management application is housed in the Engage360 component, which enables the creation of new and dynamic surveys. Engage360 leverages the Salesforce Surveys and Lightning components to increase response rates, display scores, translate surveys, and tag survey records. This component is used to create easy-to-use forms for collecting feedback and data by using a simple editor. The surveys are captured in tables, which store a unique survey identifier, publish date, response date, scenario IDs, user IDs, and other criteria. All survey data is collected and stored within the EMaaS solution. Easy-to-use web pages within Engage360 are used to view survey data, create reports and dashboards, and share insights with the authorized users, as defined by the agency.

The easily configurable online surveys and extensive survey analytics help the agency receive deep insights into the utility and shortcomings of various MPATH modules and services. This insight will help the agency make adjustments in their services and offerings to meet the user expectations.



SAO09

The Contractor shall supply staff to meet all service level agreements and perform all claims processing functions (e.g., claims supervisor, claims processing staff, quality assurance staff, publication staff, training staff) as defined by the Agency.

Team Wipro will supply staff to meet all service level agreements and perform all claim processing functions as defined by the agency.

Team Wipro has a detailed staffing plan that includes key roles such as claims supervisor, claims processing staff, quality assurance staff, publication staff and training staff to ensure adherence to all SLAs and perform all claims processing functions. Staff management includes organizational planning, staff acquisition, and team development. Appropriate organization and staffing is based on the critical need to have the right staff in the right place, at the right time.



SAO10

The Contractor shall supply staff to analyze, develop, configure, and maintain all claims pricing and payment methodologies (e.g., claims processing updates, payment methodology updates, Federal and State policy guideline changes, ad hoc impact analysis, changes with third party tools) as defined by the Agency.

Team Wipro will supply staff to analyze, develop, configure, and maintain all claims pricing and payment methodologies as defined by the agency.

Team Wipro has Business Analysts with deep knowledge of claims processing and management who will drive the configuration and maintenance of the pricing and payment methodologies. Appropriate organization and staffing for projects is based on the critical need to have the right staff in the right place, at the right time.

Team Wipro ensures key team members assigned to the project have a thorough knowledge of the solution, with extensive experience in successfully planning for and implementing similar engagements. These team members include staff who have knowledge and experience in claims pricing and payment areas, such as claims processing updates, payment methodology updates, Federal and State policy guideline changes, ad hoc impact analysis, and changes with third party

tools. This set of experienced staff will help us analyze, develop, configure, and maintain all claims pricing and payment methodologies.



SAO11

The Contractor must receive approval from the Agency to make any changes to the system (e.g., applications, programs, procedures, specifications, parameters, disposition codes, definitions or objectives.) In the event that an emergency system change is required to continue normal system operations and the Contractor is unable to obtain Agency approval for the change, the Contractor must notify the Agency as soon as the change is made and the system returns to normal operations using the communication process as defined by the Agency.

Team Wipro understands that we must receive approval from the agency to make any changes to the system. In the event that an emergency change is required to continue normal system operations and Team Wipro is unable to obtain agency approval for the change, we will notify the agency as soon as the change is made and the system returns to normal operations using the communication process as defined by the agency.

Team Wipro ensures that all necessary approvals are acquired from the agency before making any changes and subsequent implementation of the change in the various test and production environments. We ensure that the changes to applications, programs, procedures, specifications, parameters, disposition codes, definitions, and objectives follow the established and agency-approved change process. To maintain the integrity of the system, emergency changes are necessitated, in rare circumstances. In such situations, changes may be implemented prior to agency approval, however regular updates and notifications are shared with the stakeholders. All required approvals and documentation is subsequently completed.



SAO13

The Contractor must support the Agency during all audits and reviews conducted by CMS, authorized agencies and contractors, and/or by the State over the life of the contract, to include but not limited to: assisting the Agency and the auditing entity in sample selections, documentation and data gathering, and responding to questions as defined by the Agency.

Team Wipro will support the agency during all audits and reviews conducted by CMS, authorized agencies and contractors, and/or by the State over the life of the contract. This support includes but not limited to assisting the agency and the auditing entity in sample selections, documentation and data gathering, and responding to questions as defined by the agency.

Team Wipro archives documentation and data in accordance with the agency's records retention requirements and our processes. Team Wipro maintains documentation per the agency's retention policy or longer if part of an active program integrity investigation or audit. Files involved in investigations or audits are flagged for retention beyond the normal retention period. Team Wipro maintains all documentation, including discovery information or case-related evidence, in accordance with the agency's records retention requirements. Such documentation can be archived in production or offsite location for as long as the agency deems necessary. Team Wipro will produce discovery information or case-related evidence as needed. Team Wipro's operations staff, upon request by the agency, will provide documentation, reports, or data necessary to support cases. Team Wipro's in-depth knowledge of the system, documentation and data will help us assist the agency and auditing entity gather accurate sample data and exhibits required for the audits and

reviews. Our Subject Matter Experts, Data Analysts and Business Analysts will help the requestor understand the provided information and respond to any questions and queries that may arise subsequently.

Team Wipro's dependable audit and review process enables the agency to meet its operational objectives through the life of the contract. We have assisted the State Auditor's Office on several occasions in retrieving and explaining Medicaid data.

SAO14

The Contractor shall provide and maintain a telecommunications link and associated hardware (e.g., VPN, site to site connection) between the claims solution and all associated systems and subsystems.

Team Wipro provides and maintains telecommunication links and associated hardware (e.g., VPN, site-to-site connection) between the claims solution and all associated systems and subsystems.

Team Wipro designs and procures all telecommunication links that are required to connect all associated systems and subsystems. The Wipro EMaaS system is built with diverse and highly redundant platforms in data centers in multiple regions for high fault tolerance. At the core of Wipro EMaaS is our Amazon Web Services (AWS) cloud environment. All Wipro EMaaS data centers and subsystems are connected via high-speed AWS Direct Connect data circuits back to the EMaaS core in the AWS cloud. AWS transit gateway is used to connect and route all production data centers and DR facilities through the high speed AWS cloud network, establishing a redundant, secure Wipro EMaaS network.

All external systems connect to Wipro EMaaS through the State's Integration Platform maintained by the System Integrator over a high-speed AWS Direct Connect data circuits with redundant site-to-site VPN backup. This network configuration is depicted in the figure below titled Network Connectivity.

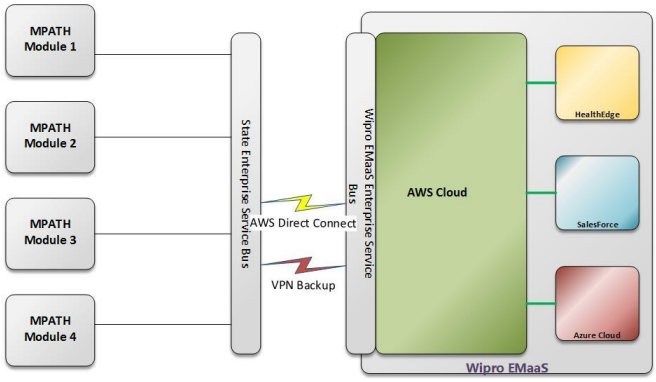


Figure 3-102: Network Connectivity

Along with Direct Connect, site to site IP Security (IPSEC) Virtual Private Networks (VPNs) are defined and deployed over high-speed internet connections procured from different telecommunication companies than the primary. This establishes a highly redundant and fault tolerant Wipro EMaaS network. In the event of a primary connection failure, communications transfer to the IPSEC VPN connection.

Team Wipro procures, installs, and maintains a combination of Cisco ASAs and Palo Alto firewalls at each of the Wipro EMaaS data centers. These Wipro EMaaS firewalls are used to secure and connect the Direct Connect and site-to-site IPSEC VPN back to the Wipro EMaaS AWS cloud

environment. Redundant Virtual private gateways (VPGs) are defined and deployed in the Wipro EMaaS AWS cloud.

The Wipro EMaaS solution has a resilient, redundant, and highly robust network architecture providing optimum performance and a highly available and reliable solution.



SAO15

The Contractor's solution shall proactively monitor claims processing statistics (e.g., denial rates, denial reasons, claim suspense reasons and resolution) and identify and provide necessary training to mitigate continued claim denials as defined the Agency.

Team Wipro will proactively monitor claims processing statistics and identify and provide necessary training to mitigate continued claim denials as defined by the agency.

Claims Supervisor proactively monitors claims billing and final adjudication results to identify unusual trends and results. Team Wipro works with the agency to understand trends in denials and to identify any anomalies. Unusual trends are analyzed and reported to the agency for review. Using these reports and statistics, Team Wipro works with the agency to identify and provide necessary training to mitigate continued claim denials. All suspended claims assigned to a Claims360 Review and Repair workbasket are researched and worked daily.

Applicable workflows are utilized to ensure claims move smoothly to each resolution specialist staff member until the claim is in a final paid or denied status. Suspended claims are tracked electronically through workbasket assignment and through Reports360 to visually monitor claim activity daily. Reports360 contains custom reports and personalized dashboards, which also include claim-processing statistics.



SAO16

The Contractor's solution shall maintain claims history available for adjustments and inquiry for a duration as defined by the Agency; and all "once in a lifetime" claims.

The Wipro EMaaS solution maintains claims history available for adjustments and inquiry for a duration defined by the agency and all “once in a lifetime” claims.

Mass, history only and individual adjustments can be executed against all once in a lifetime claims and existing claims history. The original and adjusted claims are linked via the Internal Control Number (ICN) Number. Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with user, timestamp, as-of-date, reason code and optional comments. Versioned claim records also include detailed information on rules and edits that were applied to each line item. All of this information is available for viewing in the user interface and is captured in our solution's real-time claims data warehouse.

Claims360 has the ability to edit new claims against prior history of adjudicated and in-process claims. Using configurable business rules, audit checks are performed on all claims to ensure the claims comply with agency policy. Duplicate edit checks can be configured across all claim types using combinations of 24 data elements. New claims are validated against prior history of adjudicated and in-process claims. Any “once in a lifetime” claims are maintained in the claims history forever, so that any subsequent claims can be denied with the appropriate denial reason codes.

The Wipro EMaaS Claims360 component and its extensive and reliable claim data model maintain claims history per agency policy, and enable accurate and timely processing of Medicaid claims.



SAO17

The Contractor's solution shall create, store, and return a unique identification number (e.g., internal control number) for all claims transactions as defined by the Agency.

Wipro EMaaS creates, stores, and returns a unique identification number for all claims transactions as defined by the agency.

Tracking all incoming claims from their intake to adjudication to payment is a critical part of operational processes. Team Wipro has extensive experience in the receipt, control, and entry of paper and electronically submitted claims. Claims entering Claims360 are assigned a unique Internal Control Number (ICN). Paper claims are assigned a unique ICN during the imaging process. The electronic claims (DDE, EDI, File upload, etc.) are assigned a unique ICN when they pass the initial edits and get stored in the claims database. The assigned ICN provides the means to identify the claim and its associated attachments during the complete life cycle of the claim. This ICN can be used to retrieve the claim at a later date through the Engage360 portal or Connect360 transaction gateway.

Wipro EMaaS ensures the claims entering the Claims360 system can be uniquely identified, stored and returned on request.



SAO18

The Contractor's solution shall have the ability to create, maintain, and produce regularly-scheduled and ad-hoc publications (both print and electronic) of multilingual documents as defined by the Agency.

The Wipro EMaaS solution has the ability to create, maintain, and produce regularly scheduled and ad hoc publications of multilingual documents as defined by the agency.

Wipro EMaaS provides multilingual options for regularly scheduled and ad hoc published notices, educational materials, and other documentation. The system supports services for English and Spanish by default. Based on the agency's request, additional language services to support other language speaking populations can be accommodated. All written communication templates undergo a multi-step review process that includes submission to the agency for final review and approval before production and distribution. The publications can be distributed electronically or printed and mailed to the intended users. Electronic documents can be published on various portals on Engage360 and stored in Content360. Content360 supports team collaboration with full document version control that maintains document versions and provides site dashboard alerts storing information regarding who modified which file and when documents are changed. Using the robust version management feature of Content360, the publications can be easily changed and enhanced. Furthermore Content360 workflow functionality can be used to move the changes through the required approval workflows and eventually published for consumption.

The flexible and easily configurable ability of Wipro EMaaS to produce and distribute publications on regularly or ad hoc basis ensures that users receive communication in their language and through various communication channels.



SAO19

The Contractor shall provide translator and integrated mapping software (e.g., flexible mapping functionality supporting all required formats and transactions, allowing for structure and information to be extracted directly from database tables, providing the ability to receive, assemble, validate, encrypt, respond, and transport batches of data to and from covered entities and other trading partners; accept, code, decode, balance, and transmit all current and future HIPAA healthcare transactions (e.g., 837, 835, 270, 271, 276, 277 (including unsolicited), 278, 820, 834, 997,999, 991, 824, TA-1) and providing support for automatically re-submitting the transaction when a transmission error occurs) as defined by the Agency.

Wipro EMaaS provides translator and integrated mapping software and support for automatic resubmission when an error occurs, as defined by the agency.

The EMaaS component Claims360 supports the processing of transactions submitted via multiple interfaces. Providers and members submit transactions via manual submission, portals or through Electronic Data Interchange (EDI). Our EDI supports but is not limited to the following transactions as required by HIPAA regulations and 45 CFR Part 162:

- Eligibility inquiry and response (Accredited Standards Committee [ASC] X12N 270/271) – identifies source of Third Party Liability (TPL) information
- Electronic claim status request and response (ASC X12N 276/277)
- Electronic remittance advice (ASC X12N 835)
- Electronic claim and encounter submission (ASC X12N 837, Dental -X12N 837D)
- Claim attachments (ASC X12N 275/277RFAI)
- Enrollment (ASC X12N 834)
- Premium payment (ASC X12N 820)
- Health Care Services Review Information (ASC X12N 278)
- Retail Pharmacy Drug claims (NCPDP)

Claims360 leverages HealthRules® and TransSend components to provide flexible mapping functionality supporting required formats and transactions. This allows for structure and information to be extracted directly from database tables, providing the ability to receive, assemble, validate, encrypt, respond, and transport batches of data to and from covered entities and other trading partners. Claims360 has the ability to accept, code, decode, balance, and transmit all current and future HIPAA healthcare transactions and provides support for automatically re-submitting the transaction when a transmission error occurs.

Claims360 edits data for data validity, duplicate records, and performs quality checks. Our solution processes batch 837 claims, rejecting only individual bad claims and accepting all others and returns erroneous encounter data for correction. Our solution provides prompt response to inquiries regarding the status of any claim through a variety of appropriate technologies, and tracks and monitors responses to the inquiries.

Our Claims360 EDI gateway also allows testing of new provider claims submission systems by allowing providers to submit test EDI transactions that are processed through the adjudication cycle without impact on system data. Test Cycles and processes run in multiple test and model office environment to facilitate onboarding of new trading partners.

Our solution supports production of X12N 270 transactions to query other payer eligibility files and process responses.

Wipro EMaaS has the robust capability to exchange, create, and resubmit standard EDI transactions, such as X12, HL7, and NCPDP. Our dependable Claims360 components make these functions easily configurable and adaptable to new HIPAA transactions.



SAO20

The Contractor's solution shall provide predictive modeling capability for the management of quality and cost-effectiveness of healthcare services, as defined by the Agency.

Wipro EMaaS provides predictive modeling capability for the management of quality and cost-effectiveness of healthcare services, as defined by the agency.

Reports360 leverages HealthRules Answers and Power BI to report on claims data residing in the Claims360 HealthRules Data warehouse to produce reports for predictive modeling. User-defined reports give the agency insight into the quality and cost-effectiveness of the healthcare services being provided.



SAO21

The Contractor shall develop and maintain a configurable summary dashboard for ticket requests with the ability to drill-down to detailed information to include, but not limited to: ticket type, identifier, prioritization, description, related notes or comments, request date, requester, start date, assigned resource(s), estimated completion date, estimated hours, hours worked to date, documentation impact and status, testing reports and status, agency approval, implementation date, post implementation updates as defined by the Agency.

Team Wipro leverages its established framework using Jira to develop and maintain a configurable summary dashboard for ticket requests with the ability to drill-down to detailed information. This includes, but not limited to, ticket type, identifier, prioritization, description, related notes or comments, request date, requester, start date, assigned resource(s), estimated completion date, estimated hours, hours worked to date, documentation impact and status, testing reports and status, agency approval, implementation date, post-implementation updates as defined by the agency.

Team Wipro has an established framework in Jira to assist with planning, organizing and tracking ticket requests to be completed for the project. Test management, test case repository, test results, and approval are maintained in Jira. Jira is utilized to track and prioritize bugs during DDI and defects during Operations and Maintenance. Jira dashboards give real-time information on the status of each ticket whether it is a project work item, a test case, or a bug/defect. The dashboard also provides the ability to drill-down to detailed information.

As tickets are entered into Jira they are assigned a unique identifier (Jira number). A priority level can be assigned to each task. The priority level designates the importance of the ticket and provides a measurement of complexity to aid in aligning resources to complete the ticket. Tickets are opened to process updates to data including reference data and are used to request queries and reports.

Each ticket has configurable fields, such as description, related notes or comments, request date, requester, start date, assigned resource(s), estimated completion date, estimated hours, hours worked to date, documentation impact and status, testing reports and status, agency approval, implementation date, and post-implementation updates, as defined by the agency. The fields can be easily added, changed, or removed at the direction and approval from the agency.

Team Wipro's Jira implementation and configuration for ticket management helps the agency create

and track the status of the tickets efficiently.



SAO22

The Contractor's solution shall serve as the EDI broker/gateway to create, edit, receive, and respond (e.g., real-time, SFTP, batch file upload), translate, and process X12, standardized transactions and current and future HIPAA standard transactions as defined the Agency.

The Wipro EMaaS solution serves as the EDI broker/gateway to create, edit, receive and respond, translate, and process X12, standardized transactions and current and future HIPAA standard transactions as defined by the agency.

Wipro EMaaS solution leverages the Claims360 EDI component to serve as the EDI broker/gateway and supports the processing of transactions submitted via multiple interfaces. Providers and members submit transactions via manual submission, alphanumeric devices or through EDI. Our EDI supports transactions and standards required by HIPAA and 45 CFR Part 162 regulations, including but not limited to the following:

- Eligibility inquiry and response (ASC X12N 270/271)
- Claim status request and response (ASC X12N 276/277)
- Electronic remittance advice (ASC X12N 835)
- Claim and encounter submission (ASC X12N 837, Dental – X12N 837D)
- Claim attachments (ASC X12N 275/277RFAI)
- Enrollment (ASC X12N 834)
- Premium payment (ASC X12N 820)
- Health Care Services Review Information (ASC X12N 278)
- Retail Pharmacy Drug claims (NCPDP)

The Claims360 leverages HealthRules® and TransSend components to provide flexible mapping functionality supporting required formats and transactions. This allows for structure and information to be extracted directly from database tables, providing the ability to receive, assemble, validate, encrypt, respond, and transport batches of data to and from covered entities and other trading partners. Claims360 has the ability to accept, code, decode, balance, and transmit all current and future HIPAA healthcare transactions and providing support for automatically re-submitting the transaction when a transmission error occurs. Our solution processes batch 837 claims, rejecting only individual bad claims and accepting all others.

The Connect360 component is capable of exchanging the EDI transactions through different channels, such as Secure File Transfer Protocol (SFTP) and web services – batch and real time. The Engage360 portals have the ability to let users exchange EDI transactions through file upload or by submitting real-time transactions. The transactions through the portals are routed to the Claims360 EDI translators through the Connect360 gateway.

Claims360 edits data for data validity, duplicate records, and performs quality checks. It also sends error message or responds with functional acknowledgements or response X12 transactions as appropriate. Our Claims360 EDI gateway also allows testing of new provider claims submission systems by allowing providers to submit test EDI transactions that are processed through the adjudication cycle without impact on system data. Test Cycles and processes run in multiple test and model office environment to facilitate onboarding of new trading partners.

Our solution supports production of X12N 270 transactions to query other payer eligibility files and process responses. In addition it supports HIPAA 4010 to 5010 conversions, if needed. It also

conforms to ASC X12 Technical Reports Type 3 (TR3).

By providing the ability to exchange latest supported EDI transactions through multiple channels, EMaaS provides a reliable and robust infrastructure for the agency and all its partners.



SAO23

The Contractor shall provide a secure web portal with the ability for members to receive REOMB and respond, as defined by the Agency.

The Wipro EMaaS solution provides a secure web portal with the ability for members to receive REOMB and respond, as defined by the agency.

Wipro EMaaS leverages its Engage360 component, which includes a secure portal for members to receive Recipient Explanation of Medicaid Benefits (REOMB) within 45 days of the payment of a claim. The portal can be used by members to respond and furnish information requested by the agency.

The Engage360 Member Portal integrates with Claims360 to generate electronic REOMB notices based on the agency's business policies and presents the information in a user-friendly format on the member portal. Claims360 supports the copay and spenddown calculations as a set amount or percent of allowed costs. The member is able to login to the Engage360 portal and search for the REOMB using Member DCN, case head DCN, and dates. The member can also submit information requested by the agency. By leveraging the Salesforce platform and Lightning components, during the design phase, Team Wipro and the agency will finalize the design and configure the screens, which will feature a rich user interface and navigation framework for the members to interact. Please refer to the figure below titled Claims360 - Eligibility Search Results, for a possible visual rendition of Explanation of Medicaid Benefits details in Claims360 component.

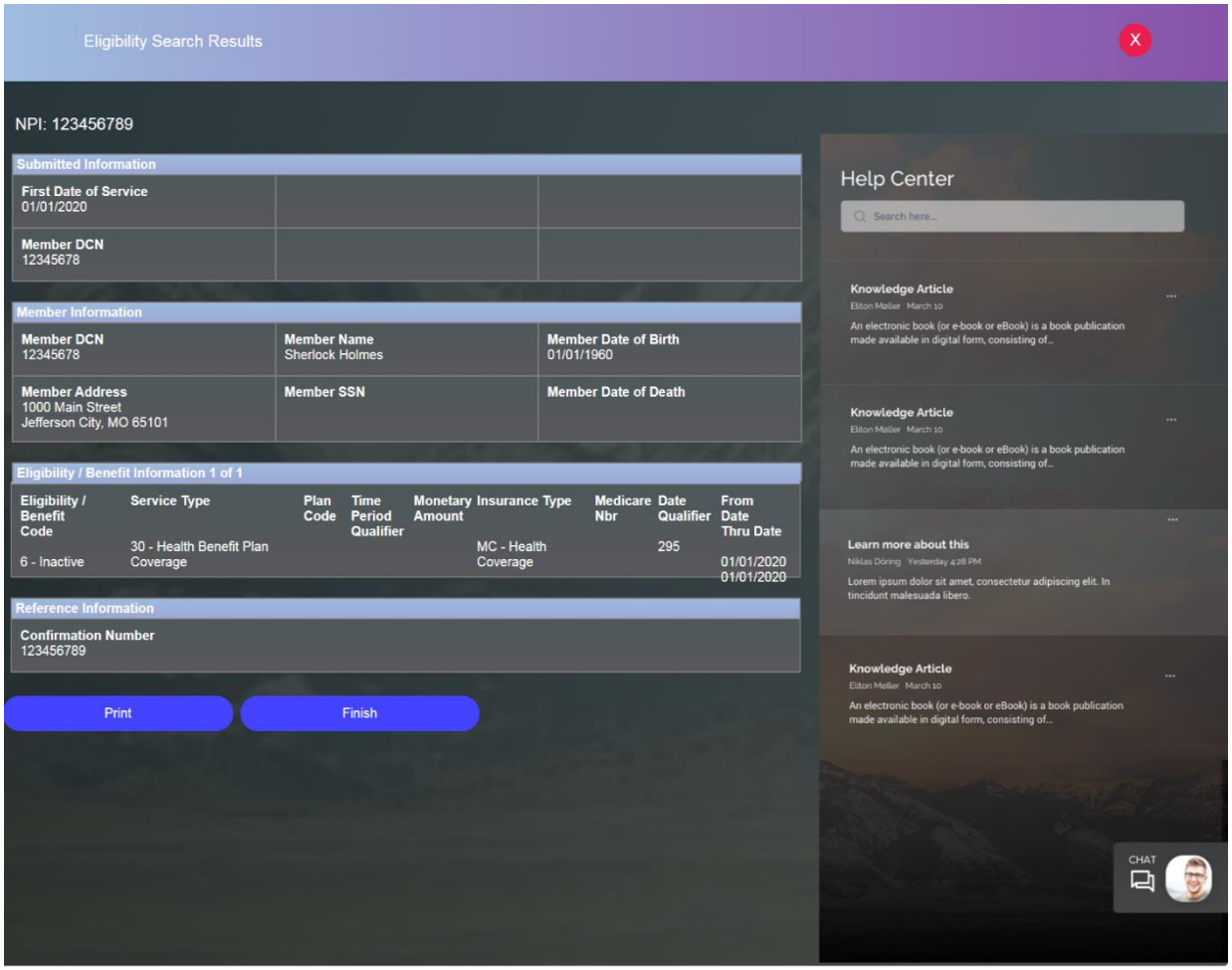


Figure 3-103: Claims360 – Sample Eligibility Search Results

Wipro EMaaS provides individual Explanation of Benefits (EOB) notices, within 45 days of the payment of claims, to all members who received services under the plan.

The convenient and reliable Engage360 Member portal helps members receive and update their information with ease.

SAO24

The Contractor shall receive, track, monitor, and respond (e.g., using Agency approved template, free-form) to inquiries through a secure portal inbox, as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes a secure portal inbox to receive, track, monitor, and respond to inquiries from the members, providers and other user communities.

The Provider and Member portals include a communication management page. This page has provisions for the provider or member to send secure mail. Users have the ability to search and view current and historic mail. This gives the users the ability to track and monitor the status of their inquiries through a rich UI based search and management page. The users can then respond by adding more information or documents as needed.

A provider or member relations associate can look at the mail using a management page. The associate can then respond to the mail by entering comments in internal notes or response text boxes. While working on these inquiries, the associate can assign an appropriate status, such as New, Pending, or Complete. Please refer to the figure below titled Claims360 – My Communication Module, which depicts the sample My Communication Screen in Claims360 component.

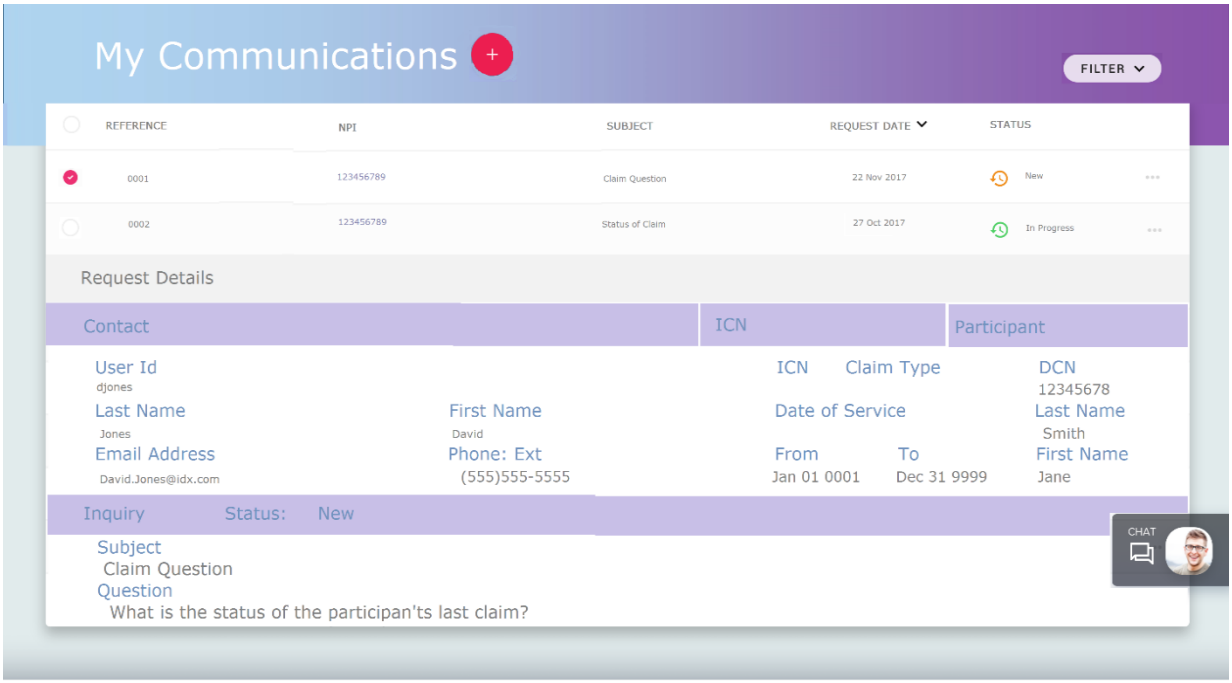


Figure 3-104: Claims360 – My Communication Module

The inquiry responses from Team Wipro utilize the agency approved templates and forms. By leveraging the Salesforce platform and Lightning components during the design phase, Team Wipro and the agency will finalize the design and configure the screens, which feature rich user interfaces and navigation framework for Team Wipro to receive, track, monitor, and respond to portal users.

The convenient and reliable Engage360 participant portal help Team Wipro manage all communications with users with ease.

SAO25

The Contractor's secure web portal shall allow external users inquiry of member information (e.g., eligibility, demographic, detailed description of covered benefits and utilization information, service authorization requirements, copayment and out-of-pocket accumulation) as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes a secure web portal for members and providers. These portals allow external users inquiry of member information as defined by the agency.

Engage360 provides a user-friendly portal that allows external users to securely access their health information. The security profile controls access rights to data categories and system functions as well as authenticating users. The member or provider is able to login to the Engage360 portal and search for the REOMB using Member DCN, case head DCN, and dates. The member can also submit information that the agency needs. By leveraging the Salesforce platform and Lightning

components, during the design phase, Team Wipro and the agency will finalize the design and configure the screens, which feature a rich user interface and navigation framework for the members to utilize. The portal enables members and providers to view:

- Eligibility, including dates active and any upcoming eligibility renewal, if applicable.
- View Demographic information of the providers in their area. Providers can also update their demographic information.
- Detailed description of covered benefits and utilization information, service authorization requirements, copayment, and out-of-pocket accumulation.
- Coverage information for general services, including specialty services, such as dental and vision.
- Restrictions, service limitations, automatic error codes, pricing data and effective dates for all items.
- A previously created EOB in order to see the services rendered.

The convenient and reliable Engage360 member and provider portal helps members and providers receive and update their information with ease.



SAO26

The Contractor shall provide a secure web portal with the ability to view, retrieve, download and print remittance advice (e.g., x12 835, PDF) as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes a secure web portal for providers. These portals allow the users to view, retrieve, download and print remittance advice as defined by the agency.

Wipro EMaaS provides a user-friendly portal that allows external users to securely access their health information. The portal enables users to search for current and historic remittance advices (RA). These RAs can be retrieved in various formats, such as x12 835, and Printable RAs. Users have the ability to view the RA details, such as pay cycle dates, charges, and payment amounts, along with the claim's summary for each RA. These RAs can be downloaded and printed if necessary. The RA documents are archived and made available to providers and the agency through the secured Engage360 claim screens.

The convenient and reliable Engage360 portal allows easy access for the agency to view, retrieve, download and print RAs through a highly secure portal.



SAO27

The Contractor provide a web portal with the capability to receive, store, maintain (e.g., version history) and upload documents, as defined by the Agency.

Team Wipro’s EMaaS solution leverages its Engage360 component, which includes a secure web portal for members and providers. These portals allow the users to receive, store, maintain, and upload documents, as define by the agency.

The Engage360 Web portals allow users to upload documents and files, such as X12, NCPDP, HL7 and other files approved by the agency. These files are stored in folders tagged with identifying information, such as user IDs, NPIs, and dates. The files are stored and accessible through the portal for a length of time approved by the agency.

Wipro EMaaS allows for multi-channel receipt and electronic storage of documentation required by the agency. These documents are stored in the Content360 component and made available to the providers and agency through a secured Engage360 portal.

The Wipro EMaaS solution provides a convenient way to handle documents through highly secured user interface.



SAO28

The Contractor's solution shall provide a web portal with the ability for a secondary navigation scheme (e.g., breadcrumb trail) for navigation on the web portal as defined by the Agency.

Wipro EMaaS leverages its Engage360 component, which includes a secure web portal for members and providers. These portals provide the ability for a secondary navigation scheme for navigation as defined by the agency.

The Engage360 Web portals provide efficient navigation with the ability to move forward and backward as necessary. The Provider and Member portals provide a rich user interface (UI) capability, which is aligned with the MITA standards and support effective navigation. The portals feature a navigation bar that provides the option to store the screen-to-screen navigation and is displayed as a breadcrumb, which helps the user navigate forward and backward. The portals also include customizable home screens with menu cards by function that include an easily configurable "Favorites" menu card that is unique to each user. A menu card toolbar that is always visible provides an additional option for accessing menu functions. An action toolbar includes forward and back arrows as well as drop-downs for accessing recently viewed screens, comprehensive search capabilities, and other action icons that are enabled or disabled depending on where the user is in the application and what the user's security permissions are.

Wipro EMaaS provides an easy browsing experience to the user to locate the required information efficiently and improves the usability and utility of the solution.



SAO29

The Contractor's solution shall provide operational support and maintenance of the web portal to include a dashboard detailing usage statistics (e.g., user count, transactions, uploads, downloads, secure messages) as defined by the Agency.

Wipro EMaaS leverages its Engage360 component, which includes a dashboard detailing usage statistics as defined by the agency.

The Wipro EMaaS solution leverages the transactional and referential data to generate operational reports and summary dashboards. Our Engage360 portal is built on Salesforce Community Cloud platform which has a Web Analytics tool that provides usage statistics, including:

- Device Breakdown: shows the device and operating system of website visitors.
- Email Conversion Tracking: displays the number and value of conversions, for a selected date range, by visitors associated with an email address in your data extension.
- Identified Vs. Anonymous: displays the number and percentage of known visitors with an associated email address in your data extension versus the number of visitors without an email address in your data extension.
- In Site Search: displays an affinity graph of the Top 10 most popular search terms on your website.

- Page Popularity: displays the top five most visited pages on your website for the selected date range.
- Right Now: displays current top-level data about activity on your website.
- Visitors by Day: shows a line graph of the total number of visits per day over the selected date range. It could include more than one visit by the same user.
- Visitor Location: shows the geographic location of website visitors based on IP addresses captured by the Collect Tracking Code.
- Visitor Path: displays the route visitors took during sessions within a date range. From the starting page, you can view the next eight pages visited.

Real-time metrics and detailed dashboard statistics in Wipro EMaaS provide the transparency and visibility into Medicaid operations, allowing the agency to monitor usage, performance and community engagement.



SAO30

The Contractor's solution shall provide a web portal with comprehensive functionality (e.g., contacting the Agency or a payee, view summary and detail information, remittance advices, warrant summaries, complete and submit an EDI trading partner application, frequently asked questions) as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes secure web portals for members and providers. These portals have comprehensive views to track the information and interactions with the providers and members. Engage360 web portals provide views encompassing the following features such as:

- Communication Management – Agency, Provider, and Member users have the ability to send secure messages and see the responses for the communication initiated.
- Claim Management – Users have the ability to view the summary and detail information of the claims submitted and adjudicated.
- Attachment Management – Users have the ability to view the summary and detail information of the claim and other attachments.
- Member Management – Check member eligibility, REOMBs, etc.
- Payment Information – View Remittance Advices, Payment Information, etc.
- Trading Partner setup – Complete and submit EDI trading partner application.
- Help Documents – various frequently asked questions, help pages, and user guides.

Wipro EMaaS solution supports sending electronic claim payment/remittance advice transactions (ASC X12N 835) meeting the standards required by 45 CFR Part 162. The solution provides prompt response to inquiries regarding the status of any claim through a variety of appropriate technologies – Portal, IVR etc., and tracks and monitors responses to the inquiries. The solution also processes electronic claim status request and response transactions (ASC X12N 276/277) required by 45 CFR Part 162.

The convenient and reliable Engage360 portals help users receive and update their information with ease.



SAO31

The Contractor's solution shall manage and maintain EDI transaction sets and permissions (e.g., eligibility inquiry and response only, 837 Dental submission and response only) for covered entities and/or trading partners as defined by the Agency.

Wipro EMaaS manages and maintains EDI transaction sets and permissions for covered entities and/or trading partners as defined by the agency.

EDI transactions are entered by providers via Engage360 portal or directly through our Connect360 ESB interface. Our EDI translator supports transactions, including but not limited to the following:

- Eligibility inquiry and response (ASC X12N 270/271)
- Claim status request and response (ASC X12N 276/277)
- Electronic remittance advice (ASC X12N 835)
- Claim and encounter submission (ASC X12N 837)
- Claim attachments (ASC X12N 275/277RFAI)
- Enrollment (ASC X12N 834)
- Premium payment (ASC X12N 820)
- Health Care Services Review Information (ASC X12N 278)
- Real-time Point of Service Claims (NCPDP)

The inbound transactions are transferred to Claims360 component. The Claims360 component leverages the TransSend module to enable Trading Partner setup and managements. Trading Partner management ensures a trading partner receives only the data they are approved to see. Additionally, it ensures only the transactions the trading partner is approved for can be sent or received. Claims360 edits data for data validity, duplicate records and performs quality checks; sends error message or responds with functional acknowledgements or response X12 transactions as appropriate. Our Claims360 EDI gateway also allows testing of new provider claims submission systems by allowing providers to submit test EDI transactions that are processed through the adjudication cycle without impact on system data. Test Cycles and processes run in multiple test and model office environment to facilitate onboarding of new trading partners.

Wipro EMaaS provides convenient and reliable ways for providers to submit and receive EDI transactions.



SAO32

The Contractor shall create, maintain (e.g., current and historical versions) Agency-specific EDI companion guides in a format and timeframe defined by the Agency. All EDI companion guides must have the required Agency and/or federal approval.

Team Wipro will create and maintain agency-specific EDI companion guides in a format and timeframe defined by the agency. All EDI companion guides are sent to the agency and/or appropriate federal agencies for review and approval before publishing them to the Engage360 portals.

The current and historic versions of the companion guides are stored and archived on the Content360 content management system. They are easily accessible via the Engage360 Web portals, guiding providers to easily create compliant EDI data files and transaction for exchange. By leveraging the Salesforce platform and Lightning components during the design phase, Team Wipro

and the agency will design and configure a user-friendly application. The application has the ability to create and maintain agency-specific EDI companion guides in a format and timeframe defined by the agency. We will ensure that the all required agency and Federal approvals are procured before they are published and made available for the users.

The convenient and reliable Engage360 portal streamlines the process to publish and maintain the companion guides.



SAO33

The Contractor shall provide a web portal with the ability to post and archive user specific or non-specific announcements or alerts (e.g., member, provider, specific benefit plan, and user role) that are displayed at user sign-on or at a frequency defined by the Agency. Users should be required to acknowledge the announcement so that it is not repeatedly displayed at subsequent sign-on, as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes secure web portals for members and providers. These portals have the ability to post and archive user specific or non-specific announcements or alerts that are displayed at user sign-on or at a frequency defined by the agency. The user has the ability to acknowledge the announcements or alerts so that it will not repeatedly displayed at subsequent sign-on.

The Web Portal has the ability to add announcements and alerts, which convey information, such as planned maintenance windows or other upcoming events of interest. Upcoming event alerts can be displayed on the homepage or provider-landing page within a defined timeframe or when a special announcement is needed. This information is available to members using an intuitive user interface designed to provide a positive user experience. Wipro EMaaS provides the ability for users to acknowledge that they read the announcement or alert, so that on subsequent visits to the page, the read alerts or announcements are not displayed again.

The convenient and reliable Engage360 portal streamlines the process to post and archive announcement and alerts.



SAO34

The Contractor shall provide an interactive web portal with smart links to Agency, Federal, provider, and member resources and information (e.g., provider manuals, instructions, bulletins, program descriptions and updates, fee schedules, eligibility criteria, forms, member guides, certifying agencies, SSA, public health care and nutritional programs) for viewing, downloading, and printing as defined by the Agency.

The Wipro EMaaS solution leverages its Engage360 component, which includes secure web portals for members and providers. These portals are interactive with smart links to agency, Federal, provider, and member resources, and information for viewing, downloading, and printing as defined by the agency.

The Wipro EMaaS solution provides real time, view-only access for providers to reference data sets, fee schedules, and benefit plan coverage information through the provider and member portals. The access to provider bulletins, member notifications and manuals are also accomplished using the provider and member portals. The program descriptions and updates, fee schedules, eligibility criteria, forms, member guides, certifying agencies, SSA, public healthcare and nutritional programs,

and other publically available information is accessible without requiring login to the portal. For specific areas of the portal that require additional security or acceptance of terms and conditions, a pre-entry requirement can be established that has to take place once, once a year, or other intervals as defined to ensure compliance to the terms and conditions. Other communication materials that are accessible via the portal include user notifications, newsletters, bulletins, RA banners, State memos, billing manuals, websites/portals, and privacy and security notifications.

The convenient and reliable Engage360 web portal, built on Salesforce platform, enhances the user experience by using the interactive web portal with smart links to agency, Federal, provider and member resources and information for easy access.



SAO35

The Contractor shall establish and maintain a reconciliation process for all paper claims and attachments received and provide a dashboard with daily aggregate summary and the ability to drill down by specific billing provider, claim type (e.g., professional, institutional, dental, nursing home) and search capabilities using all available data elements to validate all claims and attachments received are processed according to Agency defined business rules.

Team Wipro will establish and maintain a reconciliation process for all paper claims and attachments received and provide a dashboard with daily aggregate summary and the ability to drill down by specific billing provider, claim type, and search capabilities using all available data elements to validate all claims and attachments received are processed according to agency defined business rules.

Team Wipro understands a small percentage of claims and related attachments continue to be accepted via paper, and we will ensure that information is thorough, traceable, and easily accessible. A mailroom is established and responsible for daily sorting, document prep, scanning, validation, indexing, release and distribution. All correspondence is routed to the appropriate department within one working day of receipt. All mailroom duties are identified and outlined in a processes and procedures manual for training and future reference.

All claims and associated attachments are scanned, stored, and maintained in Content360 for access by Claims360. Data entry staff are responsible for creating batch control for all paper claims in the Content360 component. Each paper claim within each batch is keyed and tracked, using a unique ICN, to ensure all claims are keyed and adjudicated. A HealthRules® workbasket, identified as Claim Batch Entry lists the batch of claims that have not been processed and is assigned to specific staff to work daily. Daily log reports are available for supervising staff to reconcile, audit, and track paper claim inventory. Keyed claims are linked to imaged claims/attachments based on internal control numbers and are easily viewed online throughout the life cycle of a claim. Optical Character Recognition functionality is also available as needed.

The Claims360 and Reports360 reporting capabilities includes a set of predefined activity tracking reports and dashboard with daily aggregate summary and has the ability to drill down by specific billing provider and claim type. Timely alerts trigger prompt actions by operations staff, enabling them to avoid potential backlogs throughout the claim life cycle.

Our solution provides a holistic view of claims operations to ensure accurate reporting and alignment and search capabilities using all available data elements to validate all claims and attachments received are processed according to agency defined business rules.

SAO36

The Contractor shall identify, procure, and maintain licenses for all reference data (e.g., payment methodologies, claims editing, translator(s)) and electronic copies (e.g., implementation guides, reimbursement methodologies, National Correct Coding Initiative policy manual) necessary to support the acceptance, editing, pricing, adjudication, and payment of healthcare and non-healthcare claims for use by all modules as defined by the Agency. These licenses must allow the reference data to be shared with other modules (e.g., care management, EDW, provider services, TPL, customer care, fraud waste and abuse) to support the administration of the Agency healthcare programs.

Team Wipro identifies, procures, and maintains licenses for all reference data and electronic copies necessary to support the acceptance, editing, pricing, adjudication, and payment of healthcare and non-healthcare claims for use by all modules defined by the agency. These licenses, if applicable, allow the reference data to be shared with other modules to support the administration of the agency healthcare programs.

The Wipro EMaaS solution leverages Claims360, which can edit each claim with NCCI edits and defined agency policies. We can easily incorporate all Medicaid NCCI methodologies as rules in the system. The Claims360 component HealthRules® includes validation policies and custom policies that can be developed where required. HealthRules® data loaders provide a means to update all aspects of configuration information in the system, including date-specific CPT, Healthcare Common Procedure Coding System (HCPCS), revenue codes, modifiers, ICD9/ICD10 data, code sets, fee schedules, and pricing tables. The loader framework generates various files that are used to support exception reporting.

Log files list errors and warnings encountered during a load. Errors and warnings are reported at the line level of the source data file. Additionally, once all lines are processed, the framework reports count of lines (e.g., submitted, applied successfully, and rejected due to error). Reject files list the original content of the lines rejected due to error and corresponding error messages. Codes identified as new are analyzed to determine if any updates to service categories are required.

Wipro EMaaS includes the claim-editing tool, ClaimsXten, which continually updates edits, including NCCI edits and Outpatient Prospective Payment System (OPPS), using multiple source references. Team Wipro staff continually subscribe to various listserv email groups found on sites, including CMS.gov, to receive notifications regarding updates to initiatives and reference data. Identified staff are responsible for staying on top of newly released or upcoming reference data and policies and coordinate updates to the system with the agency as required. This reference data, if applicable, can be shared if necessary with agency approved modules using the Connect360 ESB.

Team Wipro has over 30 years' experience of managing the complete SDLC processes. As part of our time tested procurement processes, we have dependable procedures to identify, procure, and maintain licenses for all reference data and electronic copies necessary to support the acceptance, editing, pricing, adjudication, and payment of healthcare and non-healthcare claims.

SAO37

The Contractor's Electronic Data Interchange solution shall provide the ability to support the exchange of EDI transactions with multiple distinct segregated testing environments with the full functionality of the production environment (including transaction processing, editing, validation, and reporting). The EDI solution will have the capability to create, update, and maintain X12 transactions (i.e. 834, 837,

270/271) as part of targeted testing scenario groups to support comprehensive system wide regression testing across all claim types, eligibility groups, and provider types as defined by the agency. Following the execution of each EDI regression test group, Contractor will perform automated reconciliation between the test outcomes and the expected outcomes. Whenever possible, EDI regression tests should utilize real production transactions and outcomes for EDI regression tests.

Wipro EMaaS provides the ability to support the exchange of EDI transactions with multiple distinctly segregated testing environments with full functionality of the production environment. The EDI solution has the capability to create, update, and maintain X12 transactions as part of targeted testing scenarios groups to support comprehensive system wide regression testing across all claim types, eligibility groups, and provider types as defined by the agency. Following the execution of each EDI regression test group, Team Wipro performs automated reconciliations between the test out comes and the expected outcomes. Whenever possible, EDI regression tests utilize real production transactions and outcomes from EDI regression tests.

Our Claims360 EDI solution is highly customizable and comes configured with multiple test environments. This flexibility allows the agency to apply logic that includes customized edits and routing, enhancing the likelihood that transactions flow seamlessly through the adjudication process.

From a process point of view, the agency can notify Team Wipro of a requested edit or rule. We will then produce the rule for testing by the agency within a dedicated User Test environment. This process not only assures that the edit functions as desired, but can also provide a pre-production indication of the magnitude of impact the edit will have and specifically which claims or providers will be impacted.

This test environment is easily configured to process transactions, run through configured edits, change the edits, and validate the results and reports. We support all valid HIPAA EDI transactions, including 834, 837, 270/271, 276/277 and 278. Our test cases can be written and executed to target certain testing scenario groups. The test cases also support comprehensive system wide regression testing across all claim types, eligibility groups, and provider types as defined by the agency. Following the execution of each EDI regression test group, Team Wipro performs automated reconciliation between the test outcomes and the expected outcomes. All tests can utilize production transactions and outcomes from the EDI regression test cases.

In addition our Claims360 EDI gateway also allows testing of new provider claims submission by allowing providers to submit test EDI transactions that are processed through the adjudication cycle without impact on system data. Test Cycles and processes run in multiple test and model office environments to facilitate onboarding of new trading partners.

Our flexible Model Office environment makes it easy to test and tune the edits to process all valid EDI transactions.



SAO38

The Contractor shall establish and operate a mailroom for the intake of physical correspondence (e.g., scanning, batching claims, claims and attachments, faxes, adjustments and/or voids, medical records, appeals and grievances, letters, documents, surveys, returned mail) and processing and mailing of outbound physical correspondence (e.g., claims that fail prescreening, letters, documents, surveys, handbooks, mass mailings) including producing mailing labels.

Team Wipro will establish and operate a mailroom for the intake of physical correspondence and processing and mailing of outbound physical correspondence including producing mailing labels.

Team Wipro understands a small percentage of claims and related attachments continue to be accepted via paper, and we ensure that information is thorough, traceable, and easily accessible. A mailroom is established and responsible for daily sorting, document prep, scanning, validation, indexing, release, and distribution. Images are reviewed as they are scanned to ensure the quality of the image. In addition the scanners leverage technology to enhance images that may be lower quality. All correspondence is routed to the appropriate department within one working day of receipt. All mailroom duties are identified and outlined in a processes and procedures manual for training and future reference.

All claims and associated attachments are scanned, stored, and maintained in Content360 for access by Claims360. Data entry staff are responsible for creating batch controls for all paper claims in the Claims360 component. Each paper claim within each batch is keyed and tracked by a unique ICN to ensure all claims are keyed and adjudicated. A Claims360 workbasket, identified as Claim Batch Entry lists the batch of claims that have not been processed and are assigned to specific staff to work daily. Daily log reports are available for supervising staff to reconcile, audit, and track paper claim inventory. Keyed claims are linked to imaged claims/attachments based on internal control numbers and are easily viewed online throughout the life cycle of a claim. Optical Character Recognition functionality is also available as needed. The mailroom handles other incoming mail, such as medical records, appeals and grievances, letters, documents, surveys, and returned mail. Documents are scanned and stored in to the Content360 content management system.

Our fulfillment center is responsible for mailing and processing of outbound physical correspondence, such as failed paper claims, letters documents, surveys, handbooks, and other mass mailings. To process the outbound physical correspondence the fulfillment center creates and prints mailing labels using Engage360 correspondence component.

Team Wipro has over 30 years of experience handling mailroom functions and time tested processes to execute intake of mail. Our fulfillment partner, Change Healthcare, which services 70% of the nation's payors in handling print and outgoing mail. Team Wipro leverages this experience to ensure the quality of printing and timely processing of outgoing mail.



SAO39

The Contractor shall provide a courier to pick up and drop off mail at the Agency designated USPS facility including delivering provider correspondence, administrative mail, and other non-claims mail to the appropriate functional areas (e.g., Agency staff).

Team Wipro provides a courier to pick up and drop off mail at the agency designated USPS facility, including delivering provider correspondence, administrative mail, and other non-claims mail to the appropriate functional areas.

We have the staff and resources necessary to pick up and drop off mail at the agency designated USPS facility in timely manner. This staff follows agency approved procedures and protocols. They ensure that all necessary documentation, signatures, and approvals are acquired during the process. They maintain logs with dates and times of pickup and delivery.

Team Wipro has over 30 years of experience handling mailroom functions and time tested processes to execute intake and outgoing mail. Our quality processes ensure we use the best practices to satisfy all the agency courier services requirements.



SAO40

The Contractor's solution shall test all current and future HIPAA transaction processing according to guidelines developed by the Strategic National Implementation Process as defined by the Agency (e.g., compliance testing; application, operations, and interface testing; business to business testing).

Team Wipro tests all current and future HIPAA transaction processing according to guidelines developed by the Strategic National Implementation Process as defined by the agency. These guidelines are used and followed during compliance testing, application, operations and interface testing and business-to-business testing. Claims360 leverages Axiom TransSend for HIPAA transaction validation. TransSend provides Strategic National Implementation Process (SNIP) level 1 thru 7 compliance validation. Team Wipro will collaborate with the agency to determine what level of SNIP testing best meets the agency needs.

Team Wipro is very familiar with the seven levels of Strategic National Implementation Process (SNIP) testing. Wipro subject matter experts participated in the SNIP Testing Workgroup and provided test data input for version 4010.

Utilizing Axiom TransSend enables Team Wipro to begin testing future transactions well before they are mandated. For example, Axiom TransSend released the complete set of X12 version 5010 updates in October 2010, allowing a full 15 months for testing prior to the mandated usage date of January 1, 2012. Axiom TransSend also supports dual version processing to allow future transactions and versions to be tested or implemented while previous versions are still being accepted and created based on trading partner readiness.



SAO41

The Contractor's shall create materials at a reading level and for a culturally diverse population in a language or format (e.g., Braille, large-fonts, recordings) preferred by the intended recipient (e.g., member, provider) as defined by the Agency.

Team Wipro will create materials at a reading level and for a culturally diverse population in a language or format preferred by the intended recipient as defined by the agency.

Materials will be produced in English and any language that is spoken as a primary language for 3.5 percent or more of the statewide population. The language will be provided as part of a translation service as requested. All written communication templates undergo a multi-step review process that includes submission to the agency for final review and approval before production and distribution.

Customers with special needs, including those who do not speak English as their native language, utilize Braille, large-fonts, and recordings, receive the support needed to access services for which they qualify. This includes portal pages, IVR, AVR and call center services. Team Wipro will maintain a sufficient number of staff members that are proficient in reading, writing, and speaking both English and Spanish. Translation and interpreter services will be provided for non-English and Spanish speaking customers.



SAO42

The Contractor shall not require travel by Agency staff outside of the primary project location to support contract activities, as defined by the Agency.

Team Wipro will not require travel by agency staff outside of the primary project location to support contract activities, as defined by the agency.

Team Wipro will provide office space within 10 miles from the main DPHHS location in Helena, MT for our core project staff, with supporting staff located at our strategy development centers. The secure facility will include adequate space to accommodate the Wipro staff core to the project. Access to multiple conference rooms will be available to accommodate meetings with the project team, the agency and stakeholders.

Our project management team and corporate real estate team will identify and acquire the facility that best fits the project.

Along with a local office, Team Wipro can hold meetings through video conferencing, online meetings, etc., through software such as Webex. This will be the main communication method for interaction with the development staff.



SAO43

The Contractor's solution shall provide a configurable dashboard to display transaction activity (e.g., average processing time and transaction volume) as defined by the Agency.

Wipro EMaaS provides a configurable dashboard to display transaction activity as defined by the agency.

Reports360 component offers sophisticated dashboards built on the latest visualization technology. The dashboards can be configured to the agency's preference, including average processing time and transaction volume.

The Wipro EMaaS solution continuously monitors the systems performance to ensure the system is performing efficiently and transactions are processed within a reasonable amount of time as defined the agency. Capacity monitoring is also performed and periodic modifications will be scheduled according to future needs of the system. If the system is not performing as expected or unusual conditions are detected notifications are sent to Team Wipro and the agency, when appropriate.



SAO44

The Contractor shall create and maintain the comprehensive conceptual, physical, and logical data model for all data throughout the life of the contract as defined by the Agency.

Team Wipro will create and maintain the comprehensive conceptual, physical, and logical data model for all data throughout the life of the contract as defined by the agency.

We will create a data model in coordination with the agency during the DDI phase. During this coordination, we will document and ensure referential integrity of all relational data. This effort includes assigning primary keys and foreign keys to the appropriate records and ensuring validation prior to committing data into the new solution.

We realize the importance of data modeling. Therefore, creating a data roadmap enables us to convert the system into the new structure in a controlled fashion. The roadmap enables us to respond more quickly to data changes as required by the agency. We will identify, define and maintain all technical documents related to data elements of the EMaaS, and identify relationships between the data. Our data-modeling standard makes use of data normalization rules for both the logical and physical data models to avoid inconsistencies and redundancies in the data. The logical

model shows the relationship of the business entities. During logical data modeling, an Entity Relationship Diagram (ERD) is produced graphically representing the business data. We agree to maintain technical documents identifying the table structures, data flows, technologies, protocols, security controls along with a complete data dictionary defining each data element.

Content360 component within Wipro EMaaS, houses the Healthcare Data Models as a visual representation of the integrated data structures of all modules in the MPATH solution, along with detailed metadata about all data items, flows, relationships, keys.

Healthcare Data Models come with Conceptual, Logical, and Physical Data Models, as defined in this requirement, for the base commercial off the shelf application. As the implementation of the MPATH modules progresses, Team Wipro updates the data models and metadata as part of our standard processes. Updates are published as required to ensure the agency, Team Wipro, and all module vendors have a current view of the data. Team Wipro's standard processes keep the data model information up to date for the life of the contract.



SAO45

The Contractor shall allow the state to purchase software licenses and software maintenance directly, if determined to be in the best interest of the Agency, for use within the solution as defined by the Agency.

Team Wipro allows the State to purchase software licenses and software maintenance directly, if determined to be in the best interest of the agency, for use within the solution as defined by the agency.



SAO46

The Contractor's solution shall only utilize production data for testing with approval as defined by the Agency.

Team Wipro utilizes production data for testing with approval as defined by the agency.

Team Wipro will work closely with the agency to determine when production data will be used for testing. We understand that data is one of most important assets and should be protected with extreme care. We have a robust process to perform data masking, sanitizing, scrambling, or de-sensitizing sensitive data. We develop algorithms with the ability to de-identify all Protected Healthcare Information (PHI) identifiers as defined in the HIPAA privacy rule. The algorithms replace the current values (original data) with scrambled or masked values. The algorithms are tested and additional checks are performed in a staging database to ensure the algorithm is executed successfully before the data is available for testing. Access to algorithms is restricted only to the developers who need the access.



SAO47

The Contactor's solution shall have the capability for use of the Web Portal to report fraud, waste, and abuse as defined by the Agency.

The Wipro EMaaS solution has the capability for use of the Web Portal to report fraud, waste, and abuse as defined by the agency.

The Wipro EMaaS solution leverages the Engage360 component which includes a secure web portal for members and providers. The Engage360 component enables members and providers the ability to perform a variety of actions including the ability to report fraud, waste, and abuse. Team Wipro will work with the agency to define the process to handle such complaints.



SAO48

The contractor's solution shall have the ability for members to manage their account using a Web Portal (e.g., verify eligibility (request a replacement Medicaid ID card), view claims information, and file complaints) as defined by the Agency.

Wipro EMaaS has the ability for members to manage their account using a Web Portal as defined by the agency.

Engage360 provides a user-friendly web portal that allows external users to securely access their health information. The portal enables members to the following:

- View eligibility, including dates active and any upcoming eligibility renewal if applicable for members
- View the demographic information of the providers in their area
- View the detailed description of covered benefits and utilization information, service authorization requirements, copayment and out-of-pocket accumulation
- View coverage information for general services
- Request a replacement Medicaid ID Card
- View claims information
- File Complaints

Team Wipro will work with the agency to define the self-service activity that should be made available to members.



SAO49

The Contractor shall supply staff to analyze, develop, and configure payment methodologies and coordinate with Agency staff during rule and policy changes as defined by the Agency.

Team Wipro commits to supplying staff to analyze, develop, and configure payment methodologies and coordinate with agency staff during rule and policy changes as defined by the agency.

Our Claims360 component, built on HealthRules, has a natural language-based rules engine which allows our staff to easily analyze, develop and configure rules and policy changes related to payment methodologies.

Our experience with the State of Missouri contract demonstrates our ability to maintain adequate resources to implement rule and policy changes in a timely manner.



SAO50

The Contractor's solution shall provide a web portal with the ability to upload forms and supplemental claim documents (e.g., primary payer EOB, medical records, contractor published documents, requests for information) and automatically associate the file to the claim or member record, as defined by the Agency.

Wipro EMaaS provides a web portal with the ability to upload forms and supplemental claim documents and automatically associate the file to the claim or member record, as defined by the agency.

Wipro EMaaS is designed to accept electronic attachments received through the Engage360 web portal. Engage360 enables providers and members to perform a variety of actions including the ability to upload forms and supplemental claim documents such as, primary payer EOB, medical records, published documents, and requests for information.

Claims360 has the ability to automatically associate the file to the claim or member record. The Claims360 component also provides the ability to identify, track, and manage electronic forms, which are matched to submitted claims during adjudication. Claims are linked to uploaded forms and supplemental claim documents based on internal control numbers and are easily viewed online throughout the life cycle of a claim.



SAO51

The Contractor's solution shall process the following transactions: 837I Healthcare Claim: Institutional 837P Healthcare Claim: Professional 837D Healthcare Claim: Dental 835 Healthcare Claim Payment/Remittance Advice 270 Eligibility, Coverage, or Benefit Inquiry 271 Eligibility, Coverage, or Benefit Information 276 Healthcare Claim Status Request 277 Healthcare Claim Status Response 278 Healthcare Services Review – Request and Response 820 Premium Payment 834 Benefit Enrollment and Maintenance 997 Acknowledgement 824 Application Advice.

Wipro EMaaS can process all HIPAA ASC X12 transactions described in the requirement above.

HIPAA ASC X12 transactions are received through real-time entry or batch files placed on the Engage360 component or can be exchanged through the Connect360 component which supports SFTP and web services. ASC X12 transactions that have been received through the EDI process reside on the SFTP site until imported into the Claims360 Component.

The Claims360 leverages Axiom TransSend, which supports the following transactions:

- Eligibility inquiry and response (ASC X12N 270/271) – identifies source of TPL information
- Electronic claim status request and response (ASC X12N 276/277)
- Electronic remittance advice (ASC X12N 835)
- Electronic claim and encounter submission (ASC X12N 837I, 837D, 837P)
- Claim attachments (ASC X12N 275/277RFAI)
- Enrollment (ASC X12N 834)
- Premium payment (ASC X12N 820)
- Health Care Services Review Information (ASC X12N 278)
- Acknowledgement (ASC X12N 997/999)
- Application Advice (ASC X12N 824)
- Retail Pharmacy Drug claims (NCPDP)



SAO52

The Contractor's solution shall accept, screen, date-stamp, assign unique control numbers, and store hard copy all claim forms and attachments.

The Wipro EMaaS solution accepts, screens, date-stamps, assigns unique control numbers, and stores hard copy of all paper claim forms and attachments.

Capture functionality within Content360 encrypts and stores the images with unique internal control numbers (ICN) and their associated metadata. The system screens and captures electronic images and date stamps, unique control numbers and batches hard copies of claim forms and adjustments/void forms and updated turnaround documents.



SAO54

The Contractor's hosting environment for all module components shall be compliant with Statement on Standards for Attestation Engagements (SSAE-18) 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. If the Contractor proposes either a multi-tenant solution or a public cloud, hybrid cloud (Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS)), or community cloud environment, the vendor must ensure that the environment is either FedRAMP certified or that the shared resources are only accessible by HIPAA-covered entities as defined in 45 CFR 160.103.

Wipro EMaaS is a hybrid cloud hosted SaaS environment which is either FedRAMP certified or shares resources that are only accessible by HIPAA-covered entities as defined in 45 CFR 160.103.

Wipro EMaaS incorporates several public cloud environments including AWS, Salesforce and Microsoft Azure, and HealthEdge® private cloud. AWS uses FedRAMP certified services / components and AWS manages and maintains all cloud services in order to retain FedRAMP certification requirements. The HealthEdge® private cloud environment is HITRUST, SOC 1, SOC 2 certified. Salesforce cloud and Microsoft Dynamics 365 (hosted on Microsoft Azure) are also FedRAMP certified.



SAO55

In the event the Contractor is unable to continue meeting the requirements for the approved hosting model or if the Contractor desires to transition to different hosting model that is compliant with the requirements of the contract, the Contractor must: 1) provide the state with the opportunity to verify compliance of the new hosting environment with the contract requirements in advance of transition, 2) ensure that there is no additional cost to the state for the new hosting model, and 3) ensure that there is no disruption of service to end users as a result of the transition.

In the event Team Wipro is unable to continue meeting the requirements for the approved hosting model or if Team Wipro desires to transition to a different hosting model that is compliant with the requirements of the contract, Team Wipro will provide the following:

- Provide the State with the opportunity to verify compliance of the new hosting environment with the contract requirements in advance of transition,
- Ensure that there is no additional cost to the State for the new hosting model, and
- Ensure that there is no disruption of service to end users as a result of the transition.

Once the decision is made to transition to a different hosting model, we will present to the agency

the architecture design and infrastructure design and specifications of the new hosting site. Once all approvals are acquired, Team Wipro utilizes its Disaster Recovery and Business Continuity plan and processes to ensure effective and efficient restoration and recovery of business and technical functions. We ensure that the end users are not affected by this transition. We plan to perform transition activity without disruption of services. We ensure that if any system outages are needed, they are planned during the approved outage timeframes.

Team Wipro will work with the agency to ensure that our new Hosting Model is compliant and meets the standards laid out by the agency.



SAO56

The Contractor's solution shall receive, store, create, and maintain an indicator and effective dates of an enrolled provider's participation in state specific programs (e.g., health home, primary care enhanced rate) as defined by the Agency.

Wipro EMaaS receives, stores, creates, and maintains an indicator and effective dates of an enrolled provider's participation in state specific programs (e.g., health home, primary care enhanced rate) as defined by the agency.

The indicator and effective dates of an enrolled provider will be received from the Systems Integrator if available and stored within the HealthRules Payor databases. If the information is not available, we will work with the agency to define the user-defined fields.

The Wipro EMaaS Engage360 secure web portal enables providers the ability to access this stored data to view their enrollment status in state specific programs and the respective effective dates for each program. This data is also used for claims processing within Claims360.



SAO58

The Contractor's solution must evaluate criteria defined by the agency (e.g. provider participation flags for specified programs) to adjudicate claims and established pricing.

Wipro EMaaS evaluates criteria defined by the agency (e.g. provider participation flags for specified programs) to adjudicate claims and established pricing.

Over 100 data elements associated with Member, Provider, and Claims are available to author business rules within the Claims360 using the patented HealthRules Language (HRL). Edits can be established at the specific benefit plan and service category levels. These capabilities support the edit and audit requirements associated with data such as:

- Member Groups
- Benefit Plans
- Age
- Region
- Claim Type
- Procedure
- Provider Type
- Provider Specialty
- Provider Taxonomy
- Provider Participation Flags for Specified Programs
- Tooth Number

- Modifiers
- Lock-in or Lock-out

Claims360 provides a user-friendly interface that uses natural language based rules engine for easy configuration with minimal dependency on technical teams. Users have access to drop-down selection screens and service categories to define common business rules, plus the ability to author unique agency specific business rules. Users may create, modify and deploy the rules in real time, eliminating the need for manual coding changes that limit flexibility and many times cause delay.

Business rules and policy configuration edits are stored within Claims360 and made available electronically to the agency and Team Wipro staff. The business rules are available in the patented HealthRules Language along with the applicable audit information associated with each rule.

By providing a comprehensive listing of rules, staff are able to research, recommend, and implement policy changes more efficiently and accurately.



SAO59

The Contractor's solution shall validate that the member is assigned to the provider and has active eligibility for the period prior to payment.

Wipro EMaaS validates that the member is assigned to the provider and has active eligibility for the period prior to payment.

Claims360 within Wipro EMaaS processes encounters and Fee For Service (FFS) claims using a multiple step process. After receipt and input/import of the encounter or FFS claim, the claim is matched to a provider record. Based upon configured rules, Claims360 validates member eligibility to ensure, in cases where a member is assigned to a specific provider or health plan, that they are actively eligible. Additional rules validate enrollment span, taxonomy, certification, attestation level, and enrollment in a specific program or plan.



SAO64

The Contractor's claims processing environment will be sized to process up to 200 concurrent transactions per second.

Wipro EMaaS is sized to process up to 200 concurrent transactions per second.

The Wipro EMaaS solution is based on a robust and scalable cloud based SaaS architecture. The solution is easily scaled to accommodate the required concurrent transactions. Team Wipro ensures that the different components and networks are designed to handle up to 200 transactions per second. Our cloud model is elastic to enable for both short-term capacity spikes as well as long-term growth as needs evolve. The horizontal and vertical scalability in the architecture ensures the elastic and scalable architecture to achieve the required throughput and concurrent usage.



SAO65

The Contractor shall provide tools for comprehensive performance monitoring and reporting via a dashboard, for SLAs related to the claims processing and management services scope of work and performance of the claims solution.

Wipro EMaaS provides tools for comprehensive performance monitoring and reporting through a

dashboard, for SLAs related to the claims processing and management services scope of work and performance of the claims solution.

Reports360 component offers sophisticated dashboards built on the latest visualization technology. The dashboards are configurable to the agency's preference, including processing time and transaction volume. The Wipro EMaaS solution continuously monitors the systems performance to ensure the system is performing efficiently and transactions are processed within a reasonable amount of time as defined by the agency. Capacity monitoring is performed and periodic modifications are scheduled according to future needs of the system. The Reports360 component capture all performance measures and can schedule reports or produce ad hoc reports to be sent to specific users. Team Wipro will collaborate with the State to:

- Develop scheduled SLA and performance measure reports (i.e. daily, weekly, monthly, and annually)
- Determine what users or user groups require which scheduled reports and in what format
- Provide access to appropriate State and Team Wipro staff to develop ad hoc SLA and performance measure report queries

SAO66

The Contractor must provide a secure communication mechanism that can be accessed by multiple vendors based on user role as defined by the Agency.

Wipro EMaaS provides a secure communication mechanism that can be accessed by multiple vendors based on user role as defined by the agency.

Team Wipro uses Cisco Ironport to provide Transport Layer Security (TLS) encryption technology to secure messages "in transit" from our secure email server to that of the vendors'. TLS, along with HTTPS, secures email communication to protect any ePHI and PII information. To maximize the content security and privacy, AWS Direct Connect can be used to establish network connectivity between our email server and vendors' email servers. Since all email communication between Team Wipro and vendors who connect to us using TLS is encrypted and secure, there is no need for further role-based security.

SAO67

To support exchange of data with the MMIS requested by other entities, the contractor shall establish network connections with other MMIS vendors or State trading partners as determined necessary by the State and shall host related hardware and software components to support secure network connectivity at a reasonable cost that is paid by the other MMIS vendors or trading partners and shall establish Interconnection Security Agreements that document interface characteristics, security requirements, and the nature of the information communicated over the connection

Team Wipro will establish network connections with other MMIS vendors or State trading partners as determined necessary by the State to support exchange data with the MMIS. Vendors access Wipro EMaaS solution through Connect360 ESB hosted on AWS. MMIS vendors and State trading partners can use AWS Direct Connect to establish network connectivity, at a reasonable cost. Team Wipro will establish Interconnection Security Agreements that document interface characteristics, security requirements, and the nature of the information communicated over the connection.

Team Wipro agrees to establish connections with existing and new trading partners and vendors as needed. Appropriate time is needed for outreach and setup prior to testing each connection. Trading partners and vendors are identified and documented in an Interface Matrix. Additional information, such as data type, format, protocol, and connection types are also captured in the Interface Matrix.

Wipro EMaaS uses industry standard protocols such as SFTP, HTTPS, Java APIs and Web Services as secure network connections to transfer data between vendors, trading partners, and IT Applications to protect ePHI during data transfers.



SAO69

Contractor shall ensure that individuals occupying Key Personnel positions shall, at a minimum, provide services between 8:00 a.m. and 5:00 p.m. local time Monday through Friday unless a resource-specific alternative schedule is approved by the Agency.

Team Wipro understands the importance of being available within the State's Core working hours, individuals occupying Key Personnel positions are available to provide services at a minimum, between 8:00 a.m. and 5:00 p.m. local time Monday through Friday unless a resource-specific alternative schedule is approved by the agency.



SAO70

The Contractor's solution shall allow authorized users to search and view Claims Based Medical History.

Wipro EMaaS allows authorized users to search and view Claims Based Medical History.

Claims360 provides access to summary level claim information for the member by accessing the claims tab when viewing the member record. Various data from the claim is available for viewing including, but not limited to, claim ID, provider name, claim type, billed amount, HCC (approved) amount, total member responsibility, non-covered amount and date of change.

Search functionality is also provided within the Claims screens to allow users to search for specific claim criteria for a member. This functionality allows for filtering using the various claims fields such as date of service, date of payment, claim status, provider type, claim type, rendering provider, pay-to provider.

In addition to the ability to search for member related criteria, the user can also search for specific or similar diagnosis, procedure codes, surgical codes, exceptions, claims related to a procedure, date ranges, etc. Reports360 also provides ad hoc reporting functionality. Reports360 allows them to filter based on a combination member, provider, and other claim transaction data elements.



SAO71

The Contractor's solution shall include a self-service tool for providers to directly and efficiently enter claims.

Wipro EMaaS solution includes a self-service tool for providers to directly and efficiently enter claims.

Engage360 provider portal allows users to directly enter claims using intuitive web forms.

Engage360 provides users a responsive interface to easily navigate and enter data through the claim forms on the portal, utilizing auto population feature, when applicable. Field validations are applied in real time to ensure required fields have been populated with valid values and data types. These validations avoid basic keying errors and eliminate unnecessary rework due to failed validation edits.



SAO72

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.

Wipro EMaaS provider portal allows direct entry of all claim types including Professional, Institutional, Dental, Encounter claims, Adjustments, Roster billing, claim corrections, and the ability to void and replace claims.

The intuitive design dynamically presents the appropriate claim form based on the selected claim type. Users can enter all the claim data and associated attachments. The portal allows users to perform corrections, replacement or void existing claims.

After entry in Engage360, claims pass into the Claims360 component where it captures and retains all claim data submitted on the claim as well as maintains a complete audit history of all actions made against the claim, including but not limited to adjustments, voids, and manual user updates.



SAO73

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.

Wipro EMaaS 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. Edits 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 does not display pricing information.

After entry of the in Engage360 provider portal, the system performs field validity and pre-editing of claims data. Edits include validating provider enrollment status, member eligibility coverage, and validity of revenue, procedure and diagnosis codes against provider, member and reference data in the Claims360 component. Any invalid claim data is flagged with appropriate error messages to enable users to perform necessary corrections prior to submission.

Engage360 provider portal also accepts Prior Authorization (PA) attachments, such as:

- Surgical/Anesthesia reports
- Medical records
- X-Rays/Images
- Orthodontic study models
- Long term care PAs
- Drug PAs

- Any other items required by State or Federal rules

Team Wipro understands the value of upfront validation and accuracy of claims submission to ensure efficient processing of claims and improving First Pass Rate.



SAO74

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 Engage360 component within the Wipro EMaaS solution enables an authenticated user to upload an attachment to associate with a specific claim or multiple claims.

Authenticated users have the ability to upload attachments using Engage360. Engage360 accepts various attachments formats such as, standard HIPAA transaction formats, MS word documents, PDF documents, JPEG or any standard healthcare delivery methods. The Engage360 capture functionality encrypts and stores the images and their associated metadata. The metadata is used to associate the attachments to the claim(s). Attachments could include:

- Sterilization, Abortion, Hysterectomy consent forms
- Second surgical opinions
- First report of injury forms
- Medical expenditure transactions
- Electronic Cost Reports
- Non claims specific financial transactions
- Disproportionate share reports
- Drug rebate
- Any other inputs required as per State's approved plan

Claim and non-claim attachments are available to be viewed with the claim throughout the life cycle of a claim.



SAO75

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 Engage360 component within the Wipro EMaaS solution 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.

Upon receipt of the mailed or faxed attachment, the attachments are uploaded using Engage360. The Engage360 capture functionality encrypts and stores the images and their associated metadata. When the metadata contains a user provided claim confirmation number on the attachment, it is be used to link the claim and attachment together.

In some cases, the metadata does not include the claim confirmation number. When this is the case, Team Wipro will collaborate with agency staff to determine the metadata needs required for efficient association between claims and attachments. For example, a claim requires a second surgical opinion (SSO) attachment. The attachment needs to be linked to a different provider than the one who provided the SSO, likely using a set of key fields. Key fields might include member ID, date of

service and procedure code.



SAO76

The Contractor's online self-service claims entry tool shall allow users to indicate paper attachments will be mailed and/or faxed.

The Engage360 component within the Wipro EMaaS solution allows users to indicate paper attachments will be mailed and/or faxed.

Engage360 portal's claims entry interface accepts claims and attachments. When entering the claim, the user can select the type of attachment and the type of transmission (e.g. mailed or faxed) on the web form. The system generates a cover sheet with a QR code that contains the attachment control number, which can be printed and mailed or faxed along with the attachment. The QR code enables automated linking of the attachment to the claim once it is received and scanned into Content360.

Engage360 self-serve claims entry tool accepts HIPAA data content compliant claims and attachments to enable the creation of the 837 transaction. The Type of Transmission field indicates an attachment will be mailed or faxed by selecting 'BM' or 'FX', respectively, and translate to the field associated with X12 837 PWK02 (Report Transmission Code) of the X12 837 claim layout. The generated attachment control number populates the X12 837 PWK06 (Attachment Control Number).

With user-centric design we deliver enhanced user experience while entering online self-service claims. Leveraging automation, Team Wipro delivers improved efficiencies and accuracy in processing claims and paper attachments.



SAO77

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.

Wipro EMaaS provides a tracking or control number to the user upon successful completion of the transaction

Claims360 assigns a unique Internal Control Number (ICN) to every claim transaction that is received from the Engage360 portal. This enables the system to uniquely identify and audit the transactions as they process throughout the system. Each claim record includes a comprehensive audit log that tracks all changes, updates, and system activity related to the claim with a user, timestamp, as-of date, reason code, and optional comment.



SAO78

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).

Engage360 portal within the Wipro EMaaS solution provides a configurable auto populate feature for appropriate fields for each claim type.

Engage360 provider portal allows users to directly enter claims using intuitive web forms. Engage360 provides users a responsive interface to easily navigate and enter data through the claim

forms on the portal, utilizing auto population feature, when applicable. For instance, when the user enters the NPI number the Provider name and taxonomy list is auto populated.

Auto population avoids basic keying errors, redundant key strokes and eliminate unnecessary rework due to failed validation edits.

Team Wipro will work with agency staff to configure auto populating of appropriate fields for each claim type (e.g., provider information, submission date, and member-associated information within the Engage360 interface.



SAO79

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.

Engage360 component within the Wipro EMaaS solution includes a claim template feature that allows users to create templates to be stored and used in the online claims entry tool.

Providers have the ability to create and save claim templates in their user profiles on Engage360 portal. The user also has the ability to save frequently used data elements, such as provider and member information and reference data (e.g. procedure and diagnosis codes).

Engage360 is designed to deliver intuitive user experience and efficiency features.



SAO80

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.

Wipro EMaaS provides search capabilities for users entering data in the online claims entry tool. The search tool includes provider information and provider associated service authorization information.

Engage360 portal features user-friendly search capabilities that allows users to search for relevant information quickly and accurately. The search functionality provides autocomplete and wildcard searches. Engage360 also provides the ability to search for claims that match a service authorization. User roles and privileges drive the search capabilities and search scope.



SAO81

The Contractor's online self-service claims entry tool shall convert all entered claims into an X12 837 format.

The Engage360 component within the Wipro EMaaS solution converts all entered claims into an X12 837 format.

After claims are entered and submitted through Engage360 portal, the claim information is then sent into Claims360 EDI gateway (TransSend), which converts them into an X12 837 format. The following X12 837 formats for v5010 are supported:

- 837P Professional Claims and Encounters
- 837I Institutional Claims and Encounters

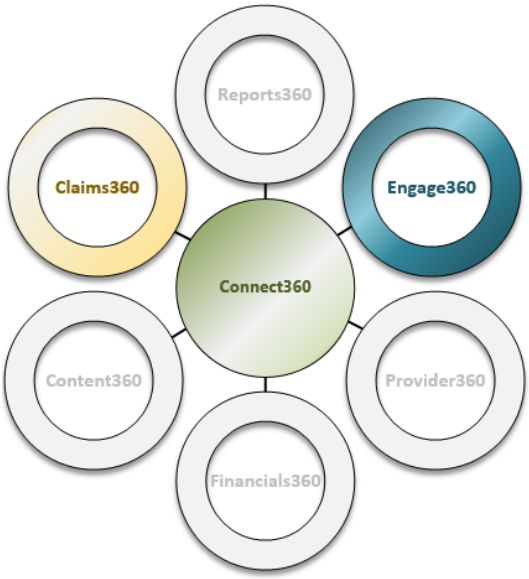
- 837D Dental Claims and Encounters

This functionality of Wipro EMaaS ensures that all claims data is exchanged in a standardized and HIPAA compliant format.

3.10.15 SERVICE AUTHORIZATIONS

This section addresses authorization requirements. The Claims Processing and Management Services solution needs to include functionality for both service authorizations and referrals. This functionality will be used by state staff, case managers, providers, and contractors. This functionality must be configurable to meet the needs of diverse programs (e.g., physical and behavioral health). Service authorizations are used to allow for specific services, track utilization, and monitor outcomes. The Claims Processing and Management solution will also create, update, and send referrals from primary care providers to other providers (e.g., specialty providers), as well as, from state staff to contractors. The Offeror must describe in detail their approach to meet each of the Service Authorization requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Wipro EMaaS includes functionality for both service authorizations and referrals. Wipro EMaaS offers easy to use configurable functionality that meets or exceeds the needs of diverse programs (e.g., physical and behavioral health). Team Wipro has a strong understanding of service authorizations and how they enable the state staff, case managers, providers, and contractors the ability to provide specific services, track utilization, and monitor outcomes. The Wipro EMaaS solution also creates, updates, and sends referrals from primary care providers to other providers (e.g., specialty providers), as well as, from state staff to contractors.



Team Wipro's experience and knowledge of service authorizations and referrals will assist in configuration of the rules within the Wipro EMaaS solution to benefit the State. We currently manage both professional service authorizations in our current MMIS engagement and integrate with a Clinical Management Services and System for Pharmacy and Prior Authorization (CMSP).

The Wipro EMaaS Claims360, Engage360, and Connect360 components provide access to service authorizations using user-friendly interfaces. State staff, case managers, providers, and contractors access Wipro EMaaS based on the agency's need and users' security permissions. Team Wipro will collaborate with State Staff to determine the access required.

Claims360 uses HealthRules CareManager and HealthRules Payor to configure and store service authorizations and referrals.

HealthRules CareManager supports the entry and processing of multiple types of service authorizations (e.g., physical and behavioral health). Service authorizations and referrals process based on configured business rules in HealthRules Care Manager. Service authorizations and

referrals always apply to a particular member for a specified set of services, and can be limited to specific suppliers and practitioners, dates of service, and number of units of service. A Service Authorization includes the Authorization ID, Received Date, Referral Source, Service(s) Authorized, Diagnosis Code, and Referred to Providers. Configured service groups enable the authorization of standard services such as office visits with x-rays, hospitalizations with all ancillary providers.

HealthRules Payor adjudicates the claim by matching the claim to the service authorization and updating the units, dollars, and days used as the configured business rules apply. In addition, it provides users the ability to view service authorizations and referrals. An optional Service Agreement enables the agency the ability to perform a contractual override or one-off exception for a member in the application. The Service Agreement applies to any matching claim line(s) before any other benefits, exclusions, limits, cost sharing, or utilization management rules are considered.

Claims360 is capable of handling all X12 transactions including the X12 278 Service Authorization Request and Response via the Claims360 EDI Gateway which includes Axiom TranSend,

Connect360 is a robust, enterprise-class integration layout that provides real-time and batch access to all system data and functionality, enabling ease of integration between Wipro EMaaS and partners, agency's Care Managers, and exchanges through secure batch or real-time Electronic Data Interchange (EDI) transactions.

Engage360, hosted on the Salesforce Cloud platform, makes it easy for members and providers to find information, manage their account, and connect with the agency effortlessly. Our portals seamlessly integrate with and utilize Claims360 service authorizations and referrals data in support of member and provider services.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



AUTH02

The Contractor's solutions shall provide the ability for authorized users (e.g., state staff, case managers, contractors) to enter, store, update, and view service authorizations.

Wipro EMaaS allows authorized users to enter, update, and view service authorizations.

Claims360 employs a role-based security model to control user access and grant permission to specific system actions, including entry of service authorizations. Team Wipro will collaborate with State staff to determine the configuration and fields required for service authorizations for entry and determine authorized users (e.g. State staff, case managers, contractors).

Engage360 portal also allows external entities and contractors to submit service authorizations in real time and through the Claims360 EDI gateway individually or in batch including the X12 278 transaction.

The Claims360 data warehouse captures and stores current and historical data for service authorizations and provides a complete audit trail of activity applied and associated with the service authorization.



AUTH03

The Contractor's solution shall track and update service authorizations based on information received from external sources (e.g., claims data, service authorization updates from UR vendor).

Wipro EMaaS tracks and updates service authorizations based on the information received from external sources.

Claims360 will fully integrate with any care management solution or vendor by using Connect360 to receive service authorizations. Claims360 connection provides real-time and batch access to all data and functionality as agreed to with the UR vendor and State.

Claims360 applies data validity (procedure, member, etc.) and duplicate editing to the service authorization as specified by the agency. Service Authorizations that fail these edits are not accepted. Service authorizations may be accepted, denied, or suspended for further review. During the adjudication cycle, Claims360 matches a claim line item to an accepted service authorization. The authorized service information automatically applies to the line item. Updated authorization data reflects used days, units, or dollars and how many are remaining. If a single line item includes more days, units, or dollars than are authorized/remaining, the system automatically splits the line out to deny the services that exceed authorized limits.

The Claims360 data warehouse captures and stores current and historical data for service authorizations and provides a complete audit trail of activity applied and associated with the service authorization.



AUTH20

The Contractor's solution shall have the ability to receive, process, and send electronic health care service review, request for review, and response transactions required by 45 CFR Part 162, to include pharmacy drug referral certification and authorization; dental, professional and institutional referral certification and authorization (ASC X12N 278).

Wipro EMaaS is able to receive, process, and send electronic healthcare service review, request for review, and response transactions required by 45 CFR Part 162, which includes pharmacy drug referral certification and authorization; dental, professional and institutional referral certification and authorization.

Claims360 accepts all published file formats and the standard X12 transaction sets, including 278 transactions. Claims360 EDI Gateway receives, manages, and performs Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliance checking of inbound 278 files. The Claims360 CareManager applies business rule editing to the transactions, and returns the response transaction with the status of the 278 X12 transaction via the Claims360 EDI gateway.



AUTH04

The Contractor's solution shall include all standard X12 data elements associated with service authorization requests and responses (e.g., member, provider, code sets, dates of service).

Wipro EMaaS includes all standard X12 data elements associated with service authorization requests and responses and displays the fields within Claims360. Claims360 processes and retains all

prior authorization requested data.

Claims360 CareManager and EDI gateway provide flexible mapping functionality supporting required formats and transactions. This allows for structure and information extracts directly from database tables, providing the ability to receive, assemble, validate, encrypt, respond, and transport batches of data to and from covered entities and other trading partners. In addition, it accepts code, decode, balance, and transmit all current and future HIPAA healthcare transactions and provide support for automatically re-submitting the transaction when a transmission error occurs.

Data Validation/Anomalies Summary		
Reportable Event Name	**Count**	**Consideration**
Employment Begin Date > End Date	10	Should transaction be reported, reported and sent to target, reported and ignored, or just ignore and send as received?
Unexpected Delimiters in 2300 Loops	5	Potential custom composite data elements in segments that will need to be parsed and mapped appropriately.
Invalid SSN	40	Will be reported by system, should person be stopped or SSN removed, left as is or defaulted to special value?
Effective Data > 1 year in past	200	Are old dates to be expected and if so, how much retro-activity needs to be supported for this trading partner?
Data Content Summary		
Reportable Event Name	**Count**	**Consideration**
Members with Reporting Categories	35	Special configuration is required to store and manage reporting categories for most target systems.
Coverage Records with Providers	100	Are these PCP assignments and are there business rules about PCPs that need to be enforced?
Broker ID	40	Some backend systems require these IDs to be defined in the target system. Should these be sent to target system?
Custodial Parent Information Present	10	Target system may require special placement and management of this information that must be performed by TransSend.

Figure 3-105: EDI Gateway Data Validation

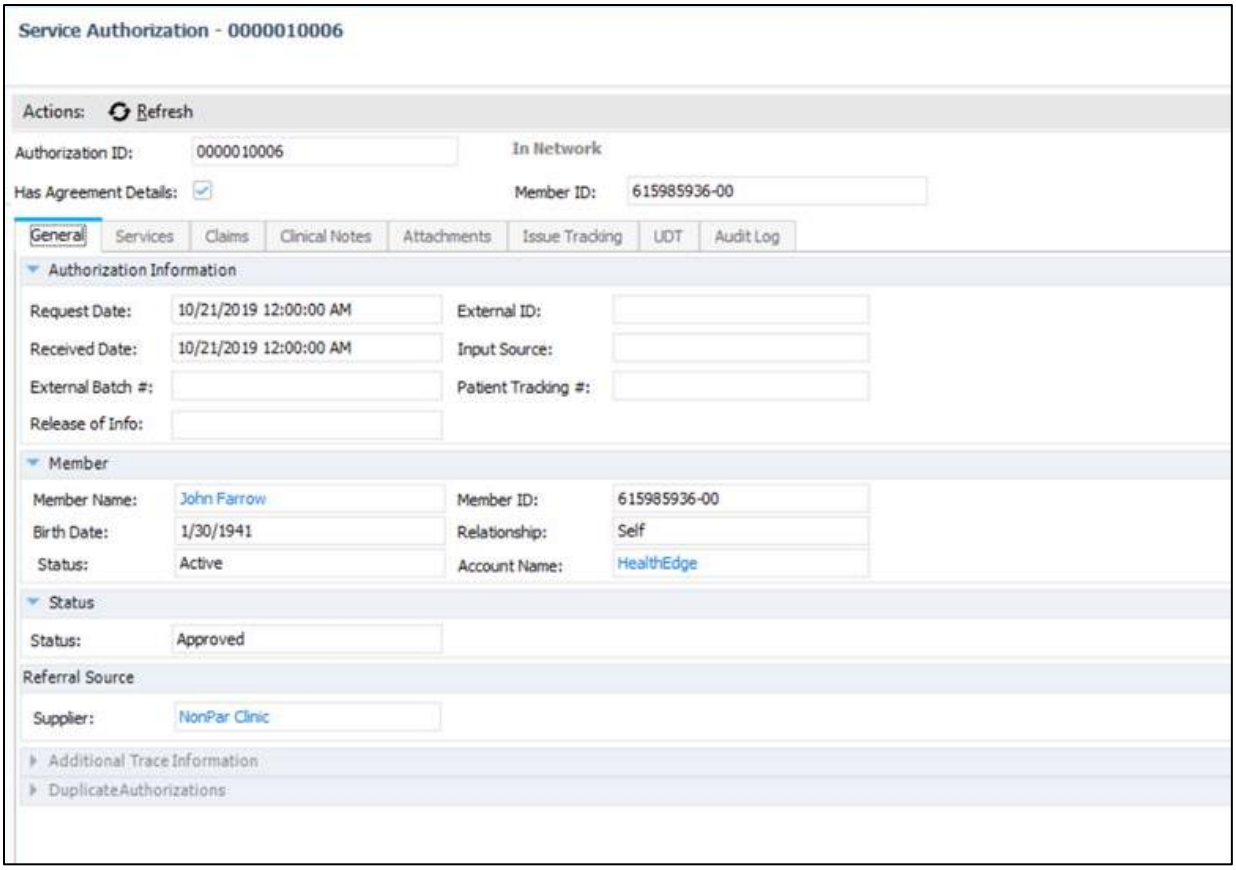


Figure 3-106: Claims360 CareManager

AUTH05

The Contractor's solution shall have the capability to receive and or enter a retroactive service authorization(s) based on configurable business rules.

Wipro EMaaS accepts, processes, and retains retroactive service authorizations received electronically or entered through the Claims360 EDI gateway and Claims360 CareManager interface and processes the service authorizations based on the configured business rules.

Claims360 automatically processes and maintains retroactive service authorizations using configured business rules.

Team Wipro works with the State to configure the business rules in Claims360 that allow the processing of service authorizations based upon the State's policies.

AUTH07

The Contractor's solution shall include processing logic when creating or updating service authorizations (e.g., procedure code not appropriate for gender of member, procedure cannot be billed by the provider type, duplicate service authorization request, invalid data) and route exceptions to the appropriate work queue.

Wipro EMaaS incorporates a comprehensive set of configurable validation policies specific to

service authorizations and accepts retroactive service authorization received electronically or entered through the Claims360 CareManager interface.

Claims360 has configured validation edits which are automatically applied anytime a record is added or updated, whether through the user interface or via real-time or batch electronic transactions. Enforcement levels assigned to each edit causes transactions that fail the edit to route to a workbasket for review or repair.

Rules are to approve, suspend, or deny a service authorization based on State policy and procedures. Service Authorizations editing is comparable to claims processing edits based on configured business rules as specified by the State agency. Common rules around service authorization include:

- Requiring additional information
- Manual review of requirements
- Service Authorization reached specific limits, or missing information

Team Wipro collaborates with State staff to configure the business rules for each edit to meet State policy and procedures when creating or updating service authorizations.



AUTH08

The Contractor's solution shall provide the capability to automatically authorize services by various configurable data elements (e.g., procedure codes, diagnosis codes, provider types, date ranges, dollar amounts, units).

Wipro EMaaS provides the capabilities to authorize automatically services by various configurable data elements, such as procedure codes, diagnosis codes, and provider types.

Claims360 allows service authorizations business rules to be configured using different data elements according to the State's policies and procedures based on procedure codes, types of service being authorized, or the requesting/authorized providers. Enforcement levels assigned to each edit allows for automatic approvals, suspensions for further review, or denials of the service authorizations. Rules are easily configured using any service authorization data element in business language.

Team Wipro will collaborate with State staff to establish the required business rules to meet State policy and procedures.



AUTH09

The Contractor's solution shall have the ability to capture and maintain the requested service authorization details (e.g., units, dollars, begin and end dates) and the approved authorization details (e.g., units, dollars, begin and end dates) on the authorization record and notify (e.g., web portal, fax, phone, letters, X12 278) the requestor of the decision.

Wipro EMaaS captures and maintains the requested and approved service authorization and their data elements.

Claims360 stores all standard X12 data elements, including but not limited to member information, provider information, from/through dates of service, and requested/authorized quantity. Claims360 also maintains an audit log of all edits and updates made to each service authorization.

Upon processing of the service authorization, requestors receive notification through Engage360. Engage360 uses real-time web portal, fax, phone, letters, X12 278 based upon the requestor's individual trading partner agreement.

Team Wipro works with the State staff to ensure the trading partner agreement meets the States requirements.



AUTH10

The Contractor's solution shall provide the ability to update service authorizations (e.g., extend or limit effective dates, update authorized limits) based on configurable business rules while maintaining a history of the changes to the record.

Wipro EMaaS provides the ability to update service authorizations based on configurable business rules while maintaining a history of the changes to the record.

Claims360 allows authorized users to update manually the service authorizations and allows automatic updates based on configurable business rules. The configured business rules include extending or limiting effective dates and adding additional authorized units to the service authorization. Claims360 captures all changes in the audit log with a user, timestamp, as-of-date, reason code, and a comment.

Team Wipro will work with the State to configure business rules that update service authorizations based on the State's policies and procedures.



AUTH11

The Contractor's solution shall have the ability to automatically generate approval and denial notices/communication to requesting and assigned providers, case managers, and members based on their communication preference for service authorizations based on configurable business rules.

Wipro EMaaS automatically generates approval and denial notices/communication to requesting and assigned providers, case managers, and members based on their communication preference for service authorizations based on the configured business rules.

Claims360 triggers correspondence based on configured business rules. The business rules apply triggers, which automatically generate letters and other types of notifications based on the State's policies for service authorizations. Engage360 consumes the triggers from Claims360 and send the correspondence based on the members communication preference.

Team Wipro will collaborate with the State to create the resulting output correspondence, which includes but is not limited to approval and denial notices and requests for more information. Team Wipro will configure the communication options for each type of user as required by the State.



AUTH12

The Contractor's solution shall allow for flexible and configurable service authorizations (e.g., required fields, edits, service authorization types, business rules) to support a variety of programs, benefit plans, and claim types. The solution shall assign a unique number to service authorizations.

Wipro EMaaS allows for flexible and configurable service authorization with a unique number assigned to each service authorization.

Claims360 captures comprehensive authorization information and assigns a unique authorization ID to drive accurate processing based on configured rules. It is possible to tie the rules at a provider,

member, or data validation level. Business rules are available for determining service authorization validation, provider status, medical criteria, and member validation.

Team Wipro recognizes the ability to identify, implement, and adjust to policy and procedural changes as critical to reducing cost and increasing efficiency. The business rules capabilities provided by Wipro EMaaS provide that capability while eliminating the need for changes to core application code, eliminating delays associated with maintaining static business logic associated with legacy applications.



AUTH15

The Contractor's solution shall have the capability to perform mass updates to service authorization records (e.g., change a provider ID number, procedure code) with pending or approved but unutilized services that may initiate workflow for updates that require review and approval.

Wipro EMaaS accepts mass updates to service authorization records with "pending" or "approved but unutilized services" that may initiate workflow for updates that require review and approval.

Batch or real-time transactions accept mass updates. Team Wipro works with the State to define requirements for allowing mass updates. We understand requirements may differ depending on the program to which the service authorization applies.

Claims360 incorporates a comprehensive set of configurable validation policies that automatically apply to records added or updated to the system. Enforcement levels, assigned to each edit, cause transactions that fail the edit to route to a workbasket for review or repair. In addition, retroactive authorization updates triggers automated claim reprocessing based on configured rules.



AUTH16

The Contractor's solution shall have the capability to put requested service authorizations in a pending status if any information is invalid, missing or needs to be approved by another entity based on configurable business rules.

Wipro EMaaS allows service authorizations to be in a pending status if any information is invalid or missing, or needs approval by another entity based on configurable business rules.

Claims360 provides the ability to create business rules, which cause a service authorization to suspend automatically for manual review. All pending service authorization receive edits that explain why the service authorization was suspended.

A Service Authorization Review and Repair Workbasket receives pending service authorizations. Workbaskets allow a specific workflow to facilitate the required resolution or action by Team Wipro or State staff. When the edit is complete, automatic service authorization reprocessing occurs immediately. Depending on the policy, Claims360 allows specific edit overrides when processing the service authorization.

Claims360 provides the capability for service authorization edits to suspend a claim based on State policy. Common rules around pending service authorizations include but are not limited to the following:

- Requiring additional information
- Manual review of requirements
- Claims reaching specific limits, or missing information

Team Wipro will collaborate with State staff to establish the required pending rules to meet State policy and procedures.



AUTH01

The Contractor's solution shall have the ability to track services received against services approved based on service authorizations and/or claims.

Wipro EMaaS has the ability to track services received against services approved based on service authorizations and/or claims.

Claims360 retains the relationship between service authorizations and any claims that adjudicated against the service authorizations.

The Claims360 data warehouse stores the captured current and historical data for both claims and service authorizations. This data is available to the users for both online inquiry through the portals and for reporting purposes.

Business rules and policy configuration drive claims processing and service authorization editing per State requirements.

When claims match to a service authorization, the system builds a cross-reference to allow the claim screens to display the authorization used during adjudication. The service authorization include the units/days authorized, units/days used, and the remainder.

Claims360 also provides the ability to see the list of claims matched to a service authorization when performing inquiries on a specific service authorization.

Team Wipro will work with State staff to identify the requirements needed to support their service authorization and claims adjudication policy and procedures.



AUTH06

The Contractor’s solution shall include configurable referral functionality to include creating, updating and sending referrals from primary care providers to other providers (e.g., specialty providers) to allow for claims payment. The solution shall assign a unique number for each referral.

Wipro EMaaS has configurable referral functionality that includes creating, updating, and sending referrals from primary care providers to other providers to allow for claims payment.

Claims360 captures comprehensive referral information to drive accurate claims adjudication based on configured rules. Each referral record includes a unique ID and data fields required for processing. Examples of data fields are patient name, member ID number, date of birth, reason for referral, referring provider information, and requesting provider. Claims360 allows configuration of unlimited User Defined Terms (UDTs), as required.

Engage360 consumes the triggers from Claims360 and sends the referrals from the primary providers to the provider requesting authorization for the service to allow for claims payment.



AUTH13

The Contractor's solution shall have the capability to filter and view service authorizations (service authorization detail list) based on configurable filters (e.g., provider, procedure code, diagnosis code) and allow mass updates from the service authorization detail list.

Wipro EMaaS has the capability to filter and view service authorizations based on configurable filters and allow mass updates from the service authorization detail list.

Within Claims360, the State is able to filter and view service authorizations and request mass updates of service authorizations. Team Wipro extracts the service authorizations, and upon State approval, submits them for reprocessing. Claims360 provides the ability to bypass edits and retain a description of why the adjustment was requested and is applied to the service authorizations.



AUTH14

The Contractor's solution shall have the capability to perform mass updates of referrals (e.g., member changes PCP, PCP who are retiring, service code changes) that may initiate workflow for updates that require review and approval.

Wipro EMaaS has the capability to perform mass updates of referrals that may initiate workflow for updates that require review and approvals.

Claims360 provides the ability to do mass update of referrals as requested by the State. Team Wipro extracts the referrals and upon State approval, submits them for reprocessing. If desired, edits and a description of the adjustment reason is applied to the referrals. A comprehensive set of configurable validation policies automatically apply anytime a record is added or updated to the system. Each edit is assigned an enforcement level that can cause any transaction that fails the edit to route to a workbasket for review or repair.



AUTH18

The Contractor's solution shall have the capability for authorized users to send requests via workflow or their preferred method of communication (e.g., inbox, fax, mail) for additional information related to service authorization requests.

Wipro EMaaS has the capability of authorized users to send requests via workflow or their preferred method of communication for additional information related to the service authorization requests.

Claims360 triggers correspondence based on configured business rules. The business rules sets triggers that automatically generate letters and other types of notifications the submitter when required data is missing based on the State's policies for service authorizations using configured business rules. Engage360 consumes the triggers from Claims360 and sends the correspondence based on the submitter's communication preference.

Team Wipro will collaborate with the State to create the resulting output correspondence, which includes but not limited to requests for more information. Team Wipro will configure the communication options for each type of user, as required by the State.



AUTH22

The Contractor's solution shall provide the ability to allow approved services (e.g. private duty nursing) on one service authorization to be used by multiple providers during overlapping dates of service based on configurable business rules.

Wipro EMaaS allows approved services to multiple providers on one service authorization during overlapping dates of service based on configured business rules.

A single authorization in Claims360 includes multiple "service sets". A "service set" is the service in the authorization, which is defined either by specified provider or more broadly by provider taxonomy. In addition, configurable rules affects claim/authorization matching, such as whether provider matching is required at all in certain situations (i.e., overlapping dates of service).



AUTH23

The Contractor's solution shall provide and maintain the capability to create, edit and void services authorized and to extend or limit the effective dates of the authorization. The solution shall maintain the original and the change data in the service authorization record.

Wipro EMaaS provides the ability to create, edit, and void service authorizations; this includes extending or limiting effective dates while maintaining a history of the changes to the record.

Claims360 allows authorized users to manually update service authorizations. Authorized users can manually update effective dates, adding more authorized units to the service authorization. Claims360 captures all changes in the audit log with a user, timestamp, as-of date, reason code, and a comment.

Team Wipro will work the State to determine which data fields on the service authorization should be editable.

3.10.16 OPTION A. FINANCIAL

In addition to the Core scope of the Claims Processing and Management Services module, states may procure additional components and services for activities not categorized in Sections 3.10.1 through 3.10.15. Option A: Financial includes requirements to support Agency-wide integrated financial services to support accounts payable, accounts receivable, and general ledger functions that is compliant with Generally Accepted Accounting Principles (GAAP) and facilitates Federal and State financial reporting.

Wipro EMaaS empowers the State to leverage proven industry leaders to achieve greater outcomes using financial functions that are fully compliant with Generally Accepted Accounting Principles (GAAP). In conjunction with our powerful claims processing solution, Claims360, Team Wipro is proposing Financials360, Engage360, Connect360, and Reports360 to form a complete financial management system for the State of Montana. Wipro understands the complexities of managing financials, especially in claims reimbursement systems. Financials360 streamlines Medicaid business processes while Engage360 improves provider and member interactions. Additionally, the Reports360 robust reporting tools assist the State of Montana when making informed financial decisions by tracking enterprise wide financial data and providing immediate complete and interactive views of their Medicaid accounting status.

3.10.16.1 FISCAL MANAGEMENT

This section outlines the requirements necessary to meet overall fiscal management business processes. The solution will allow data required for financial business processes to be entered manually, received from other sources, or automatically generated based on a configurable business rules engine. Data received from other systems will be translated into consistent financial account coding to report back to the state's financial system. The transactions are translated into summary level data and detailed data. Financial information (e.g., FMAP, fund code) is assigned to each healthcare claim and financial transaction at the line and header level. Accounts payable and receivable will be associated with an entity with flexibility in payment schedules. Adjustments will be generated to change financial information assigned to a healthcare or financial claim as appropriate. These adjustments generate corrected financial information without requiring the claims be re-adjudicated. If the Offeror chooses to include these services in their proposal the Offeror must describe in detail their approach to meet each of the Option A Financial Management requirements in Attachment F – Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro has read and acknowledges that our Wipro EMaaS Commercial-Off-the-Shelf (COTS) Software-as-a-Service (SaaS) solution accommodates the requirements related to fiscal management business processes. The components within Wipro EMaaS provide a cutting edge solution to meet or exceed the State's financial management needs and provide flexibility for future growth.

Team Wipro has deep domain knowledge with over 30 years of experience with the Medicaid environment developing and maintaining comprehensive financial solutions that automate financial tasks, calculate reimbursement, and ensure the correctness of all Medicaid financial data. The Wipro EMaaS financial solution is comprised of various integrative and flexible components that support complex fiscal management business processes. EMaaS allows data required for financial business processes to be entered manually, received from other sources, or automatically generated based on a configurable business rules engine. Financials360 component of EMaaS translates the data received from other systems into consistent financial account coding and reports the financial data back to the State's financial system. While processing financial data, EMaaS translates financial data into summary level data and detailed data by assigning financial information (e.g., FMAP, fund code) to each healthcare claim and financial transaction at the line and header level. Accounts payable and receivable are associated with an entity with flexibility in payment schedules. Adjustments are generated to change financial information assigned to a healthcare or financial claim as appropriate. These adjustments generate corrected financial information without requiring the claims be re-adjudicated.

Wipro EMaaS integrates various components of our solution to meet Montana's fiscal management requirements. These components are Financials360, Claims360, Reports360, Engage360, and Connect360.

Financials360

Financials360 processes data received from other systems as described below:

- Translates financial data received from other systems into consistent financial account coding.
- Reports translated and processed financial data back to the state's financial system.
- Translates transactions into summary level data and detailed data.
- Assigns financial information (e.g., FMAP, fund code) to each financial transaction. Assigns financial coding to claim-based financial transactions at the claim line and header level.
- Associates accounts payable and receivable with an entity with flexibility in payment schedules.
- Generates adjustments to change financial information. These adjustments generate corrected financial information without requiring the claims be re-adjudicated.



- Generates and exports payment files to banks, state agencies, a third-party application, or fulfillment vendor.

The workhorse component of EMaaS Financials360 is Microsoft Dynamics 365, a cloud-based enterprise class financial management solution that delivers enterprise ERP capabilities within a single, cloud-based (SaaS) business application. Wipro has more than 20 years of experience across Microsoft's stack of products specializing in the financial component, Microsoft Dynamics 365. We currently have more than one thousand engagements across the world including Azure, MS Dynamics, Modern Workspace and Power APPs. Wipro EMaaS empowers State users to maintain financial data manually via interactive portals and external entities to submit payment, bank, invoices and other financial files. In addition, Wipro EMaaS generates appropriate financial transactions and resolves and balances financial data based on configurable business rules.

Claims360

The core claims processing module includes the HealthRules Payor and HealthRules Answers applications and are leveraged to maintain and report claims financial data. Both applications are integrated using Connect360.

HealthRules Payor is our claims processing system. HealthRules Payor adjudicates all claims transactions and creates accounts payable and accounts receivable transactions when appropriate based on configurable business rules. The configurable business rules enable:

- Assigning of financial information (e.g., FMAP, fund code) to each healthcare claim at the header level and detail line.
- Generation of adjustments to change financial information assigned to a healthcare claim as

appropriate. These adjustments generate corrected financial information without requiring the claims be re-adjudicated.
- Generation and exporting claims-based provider payment files to Microsoft Dynamics 365 for posting to the general ledger.

Reports360

Reports360 is the reporting component of Wipro EMaaS. Financial reporting leverages components Microsoft Power BI, and HealthRules Answers Data Warehouse to provide summary and detailed views into financial data.

- Microsoft Power BI accesses multiple databases enabling State staff or the system to extract data from within the Wipro EMaaS and from external tables. Power BI includes reports on dashboards with drill-down capability enabling users to view details of the data.
- HealthRules Answers Data Warehouse supports the information requirements necessary for the evaluation, comparison, and management of claims and associated financial data by allowing user to run reports against both current and historical data.

Engage360 – Web Portals

Engage360 provides members, providers and State staff engagement through all avenues in Wipro EMaaS. Salesforce Community Cloud component furnishes members, providers and staff users with portals that list all authorized accesses for the specific user type.

- Members make payments and view payment statuses
- Providers make payments, view payments, remittance advices, and invoice statuses
- State staff maintain financial data all within Engage360 portals

Connect360

Connect360 is the integrator of Wipro EMaaS. Using HealthRules Connector in conjunction with the WSO2 Enterprise Service Bus (ESB) allows all EMaaS components to work seamlessly together. The Talend ETL component of Connect360 offers a suite of Application Program Interfaces (APIs) that shorten the time to trusted data and transforms the data into new formats.

Axiom TransSend is our Electronic Data Interchange (EDI) application. Axiom TransSend formats provider payment data into Health Insurance Portability and Accountability Act of 1996 (HIPAA) Accredited Standards Committee (ASC) X12 835 transactions and can support future versions of all X12 transactions also.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



FSCM08

The Contractor's solution shall have the ability to calculate incentive payments based on different criteria (e.g., patient volume, re-admission rate) for different state healthcare programs based on configurable business rules.

Wipro EMaaS has the ability to calculate incentive payments based on different criteria (e.g., patient volume, re-admission rate) for different state healthcare programs based on configurable business rules.

Financials360 leverages Microsoft Dynamics 365 to configure, calculate and generate incentive payments to providers meeting utilization and quality measurement criteria as outlined by various state programs. Criteria can include patient volume, re-admission rate, A1C, and blood pressure

control and other measures defined by the State. Quality bonus payments (e.g., CPC+ Performance based, CPC+ Track 2, Outcome-driven based) are generated retrospectively after a specified review period, per scheduled event, or upon request. These incentive payment amounts are based on a specified percentage, associated provider rate, or agency supplied amount.

Team Wipro works with the agency to configure incentive payment processing options.



FSCM09

The Contractor's solution shall allow for one or more accounts receivable balances to be adjusted based on collections/recoupment as defined by the Agency.

Wipro EMaaS allows for one or more accounts receivable balances to be adjusted based on collections/recoupment as defined by the agency.

Financials360 imports cash receipt and other payment files from Connect360 in layouts defined by the agency. Financials360 internal processes inherently relate cash receipts and recoupments (referred to as a credit memo) based on pre-defined receivable and payment posting profiles configured by authorized users. These posting profiles include matching criteria between payments and accounts receivables. Each financial transaction generated contains the original criteria from the input file and any other criteria defined by the agency.

As Financials360 systematically processes cash receipts or cash refunds, the posting definition directs the financial module to apply the cash receipt and close one or more debit entries. Authorized users configure posting profile parameters to require payments be applied to the oldest open credit entry automatically, applied to multiple Accounts Receivables (ARs) that meet the configured criteria, or if the receipt should be applied as defined by other methodologies.

Additionally, Financials360 provides authorized users the ability to manually post full or partial receipt amounts to a specific AR or across multiple ARs. When customer or vendor ledger entries are closed, Financials360 ensure that information such as customer statistics, account statements, and finance charges are correct and balance.



FSCM10

The Contractor's solution shall have the ability to automatically generate payment transactions from financial transactions, financial processes, and interfaces as defined by the Agency.

Wipro EMaaS has the ability to automatically generate payment transactions from financial transactions, financial processes, and interfaces as defined by the agency.

Financials360 imports financial files from outside entities through Engage360 using the interfaces within Connect360. The layouts received from these sources are configured and defined by the agency. Financials360 internal processes inherently create payment transactions based on pre-defined receivable and payment posting profiles configured by authorized users.

A core feature of Financials360 includes the capability to generate financial transaction records for each payment amount listed in an input file created in Claims360 or from an outside entity. Each financial transaction generated contains the original criteria from the input file and any other criteria defined by the agency. Agency-defined financial payment codes distinguish Federal Reimbursement Allowance (FRA) transactions from other types of financial transactions.

When Financials360 systematically processes the financial transactions received from outside

entities, the posting definition directs the financial module to create the payment transaction. Authorized users configure posting profile parameters to process the payment as required by the agency.

Team Wipro works with the agency to configure all payment transaction options.



FSCM11

The Contractor's solution shall assign or receive, store, maintain, and display separate accounting codes for accounts receivable and for the corresponding interest owed, based on configurable business rules.

Wipro EMaaS will assign or receive, store, maintain, and display separate accounting codes for accounts receivable and for the corresponding interest owed, based on configurable business rules.

Financials360 is a flexible platform that contains pre-determined business financial codes that are assigned to transactions and include codes for Accounts Receivables (ARs) and the corresponding interest owed. In addition to these extensive accounting codes, User Defined Terms (UDTs) are configured as criteria to further distinguish financial transactions.

All financial codes and UDTs may be selected by users in their custom designed views and reports.



FSCM12

The Contractor's solution shall support automatic and manual processes to remove balances on prepaid debit cards, based on configurable business rules.

Wipro EMaaS supports both automatic and manual processes to remove balances on prepaid debit cards, based on configurable business rules.

Financials360 imports files containing debit card transaction data from Connect360 in layouts defined by the agency. Financials360's internal processes inherently relate debit card transactions (processed similarly as payments in Financials360) based on pre-defined receivable and payment posting profiles configured by authorized users. These posting profiles include matching criteria between payments and accounts receivables. When Financials360 systematically processes debit card transactions, the posting definition directs the financial module to apply the debit card transaction and close the accounts receivable if the balance is reduced to zero. Authorized users configure posting profile parameters to require payments be applied to the oldest open credit entry automatically, or if the receipt should be applied as defined by other methodologies as defined by the agency.

Additionally, Financials360 provides authorized users the ability to manually adjust debit card balances by adding a journal line to the corresponding invoice. The user specifies the financial reason code to the new journal line that describes the reduction. If the balance of the invoice is reduced to zero, then the vendor invoice is considered closed. When customer or vendor ledger entries are closed, Financials360 ensures that information such as customer statistics, account statements, and finance charges are correct and balance.

Team Wipro works with the agency to define debit card processing criteria and configure schedules during the requirements phase.



FSCM13

The Contractor's solution shall allow for adjustments to automatically update an account receivable using configurable business rules.

Wipro EMaaS allows for adjustments to automatically update an account receivable using configurable business rules.

Claims adjustments requiring a recoupment of monies paid automatically creates a financial transaction within Claims360 and transmits to Financials360 for processing. The transaction can either be automatically recouped from future payments or used to initiate a refund request. Where a recoupment is preferred, funds are recouped from the next available monies or are deferred to a future payment cycle based on established rules set during configuration. Recoupment preferences are configurable and are modified when necessary by authorized users.

The recoupment will be included in the next scheduled payment cycle as determined by the agency (e.g., bi-monthly, monthly). The provider remittance advice displays the gross amount to be paid as well as the dollars to be recouped. For refund requests, a schedule is set up to send the initial refund request, second request, etc., leading to a recoupment if the refund is not received.



FSCM14

The Contractor's solution shall automatically create accounts receivable based on other financial transactions (e.g., claim adjustments, cost settlements, unsolicited refunds, advances, gross adjustment payouts) using configurable business rules.

Wipro EMaaS automatically creates accounts receivable based on other financial transactions (e.g., claim adjustments, cost settlements, unsolicited refunds, advances, gross adjustment payouts) using configurable business rules.

Financial processes occurring in Claims360 requiring a recoupment or payment of monies (e.g., claim adjustments, cost settlements, unsolicited refunds, advances, gross adjustment payouts) automatically creates a financial transaction within Claims360 and transmit it to Financials360 for processing. Financials360 creates Accounts Receivables (ARs) as applicable to the transaction received. Transactions can also be received from external entities to create ARs.

The transaction can either be automatically recouped from future payments or used to initiate a refund request. Where a recoupment is preferred, funds are recouped from the next available monies or are deferred to a future payment cycle based on established rules set during configuration. Recoupment and payment preferences are configurable and are modified when necessary by authorized users. The recoupment or payment will be included in the next scheduled financial cycle as determined by the agency (e.g., bi-monthly, monthly).

The provider remittance advice displays the gross amount to be paid as well as the dollars to be recouped. For refund requests, a schedule is set up to send the initial refund request, second request, etc., leading to a recoupment if the refund is not received.



FSCM15

The Contractor's solution shall allow for authorized users to manually create accounts receivable and the associated details based on configurable business rules.

Wipro EMaaS allows for authorized users to manually create accounts receivable and the associated details based on configurable business rules.

Both accounts payable and accounts receivable financial transactions may be entered manually or received electronically into Financials360. Users have the option to select reason codes, source codes, entity type codes, recoupment priority codes, and status codes from a configured set of values that are selected during entry. Authorized users assign and maintain the different types of codes and associated descriptions that provide explanations as to how some types of financial transactions are processed. Configurable business rules control fields that are mandated or the values entered into the fields as specified by the agency.

After the financial transactions are entered or received, users can review and approve the transactions that appear in their approval journal. The review process is configured so financial transactions meeting certain criteria are automatically approved, and the remaining transactions are flagged for review or approval by an authorized user.

Team Wipro works with the agency to define all business rule configuration associated with accounts receivables.



FSCM16

The Contractor's solution shall include the ability to exempt a receivable, or interest, from being used in the offset process, based on configurable business rules.

Wipro EMaaS includes the ability to exempt a receivable, or interest, from being used in the offset process, based on configurable business rules.

Financials360 enables authorized users to configure business rules to exempt certain transactions from being processed against an accounts receivable. Financials360 is a flexible platform that contains pre-determined codes that are assigned to accounts receivable exemptions. In addition to these extensive codes, User Defined Terms (UDTs) are configured to further distinguish offset exemptions.

All exemption codes and UDTs are selected by users during configuration of accounts receivables.



FSCM17

The Contractor's solution shall automatically update the accounts receivable status and details (e.g., date of update comments, financial coding) for payments received and link any supporting documentation, based on configurable business rules.

Wipro EMaaS automatically updates the accounts receivable status and details (e.g., date of update comments, financial coding) for payments received and link any supporting documentation, based on configurable business rules. The Wipro EMaaS solution’s flexible platform is scalable to receive payment transactions as defined by the agency.

The Financials360 comprehensive platform leverages Microsoft Dynamics 365 (MS Dynamics) features comprised of configurable import parameters and tools to define and process batch payment files containing configured financial transactions. Financial transaction file formats vary depending on the type of import. For an entity, financial transaction file format options include comma-separated, tab-separated, or text data file. For a data package, the file is a compressed file due to possible exorbitant file size.

Upon import of financial data file, MS Dynamics leverages internal workflows and actions to automate business processes behind the scenes to process the file according to the configured business rules. The process is configured to update any fields available on the AR (e.g., date of update, comments, financial code, update user ID, status code).



FSCM18

The Contractor's 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.

Wipro EMaaS has 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.

Financials360 empowers authorized users to configure workflow processes that interrupt the automatic update of accounts receivables. Based on the configuration of the workflow, the receivable is routed to a specific business unit or user for manual review and approval. Authorized users enable workflows and can disable the workflow when its function is no longer required. When financial transactions are configured to require approval, Financials360 sends an approval request to the appropriate approver as part of the workflow according to the approver's notification schedule. The workflow is configured to go through a single level of approval or multiple levels of approval by the addition of approvals within the workflow configuration.

After the financial transactions are entered or received, users can review and approve the transactions that appear in their approval journal. The review process is configured so that financial transactions meeting certain criteria are automatically approved, and other transactions (e.g., update Payee information, journals, and Health Insurance Premium Program (HIPP) payments) are flagged for review or approval by an authorized user.



FSCM19

The Contractor's solution shall provide financial audit controls meeting generally accepted accounting principles (GAAP) for governmental proprietary funds.

Wipro EMaaS applies financial audit controls meeting generally accepted accounting principles (GAAP) for governmental proprietary funds.

Financials360 performs all accounting practices using generally accepted accounting principles (GAAP). Using these commonly followed accounting rules and standards assures that any governmental proprietary funds will be reported accurately to meet the specific needs of the agency. Financials360 leverages Microsoft Dynamics 365 audit features to meet GAAP for governmental proprietary funds.



FSCM20

The Contractor's solution shall allow for limiting payment amount based on single or multiple factors (e.g., total dollar amount, timeframe, date) per configurable business rules. These rules can be overridden, or the payments released without changing the factors, by authorized user.

Wipro EMaaS allows for limiting payment amount based on single or multiple factors (e.g., total dollar amount, timeframe, and date) per configurable business rules. These rules can be overridden, or the payments released without changing the factors, by authorized user.

Financials360 is configured to limit payments based on single or multiple factors using business rules. When a payment meets the limit criteria, the system can send a notification to a specified user using a workflow or non-workflow process.

Workflows consist of a series of steps and rules that serve to automate a business process. Pre-defined workflow templates are listed in Financials360 business event catalog. Workflows are initiated manually or automatically. Authorized users can configure existing templates or design and configure new workflows to generate notifications. Workflows process either through background business processes or as on-demand in real time. After delivery of the notice, the authorized user's portal displays the notice on-screen. Non-workflows consist of email generation that are sent to a specified email address for notification of the limit criteria that was met.

Once the user receives the notification, Financials360 is configured to enable the user to force or override the limit in order for the transaction to complete processing. This feature enables the user to do this immediately without having to modify the factors associated with the limit configuration settings.

Team Wipro works with the agency to configure limits, automated workflows, user notification preferences, and set up user authorizations.



FSCM21

The Contractor's solution shall have the ability for authorized users to adjust processing windows for specific transactions (e.g., journals, vouchers, deposits) and different year end processing (e.g. state fiscal year, federal fiscal year, calendar year) based on configurable business rules.

Wipro EMaaS supplies authorized users with the ability to adjust processing windows for specific transactions (e.g., journals, vouchers, deposits) and different year-end processing based on configurable business rules.

Within our Financials360 component, the Microsoft Dynamics 365 (MS Dynamics) component allows authorized users to configure batch-processing windows for specific business processes as a standard feature. The tasks in a batch job can run either sequentially or in parallel. Batch jobs are set up in recurrence patterns (e.g., quarterly, midyear, yearend by fiscal or calendar period) for specific financial transactions based on configurable business rules.

MS Dynamics' fiscal period defines the time reflected in financial reports and is used for reporting financial data in each period. Only users with system administrator security role or equivalent permissions can set or modify the fiscal year, but authorized users can adjust fiscal periods (e.g., quarters, midyear).

Team Wipro collaborates with the agency to configure all required batch jobs and their associated schedules based on the agency's business rules.



FSCM22

The Contractor's solution shall have the ability to hold specific transactions during processing for State Fiscal Year End, Federal Fiscal Year End, and Calendar Year End using configurable business rules.

Wipro EMaaS has the ability to hold specific transactions during processing for State Fiscal Year End, Federal Fiscal Year End, and Calendar Year End using configurable business rules.

Financials360 enables authorized users to configure business rules to hold or pend specific transactions from being processed. Financials360 is a flexible platform that contains pre-determined status codes that are assigned to financial transactions. In addition to these extensive codes, User Defined Terms (UDTs) are configured to further distinguish status codes if necessary. The hold or pend status code is configured to hold processing depending on transaction data values (e.g., transaction type, provider ID, provider type, transaction date, transaction amount, transaction reason code, etc.) for State Fiscal Year End, Federal Fiscal Year End, and Calendar Year End processing.

Once it is determined the transactions are to be released, Financials360 can automatically update the status to a value that allows the transaction to process (e.g., approved) using a configured batch process or be released if an authorized users manually updates the status.



FSCM23

The Contractor's solution shall automatically setup recoupments based on payment transaction type (e.g., advance payments, manual check) per configurable business rules.

Wipro EMaaS automatically sets up recoupments based on payment transaction type (e.g., advance payments, manual check) per configurable business rules.

Financial transaction reason codes and associated descriptions are an integral feature of our financial solution, Financials360. Authorized users can configure payment type codes (e.g., advance payment, manual check) that direct financial processes to create recoupments systematically while Financials360 is processing payment files or when authorized users manually enter payments. During configuration, the user selects the values that will be used to populate the required fields on the recoupment that is created.

Wipro collaborates with the agency to define payment type codes and include associated descriptions during the requirements phase.



FSCM24

The Contractor's solution shall have the ability to manually create and schedule adjustment requests to financial transactions, based on configurable business rules.

Wipro EMaaS provides the ability to manually create and schedule adjustment requests to financial transactions, based on configurable business rules.

Utilizing Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, authorized users can view journal entries before posting them to the general ledger. This process enables authorized users to copy and adjust financial transactions manually.

Adjustments are made by adding a new line(s) to the invoice or ledger, therefore all original payee information and financial transaction information is related to the adjustment. Once the transaction is posted the user can post subsequent adjustment journal lines to adjust the original financial transaction. MS Dynamics provides the option to split invoices into multiple invoices, also.

In addition, MS Dynamics provides options for authorized users to configure batch-processing windows for specific business processes as a standard feature. The tasks in a batch job can run either sequentially or in parallel. Batch jobs are set up in recurrence patterns (e.g., ensure interfaces are accepted by a specified time) and alerts are sent to designated users when the batch job succeeds, fails, or has finished running based on configurable business rules.

All claim-based financial transactions are recorded in our HealthRules® component of Claims360 component. All financial transactions are categorized by the type of transaction, whether it is a credit or debit and the reason for the credit or debit is maintained on the provider record of financial transactions. Manual and batch processes are configured to apply adjustment requests per agency business rules.

Team Wipro works with the agency to configure reason codes and both manual and batch processes to apply adjustment requests to financial transactions in both the Claims360 and Financials360 identified with these transaction types according to defined business rules.



FSCM25

The Contractor's solution shall receive, store, maintain, and display Federal Match Rate data.

Wipro EMaaS receives, stores, maintains, and displays Federal Match Rate data.

Wipro EMaaS interfaces with and accepts Federal Match Rate data through batch data transfers using Connect360. Team Wipro collaborates with approved systems, partners, and exchanges to build an Application Program Interface (API) or schedule direct file transfer of Federal Match Rate (also known as Federal Medical Assistance Percentages (FMAP)) data as defined by the agency. FMAP rates can also be manually entered and updated by the user on rate data screens. These rates will be stored within the HealthRules Data Warehouse and available for processing, viewing, and reporting.

FMAP data is displayed through our searchable, user-friendly screens within a single window with logical tabs of information and point-and-click drill-down features. Users access FMAP data through our Reports360 component for drill-down reporting and analytics purposes, also.



FSCM26

The Contractor's solution shall automatically generate journal entries from interfaces based on configurable business rules.

Wipro EMaaS automatically generates journal entries from interfaces based on configurable business rules.

A core feature of Financials360 includes the capability to generate journal entries for each transaction listed in an input file. Each journal entry generated contains the original criteria from the input file and any other criteria defined by the agency. Agency-defined financial transaction codes distinguish these transactions from other types of financial transactions.

Financials360 imports financial files from outside entities through the interfaces within Connect360. The layouts received from these sources are configured and defined by the agency. Financials360 internal processes inherently creates journal entries based on pre-defined posting profiles configured by authorized users. Authorized users define specific journal names that describe the journal's purpose, default values, and restrictions as defined by the agency. Automatic reversal and recurring journals are configurable options for automating journal processing that reduce data entry effort. In addition, permissions to delete all journal lines quickly may be granted to authorized users.

When Financials360 systematically processes the financial transactions received from outside entities, the posting definition directs the financial module to create the journal entry. Authorized users configure posting profile parameters to process the financial transaction as required by the agency.

Team Wipro works with the agency to configure all journal entry options.



FSCM27

The Contractor's solution shall support a process for importing (with second-party review and approval) journal information from a standardized Microsoft Excel spreadsheet to create journal entries based on configurable business rules.

Wipro EMaaS supports a process for importing (with second-party review and approval) journal information from a standardized Microsoft Excel spreadsheet to create journal entries based on configurable business rules.

Financials360 empowers users with the capability to create large global invoice journals using Excel in just a few steps:

1. User opens the downloaded Excel file.
2. User fills out the journal lines manually or pastes the journal lines from another Excel spreadsheet.
3. User publishes the journal entries so they are available for review.
4. User validates and posts the journal.

Financials360 import and export features are configured to process large batch Excel spreadsheets. By default, the data import and export process creates a staging table for each entity in the target database. Staging tables enable users to review, clean up, convert data, and approve before moving it to the final tables. Users can add specific entities to an import or export job or select a template to fill the job with a list of entities. When selecting an entity, the user must also select the data format to be imported/exported (e.g. Excel, XML, or comma delimited, fixed width.) Options are available to sequence, re-sequence, sort or truncate records.

Import and export jobs can be run one time or recurring based on a schedule defined by the agency.



FSCM28

The Contractor's solution shall allow for processing of "one time payments" based on configurable business rules. Payees receiving one time payments may not be required to have Tax ID and a unique Payee ID will be created for them.

Wipro EMaaS allows for processing of "one time payments" based on configurable business rules. Payees receiving one-time payments are not required to have Tax ID and a unique Payee ID is not created for them.

The Financials360 robust payment options make it possible to enter payments without requiring a

tax id for any type of payee. A one-time payment does not require a tax id. During configuration, a user sets up a column 'Tax ID type' using, but not limited to the following values:

- Unknown
- Employer Identification Number
- Social Security Number
- Individual Taxpayer Identification Number
- Adopted Tax Payer Identification Number

If tax id is not available, the user selects 'unknown' for the ‘Tax Id type’. A Payee ID is not automatically created for these entities. Financials360 can accommodate multiple one-time vendors and invoices by processing a file that contains the vendor and invoice information using interfaces within Connect360 or from manual entries by the user.



FSCM29

The Contractor's solution shall have the ability to combine payments under one tax ID per Department or have separate payments based on configurable business rules.

Wipro EMaaS has the ability to combine payments under one tax ID per Department or have separate payments based on configurable business rules.

Financials360 contains parameters to group various types of payments based on configurable business rules. Configured payment options for each payee are stored in payment journals. The configuration selected for the payee determines if the payments will be grouped or separated. Groupings could be comprised by specific Payees, Tax IDs, Departments, other legal entities, or as defined by the agency. If a Payee has invoices in multiple legal entities, one payment is created for the total amount of the selected invoices or could be created individually.



FSCM30

The Contractor's solution shall have a method for alerting appropriate State staff when significant change occurs in daily, weekly, or other time period payments, based on configurable business rules.

Wipro EMaaS has a method for alerting appropriate State staff when significant change occurs in daily, weekly, or other time period payments, based on configurable business rules.

Financials360 has the ability to identify significant change in payments by grouping services or providers to recognize abnormal payment patterns by configuring alert business rules. Alerts are configured using condition thresholds to identify any abnormalities or changes in daily, weekly, or other time period payments.

An alert rule has five components which are outlined below.

- **Event** – The event that triggers an alert rule can be based on a specific condition that occurs. Events are defined on the Send email alerts for FastTab of the Create alert rule dialog box.
- **Condition** – On the Alert me for FastTab of the Create alert rule dialog box, the scope of the condition can be selected, to control when alerts are created about events (e.g., payment threshold met).
- **Expiration of rule** – On the Alert me until FastTab of the Create alert rule dialog box, how long the alert rule should be active is specified.

- **Contents** – On the Alert me with FastTab of the Create alert rule dialog box, the subject and message text of the alert are entered.
- **User** – On the Alert who FastTab of the Create alert rule dialog box, which user(s) should receive the alert messages are specified. This can be individuals or groups.

Team Wipro works with the agency to configure thresholds and alert settings.



FSCM31

The Contractor's solution shall process and reconcile payments (e.g., original payment, replacements, voids) by account coding (e.g., fund code, division, speed chart, payee ID, warrants) at periodic intervals based on configurable business rules.

Wipro EMaaS provides configurable parameters to process and reconcile payments (e.g., original payment, replacements, and voids) by account coding (e.g., fund code, division, speed chart, payee ID, and warrants) at periodic intervals based on configurable business rules.

Financial reconciliations regularly reconcile the system's bank, receivables, and payables accounts by applying payments, replacements and voids, recorded in the bank to their related open (unpaid) invoices and credit memos or other open entries. Non-claim financial reconciliations within Financials360 are performed systematically by importing an external feed, payment or bank statement file to register the payments. Payments are applied to open customer or vendor ledger entries based on matches between payment text and entry information. Authorized users can review and modify automatic payment applications before they post to the journal, or allow systematic payment posting. Authorized users can also select to close open bank account ledger entries related to the applied ledger entries when the journal is posted. The bank account is automatically reconciled when all payments are applied. Bank accounts can be reconciled without simultaneously applying payments as configured by the agency's business rules. Financial reason codes included on payment files or account receivables describe the type of payment and identify business rules to follow when applying the payment.

Financials360 empowers authorized users to configure state-defined account codes for distinguishing each type of financial transaction during configuration. These codes are applied to all incoming transactions to assist the system or user in identifying where and how the payments are applied.

Claims360 automates reconciliation of inbound, in process, and outbound claims-based transactions. Each financial transaction contains an associated reason code describing the type of payment and identifying the business rules to follow when applying the payment. The Wipro EMaaS solution processes and reconciles payments systematically based on the configurable business rules defined by the agency.

During the requirements phase, Team Wipro will work with the agency to configure financial reason codes, account codes and the associated payment reconciliation business rules and intervals.



FSCM32

The Contractor's solution shall receive, store, maintain, and display returned payment information at the Individual Payee and/or group Payee level based on configurable business rules.

Wipro EMaaS receives, stores, maintains, and displays returned payment information at the Individual Payee and/or group Payee level based on configurable business rules.

Wipro EMaaS interfaces with and accepts returned payments through batch data transfers. Connect360 utilizes Application Program Interface (API) or direct file transfers with approved systems, partners, and exchanges to accept returned payments. The returned payments are then transferred to Financials360 for further processing, viewing and reporting. Returned payments can also be manually entered and updated by the user on journal entry screens.

Business rules are configured to post the return payments to an individual payee and/or group payee account receivables using an extensive list of pre-defined codes or User Defined Terms (UDTs) are configured.

Returned payment data is displayed using Financials360 intuitive searchable screens within a single window with logical tabs of information and point-and-click drill-down capabilities. Users access the same data through Reports360 for drill-down reporting and analytics purposes.



FSCM33

The Contractor's solution shall have the ability to use multiple Agency lockboxes for receiving checks and follow a financially acceptable process for batching, balancing, and dispositioning the checks as defined by the Agency.

Wipro EMaaS has the ability to use multiple agency lockboxes for receiving checks and follow a financially acceptable process for batching, balancing, and dispositioning the checks as defined by the agency.

Connect360 allows the integration of cash receivables from a supplied bank file. The lockbox utility in Financials360 updates the account receivables and invoices with the appropriate amounts defined in the bank file. The process allows several cash receipts to be processed at one time without the need to enter each receipt independently. The lockbox is configured by selecting settings on user-friendly screens. A lockbox process is configured for different payment types being received (e.g., CHIP, Spenddown and TTW/MAWD).

Financials360 automatically posts the payments received into the lockbox to the matching accounts receivables using the data within the lockbox records. In addition, Financials360 manages Overage Adjustments and Payment Reversals by creating Debit Memos and enables balancing and check dispositioning as defined by the agency.

Team Wipro works with the agency to configure lockbox processing as defined by the agency.



FSCM34

The Contractor's solution shall have the ability to automatically validate that all Payees receiving incentive payments have met all the requirements for the incentive, based on configurable business rules.

Wipro EMaaS has the ability to automatically validate that all Payees receiving incentive payments have met all the requirements for the incentive, based on configurable business rules.

Financials360 is configured to calculate and generate incentive payments to payees meeting utilization and quality measurement criteria as outlined by various state programs. Criteria can include patient volume, re-admission rate, A1C and blood pressure control and other measures defined by the State. Quality bonus payments are generated retrospectively after a specified review period, per scheduled event, or upon request. These incentive payment amounts can be based on a specified percentage, associated provider rate, or agency supplied amount.

Prior to generating incentive payments, Financials360 match algorithms examine each Payees'

pertinent data that supports the requirements of each specific incentive program. These algorithms are configured to consider similar or separate criteria for each specific incentive program. If a Payee has met all incentive criteria and is still in good standing, Financials360 generates a financial transaction for the Payee with user-defined financial codes that designate the associated incentive program.

Team Wipro works with the agency to configure algorithms for incentive payments and financial codes associated to incentive payments.



FSCM35

The Contractor's solution shall provide the ability to perform both automated and manual audits of designated payment types (e.g., lump sum, incentive) and take appropriate action (e.g., reverse, no change, route) per Agency defined criteria. Manual review and disposition will occur online.

Wipro EMaaS inherently provides authorized users the ability to perform both automated and manual audits of designated payment types (e.g., lump sum, incentive) and take appropriate action (e.g., reverse, no change, route) per agency defined criteria. Manual review and disposition occurs online.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, provides sophisticated audit features that log all changes to financial transactions including all payment types. Payment types are identified by their associated financial reason code as defined by the agency. MS Dynamics leverages Engage360's powerful customer relationship management (CRM) and integration functionality along with Reports360 reporting capability to create valuable reports. Power BI component of Reports360 systematically generates audit reports of payment data. In addition, authorized users access portals that provide interactive data visualization and direct access to the financial payment data and audit reports. Authorized users can create personal views of the logged data and establish filters to search and drill down to specific transactions.

After an authorized user identifies any payments that require manual intervention, MS Dynamics' standard functionality supplies the ability to reverse payments that were posted previously to non-claim invoices. This is achieved by manually posting journal lines that reverse the payment. The review process is configured so financial transactions that meet certain criteria are automatically approved or routed to another business unit or user for review, approval or final disposition. Users review, approve, or manually post the transactions that appear in their approval journal as defined by the agency.

Team Wipro collaborates with the agency to configure manual payment disposition criteria and user security levels.



FSCM36

The Contractor's solution shall calculate and charge simple or complex interest on unpaid or partially paid accounts receivable based on configurable business rules and allow for exceptions (e.g., waive interest, change the start date, pause interest) as defined by the Agency.

Wipro EMaaS calculates and charges simple or complex interest on unpaid or partially paid accounts receivable based on configurable business rules and allow for exceptions (e.g., waive interest, change the start date, pause interest) as defined by the agency.

Financials360 contains interest codes with settings that determine when and how interest is charged

on overdue accounts. Users can set up a single interest code and apply it to multiple customer posting profiles, billing codes, or to specific invoice lines. When the interest code details are changed, all features that use the code automatically implement the changes on new transactions. For each interest code, users can set up two types of rates:

- Interest earnings - represent revenue that is earned by charging interest on invoices or interest notes
- Interest payments - represent the cost that is paid for interest on credit notes

Both of these rate types can exist at the same time and in the same interest code. Interest rates can be based on three calculation types:

- Interest by percentage
- Interest by amount
- Interest by range, which results in a single percentage or amount

When an interest code is used to calculate interest, a separate interest note is created for each interest rate in effect during the time that the payment exceeded the transaction due date.

Authorized users can manually add, change and delete the remaining balance on the accounts receivables by applying payment lines with agency-defined reason codes or modify the interest code for exceptions (e.g., waive interest, change the start date, pause interest).



FSCM37

The Contractor's solution shall support multiple accounts receivable for a Payer and have a process for prioritizing and applying receipts to outstanding balances as defined by the Agency. If the system has accounts receivable for multiple Entities, then the prioritization will be separate for each Entity.

Wipro EMaaS supports multiple accounts receivable for a Payer and has a process for prioritizing and applying receipts to outstanding balances as defined by the agency. If the system has accounts receivable for multiple Entities, then the prioritization is separate for each Entity.

Financials360 includes pre-defined priority codes that instruct the system to process all Accounts Receivables (ARs) based on the priority code hierarchy as defined by the agency. Listed below are possible parameters for recoupment hierarchies:

- AR reason code
- Oldest AR
- Newest AR
- Highest AR amount
- Lowest AR amount

Each payer is assigned a recoupment priority when the AR is created and all recoupments for the entity are recouped according to the hierarchal settings as defined by the agency.

Authorized users establish the posting hierarchy by assigning priority numbers to entry lines to control the order in which the lines are evaluated when the ARs are processed. The lines with the lowest number are evaluated first, starting with 1, then 2, and so on. Financial reason codes describe the payment type and further direct the system which business rules to apply when posting the payment.

Team Wipro collaborates with the agency to establish applicable posting hierarchies, profiles, financial reason codes, and business rules that support posting payments to multiple accounts

receivables.

During the requirements phase, Team Wipro works with the agency to define the recoupment business rule methodologies and hierarchies.



FSCM38

The Contractor's solution shall allow authorized users to override the prioritization order of accounts receivable as defined by the Agency.

Wipro EMaaS allows authorized users to override the prioritization order of accounts receivable as defined by the agency.

Financials360 includes pre-defined priority codes that instruct the system to process all Account Receivables (ARs) based on the priority code hierarchy as defined by the agency.

Payers are assigned a recoupment priority when the AR is created and all recoupments for the entity are recouped according to the hierarchical settings as defined by the agency. An authorized user is able to change the priority code as necessary through user-friendly screens.

Authorized users can also change the priority number assigned to entry lines to control the order in which the lines are satisfied. The lines with the lowest number are evaluated first, starting with 1, then 2, and so on.



FSCM39

The Contractor's solution shall have the ability to automatically set or change the collection status of an accounts receivable based on configurable business rules.

Wipro EMaaS has the ability to automatically set or change the collection status of an accounts receivable based on configurable business rules.

Financials360 includes pre-defined collection status codes that are configured to automatically change based on business rules. When the criteria of the business rule is met (e.g. balance reaches zero, time threshold is met, specific journal entry type), the system changes the collection status to the appropriate status based on the value assigned per the business rule.

Team Wipro works with the agency to configure business rules associated with changing the collection status.



FSCM40

The Contractor's solution shall provide the ability to apply received payments from a different payee (e.g. NPI, Provider ID) than is associated to the accounts receivable, based on configurable business rules.

Wipro EMaaS provides the ability to apply received payments from a different payee (e.g. National Provider Identifier (NPI), Provider ID) than is associated to the accounts receivable, based on configurable business rules.

Financials360 has the ability to apply payments to any journal entry without the payee ID on the payment matching the payee ID on the AR the payment is being applied. The system also allows for the entry of configurable business rules that set criteria to mandate that the payment payee ID does

match the payee ID on the AR the payment is being applied.

The system also allows for multiple IDs to be associated to one payee (e.g., NPI, Provider ID, EIN, TIN). When a payment is received for any of the associated IDs the payment will be applied to the correct AR.



FSCM41

The Contractor's solution shall have the ability to create work queues for different aging levels (e.g., 30, 60, 90 day) for Accounts Receivable based on configurable business rules.

Wipro EMaaS has the ability to create work queues for different aging levels (e.g., 30, 60, 90 day) for Accounts Receivable based on configurable business rules.

Financials360 allow authorized users to configure workflows that automate business processes behind the scene. Based on the configuration of the workflow, the AR is routed to a specific business unit or user. For example, a process can be configured to calculate the age of an AR (e.g., 30 days, 60 days, 90 days) and assign it to a queue. The queue can be associated to a specific person, multiple people, or a business unit.

Authorized users can disable a workflow when its function is no longer required, modify the configuration, or modify the assignment settings.



FSCM42

The Contractor's solution shall have the ability to provide Payees flexible payment capabilities (e.g., one time, scheduled, recurring) via the online portal as defined by the Agency.

Wipro EMaaS has the ability to provide Payees flexible payment capabilities (e.g., one time, scheduled, recurring) via the online portal as defined by the agency.

Financials360 imports payment transactions from payees through Engage360 portal or using the interfaces within Connect360. The portals within Engage360 and interfaces within Connect360 allow the payee to choose payment timing options (e.g., one time, scheduled, recurring) at the time of entry. Once the payment is submitted the transaction is transmitted into Financials360 for processing.



FSCM43

The Contractor's solution shall automatically initiate or generate statements reflecting all transactions applied to an accounts receivable on a regular timeframe (e.g., weekly, monthly) as defined by the Agency. The Contractor will display the statement via the portal and submit the notice via the Payees' preferred notification method.

Wipro EMaaS automatically initiates or generates statements reflecting all transactions applied to an account receivable on a regular timeframe (e.g., weekly, monthly) as defined by the agency. Team Wipro displays the statement via the portal and submit the notice via the Payees' preferred notification method.

Financials360 processes and stores all online and automated financial activity in accordance with generally accepted accounting procedures (GAAP). Engage360 customer relationship management

(CRM) functionality provides authorized users the ability to create and modify statements or reports of financial data through Reports360 reporting tool, Power BI. For instance, a user may configure a statement or report to contain all financial transactions performed on specific account receivables during a user-specified time period.

The Reports360 scheduler is configured to execute automated batch jobs to send reports to external entities. During report configuration, time intervals are configured to send reports on a specified time frame (e.g., a specific day of the month, specific day of the week, daily, weekly, monthly, or yearly).

Reports can be distributed using, but not limited to, the following methods:

- Web portals available in Engage360 (e.g., Provider, Agency, Member)
- Virtual Private Network (VPN) connection to a specified email address
- Encrypted email between domains
- Scheduled jobs via SFTP

The payee's notification preference is stored within Financials360 in the profile for the payee. The preference is used to transmit the statement or report to the payee accordingly.



FSCM44

The Contractor's solution shall automatically generate alerts to specified Entities (e.g., Payees, providers) for financial activities (e.g., delinquent accounts receivable, contract utilization thresholds, accounts receivables with no activity), based on configurable business rules.

Wipro EMaaS automatically generates alerts to specified Entities (e.g., Payees, providers) for financial activities (e.g., delinquent accounts receivable, contract utilization thresholds, accounts receivables with no activity), based on configurable business rules.

Financials360 can be configured to generate notifications, reports and alerts to all types of entities, including payees and providers, whenever specified periodic or financial thresholds or activities occur (e.g., delinquent accounts receivables, contract utilization thresholds, accounts receivables with no activity). The alerts are distributed based on the entities notification preference stored within the entities Financials360 profile. This preference is used to determine the distribution method associated to the payee and transmits the alert accordingly. Alerts are distributed using the CRM portals available in Engage360 (e.g., Provider, Agency, Member) or encrypted emails.



FSCM45

The Contractor's solution shall automatically initiate or generate any notices to support financial processes (e.g., Accounts Receivable establishment notices, delinquency notices, increasing demand letters when accounts receivable are not satisfied, informational insert, hospitals for disproportionate share payment notices), based on configurable business rules. The Contractor will display the notice via the portal and submit the notice via the Payees' preferred notification method.

Wipro EMaaS automatically initiates or generates any notices to support financial processes (e.g., Accounts Receivable establishment notices, delinquency notices, increasing demand letters when accounts receivable are not satisfied, informational insert, hospitals for disproportionate share payment notices), based on configurable business rules. Wipro EMaaS displays the notice via the portal and submit the notice via the Payees' preferred notification method.

Financials360 can be configured to generate notifications, reports and alerts to all types of entities, including Payees and providers, to support financial processes (e.g., Accounts Receivable establishment notices, delinquency notices, increasing demand letters when accounts receivable are not satisfied, informational insert, hospitals for disproportionate share payment notices). The notices are distributed based on the entities notification preference stored within the entities Financials360 profile. This preference is used to determine the distribution method. Notices are distributed using the CRM portals available in Engage360 (e.g., Provider, Agency, Member) or encrypted email.



FSCM46

The Contractor's solution shall provide comprehensive search capabilities that allow authorized users to search within and across transaction types on a combination of fields (e.g., date range, account code, organization, subclass, employer/plan name, identification number, policy number, etc.) as defined by the Agency.

Wipro EMaaS provides comprehensive search capabilities that allow authorized users to search within and across transaction types on a combination of fields (e.g., date range, account code, organization, subclass, employer/plan name, identification number, policy number, etc.) as defined by the agency.

Financials360 robust query and filter capabilities allow authorized users to search within and across transaction types on a combination of fields. Quick search is used for basic searching while more advanced searching and filtering is done with advanced find.

Options for searching in Engage360 CRM include:

- Filtering Records - While looking at a grid view, changing the view changes the filter of records, and easily sorts the grid
- Quick Search - Searches records using the quick search box
- Categorized Search - Allows searches across multiple record types all at the same time. It also allows searching across all entities the authorized user has configured
- Relevance Search - Finds matches to any word in the search term in any field in an entity enabled for Relevance Search (including text in notes, attachments in an email or appointment)
- Advanced Find - Allows users to create ad hoc queries and save, export and share the results. They are also known as Views
- Exporting Records to Excel - Allows exporting of data to Microsoft Excel from any view

Team Wipro works with the agency to configure any search options available.



FSCM47

The Contractor's solution shall allow for one payment to be applied to multiple accounts receivable for one or more Payees, based on configurable business rules (e.g. recouping federal funds first and/or applying funds by dollar amount or percentage).

Wipro EMaaS allows for one payment to be applied to multiple accounts receivable for one or more Payees, based on configurable business rules.

Within Financials360, Microsoft Dynamics 365 (MS Dynamics) provides authorized users configurable parameters to group agency financial transactions to apply payments against multiple invoices for the same Payee or across multiple accounts. Parameter options include the ability to set

up a vendor group for each agency. After the vendor group is defined, authorized users associate agency providers with the vendor group as defined by the agency. When MS Dynamics processes payment requests for the Vendor group, the system matches the payment request to all open Vendor accounts receivables as defined by the agency's posting profile. After posting the payment to matched receivables the vendor's payment amount is reduced and, ultimately, the agency's total payment amount is also reduced.

When Financials360 receives payment files, the system leverages various types of posting profiles and definitions that define how accounts payables are matched to vendor or customer invoices. Posting definitions enable a user to assign general ledger accounts and document settings to entities and specify whether transactions are settled automatically. Authorized users establish the posting hierarchy by assigning priority numbers to entry lines to control the order in which the lines are evaluated when the posting definition is invoked (e.g. recouping federal funds first and/or applying funds by dollar amount or percentage). The lines with the lowest number are evaluated first, starting with 1, and then 2 and so on. Financial reason codes describe the payment type and further direct the system which business rules to apply when posting the payment.

Team Wipro collaborates with the agency to establish applicable posting hierarchies, profiles, financial reason codes and business rules that support posting payments to multiple accounts receivables.



FSCM48

The Contractor's solution shall assign or receive, store, maintain, and display account coding information (e.g., FMAP, program code, division, speed chart, voucher type) at the header and line level for every claim and financial transaction, regardless of how the transaction was created (e.g., automatically, manually, upload from spreadsheet, interface) based on configurable business rules. The Contractor solution shall provide this information to the Agency Data Warehouse to support budget tracking and allocations, such that details can be pulled when requested.

Wipro EMaaS architecture assigns, receives, stores, maintains, and displays account coding information at the header and line level for every claim and financial transaction, regardless of how the transaction was created (e.g., automatically, manually, upload from spreadsheet, interface) based on configurable business rules. Our solution provides this information to the agency Data Warehouse to support budget tracking and allocations, such that details can be pulled when requested.

Our HealthRules Payor application within Claims360 captures and displays detailed information at the claim header and claim line levels, including the specific benefit and payment methodology applied to each line. HealthRules Payor stores and displays the payment methodology, providing transparency and clarity. Comprehensive claim and financial data is available in our Claims360 component's real-time data warehouse component, HealthRules Answers, for reporting and extract purposes. Authorized users configure reporting category sets based on State budget category definitions (e.g., FMAP, fund code, program code, agency, and Federal report code). Once configured, reporting categories are then automatically assigned to claim header and claim lines during adjudication, and available in the real-time data warehouse. The federal report code included on the claim ensures the financial code cross walks to the correct federal report, report page, report line and report column.

Microsoft Dynamics 365 (MS Dynamics) component within our financial solution, Financials360, processes and stores all online and automated non-claim financial activity regardless of how the

transaction was created. MS Dynamics utilizes internal journal templates that provide the basic journal structure that specifies default information for all batches created using the template (e.g., agency, transaction type, speed chart, voucher type). When processing payment and invoice files, MS Dynamics validates Payee eligibility by integrating with Claims360. In addition, Claims360 supplies the FMAP percentages for splitting the financial transaction between Federal, State and general revenue funds as defined by configurable business rules.

MS Dynamics leverages its powerful reporting tool, Power BI, to extract financial transaction data from within MS Dynamics and from the claims HealthRules Answers Data Warehouse. This enables the system to aggregate all financial and supporting claims data from Wipro EMaaS and create export files. Connect360 exports the financial and claims data to outside entities, such as the Enterprise Data Warehouse (EDW). Below is a subset of financial and claims data aggregated on the EDW financial transaction extract file:

- Transaction Status
- Date range
- Payee
- Transaction type
- Transaction amount range
- Claim unique identifier
- Claim line number
- Member unique identifier
- FMAP
- Agency fund code
- Program code as assigned by the agency
- Division
- Speed chart
- Voucher type
- Financial transaction amount
- Federal report code

Financial transaction details and associated claims data are transmitted to the EDW to support agency's budget tracking and allocations. All standard reports can be exported in different formats, such as Excel, pdf, Word, or a format defined by the agency. Team Wipro will work with the agency to configure all financial data extract file layouts and batch reporting processes during the requirements phase.



FSCM49

The Contractor's solution shall translate incoming transaction information into consistent state defined account coding based on configurable business rules. Information needed to trace back to the source system must be maintained.

Wipro EMaaS translates incoming transaction information into consistent state defined account coding based on configurable business rules. Information needed to trace back to the source system is maintained.

Financials360 empowers authorized users to configure state-defined account codes for distinguishing each type of financial transaction during configuration. These codes are applied to all incoming transactions and aid the user in tracing the transaction back to the source system that transmitted the transaction.

Team Wipro will collaborate with the agency to configure accounting codes.



FSCM50

The Contractor's solution shall indicate the date, time, reason and coding of any validation failure from an external Entity as defined by the Agency.

Wipro EMaaS indicates the date, time, reason and coding of any validation failure from an external Entity as defined by the agency.

When an outbound file is rejected, Financials360 captures the date, time, and reason for the failure. The user can easily view, correct, and resubmit the rejected outbound file. If Wipro EMaaS rejects an inbound file, the date, time, and reason for rejection is provided to the file's source and available to the agency. The information enables the recipient of the information to resolve the issue and resubmit the file.

For example, Financials360 allows Electronic Fund Transfer (EFT) transactions to be sent to payees. Once bank accounts and vendors have been set up, EFT files are created based on entries in the payment journal. When EFT files are created, an entry is made in the EFT Register table. In the EFT Register window, you can drill down to see the vendor ledger entries for the EFT file. In the Payment Journal window, you can also import existing EFT register entries to the payment journal by using the Transfer EFT Register batch job.

When the EFT are transmitted to the bank, any error messages are displayed in the Payment File Errors FactBox component of Financials360 where the user can also select an error message to see more detailed information (e.g., date, time, error code). The user then makes the corrections associated with the error and re-transmits the EFT transaction file.



FSCM51

The Contractor's solution shall allow authorized users to resubmit corrections to transactions with validation errors from an external Entity as defined by the Agency.

Wipro EMaaS allows authorized users to resubmit corrections to transactions with validation errors from an external Entity as defined by the agency.

When an outbound file or transaction is rejected, Financials360 enables authorized users to validate, correct the errors received from an external Entity and resubmit. If Wipro EMaaS rejects an inbound file, the date, time, and reason for rejection is provided to the external Entity and available to the agency. The information enables the external Entity to resolve the issue and resubmit the file.

For example, Financials360 allows EFT transactions to be sent to payees. Once bank accounts and vendors have been set up, EFT files are created based on entries in the payment journal. When EFT files are created, an entry is made in the EFT Register table. In the EFT Register window, you can drill down to see the vendor ledger entries for the EFT file. In the Payment Journal window, you can also import existing EFT register entries to the payment journal by using the Transfer EFT Register batch job.

When the EFT are transmitted to the bank, Any error messages are displayed in the Payment File Errors FactBox component of Financials360 where the user can also select an error message to see more detailed information (e.g., date, time, error code). The user then makes the corrections associated with the error and re-transmits the EFT transaction file.



FSCM52

The Contractor's solution shall include comprehensive edits to identify duplicate Payees and have an automatic and manual consolidation process, based on configurable business rules.

Wipro EMaaS includes comprehensive edits to identify duplicate Payees and have an automatic and manual consolidation process, based on configurable business rules.

Wipro EMaaS utilizes the agency defined business rules to systematically identify duplicate Payees using information, such as phone number, EIN, Address, and partial name. Configured business rules allow for automatic consolidation of the duplicate Payee records.

When manual consolidation of duplicate Payees is necessary, Financials360 provides authorized users the ability to merge customers. Users leverage the "Search" feature within the "Customer Account" page and enter search criteria in the search box. The user can search for common pieces of information to identify the duplicates (e.g., phone number, EIN, Address, partial name).

When customer records are determined as duplicates, the authorized user can then select the "Merge" button. The "Merging Customers" form is then displayed and the user can select to switch the "Merge From" and "Merge To" criteria with the "Switch" button. The user then selects the "Apply Merge" button to complete the merge process. A warning message is displayed indicating you are about to merge the records.

Note: The previously merged record still exists, but if a user attempts to select it, they receive a message that the record has been merged and the record that the customer was merged into is selected instead.



FSCM53

The Contractor's solution shall allow authorized users to maintain, modify and view financial transaction types and account codes.

Wipro EMaaS allows authorized users to maintain, modify and view financial transaction types and account codes.

Financials360 is a flexible platform that contains pre-determined account codes that are assigned to specific financial transaction types, which are also configurable. If users require additional codes beyond the extensive set of pre-existing fields, Financials360 allows authorized users to add user defined terms (UDTs) that are configured to house additional fields.

These codes are viewable within Financials360 by creating a 'VIEW'. A view is a grid with records listed under select column headings. It is a type of saved query. Users can select different views to look at a subset of records of the same entity that fit into pre-specified filter conditions.

Team Wipro will work with the agency to configure all 'VIEWs' needed for financial transaction types and account codes.



FSCM54

The Contractor's solution shall provide an accounting structure (e.g., chart of accounts, program) that is compatible with the accounting structure used by an external entity. Additionally the solution shall translate and code outgoing transactions into standardized accounting codes using configurable business rules.

The accounting structure (e.g., chart of accounts, program) of Wipro EMaaS includes configurable parameters to provide compatibility with an external entity's accounting structure. Additionally, the solution translates and codes outgoing transactions into standardized accounting codes using configurable business rules.

An important feature of configuration in Financials360 environment is the account structure within the chart of accounts. The parameters selected on the account structure forms determine which combination of main accounts and dimensions a user can post. It is an essential and important building block in the setup of the general ledger component of Financials360.

The main account identifies the account structure based on the account number entered. A main account value can only exist in one structure assigned to the ledger so that they do not overlap. After the account structure is identified, the allowed values list is filtered to guide the user through picking only valid dimension values including standardized accounting codes. The filtered values list decreases the possibility of an incorrect journal entry and ensures the account structure is compatible with equivalent structures used by an external entity. Authorized users can set up as many account structures as necessary to match all external entities' charts of accounts.

When Financials360 creates outgoing transaction files, the module incorporates the standard codes associated with the account structure into the outgoing financial transaction where feasible. Team Wipro collaborates with the agency to configure code translation business rules when more identifying codes are required on the outgoing file than are included in the account structure.



FSCM55

The Contractor's solution shall display financial side-by-side comparisons (e.g., expenditures by program, receipts) on a year to year basis for state fiscal year, calendar year, federal fiscal year, and rolling year as defined by the Agency.

Wipro EMaaS displays financial side-by-side comparisons (e.g., expenditures by program, receipts) on a year-to-year basis for state fiscal year, calendar year, federal fiscal year, and rolling year as defined by the agency.

Financials360 leverages standard functionality to display side-by-side comparison reports, such as expenditures by program or receipts. Financials360 processes and stores all online and automated financial activity in accordance with generally accepted accounting procedures (GAAP). Engage360 customer relationship management (CRM) functionality provides authorized users the ability to create reports of financial data (e.g., expenditures by program, receipts). A report could be configured to contain side-by-side comparisons based on multiple years or specified time periods (e.g., fiscal year, calendar year, federal fiscal year, rolling year) as defined by the agency.

Team Wipro will work with the agency to configure side-by-side comparison reports needed by the agency.



FSCM56

The Contractor's solution shall include comprehensive edits (e.g. duplicate checking logic, duplicate check numbers) of financial transactions based on configurable business rules.

Wipro EMaaS includes comprehensive edits (e.g. duplicate checking logic, duplicate check numbers) of financial transactions based on configurable business rules.

The Financials360 robust platform utilizes number sequences to generate readable, unique identifiers for master data records and transaction records that require identifiers. Number sequence formats can be composed of constant and alphanumeric segments. Unique transaction numbers cannot be duplicated or automatically regenerated without manual intervention. All financial codes and unique sequence numbers may be selected by users when designing their custom views assisting them in tracking specific transactions through the transactions' workflow life cycle.

Financials360 also allows authorized users to define advanced duplicate business rules to determine when a transaction entry is a duplicate (e.g., same payee, same reason code, same amount, and same date).

During the requirements phase, Team Wipro works with the agency to configure duplicate business rule criteria to be used in duplicate error checking processes.



FSCM57

The Contractor's solution shall allow authorized users drill down capability to see all details linked to a specific financial transaction (e.g., claims/claim lines, per Member per month, accounts receivable) as defined by the Agency

Wipro EMaaS allows authorized users drill down capability to see all details linked to a specific financial transaction (e.g., claims/claim lines, per Member per month, accounts receivable) as defined by the agency

Financials360 enables users to apply filters on any displayed fields allowing them to sort or reduce the list of financial transactions displayed. Microsoft Dynamics 365 (MS Dynamics) enables authorized users to export selected transactions for further analysis in Microsoft Excel. Additionally, authorized users can review, analyze and edit this financial data and publish the changes in MS Dynamics.

The integration of MS Dynamics with Claims360 provides authorized users the capability to drill down to the actual financial transactions and associated details (e.g., claims/claim lines, per Member per month, accounts receivable) as defined by the agency.



FSCM58

The Contractor's solution shall automate a balancing process at different levels (e.g., payment level, department level, financial cycle level) to ensure the total amount paid is equal to the payment for claims plus or minus any financial transactions that were applied to the payment on a scheduled basis (e.g., daily, weekly) as defined by the Agency.

Wipro EMaaS automates a balancing process at different levels (e.g., payment level, department level, financial cycle level) to ensure the total amount paid is equal to the payment for claims plus or

minus any financial transactions that were applied to the payment on a scheduled basis (e.g., daily, weekly) as defined by the agency.

Remittance advices are generated and stored within Claims360, using configuration criteria defined within the User Interface and data from Claims360 and Financials360. The remittance advice details are available within Reports360. Reports360 includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual claims and payment transactions reported.

During remittance advice processing within the Claims360 HealthRules® EDI Gateway, claims are balanced at the detail line item level, the claim header level, and provider level. The provider level balancing process includes claim payments and financial transactions associated to the provider being processed.

Remittance advice and report time intervals are configured to run on a specified time frame (e.g., daily, weekly) as defined by the agency. Team Wipro will work with the agency to define and configure the scheduled time frames.



FSCM59

The Contractor's solution shall generate a financial transaction to refund the federal share of overpayments within federal guidelines or as defined by the Agency.

Wipro EMaaS generates a financial transaction to refund the federal share of overpayments within federal guidelines or as defined by the agency.

Claims360 provides the ability to configure designated account codes as federal share. During the claims adjudication process, every claim or claim line is assigned an account code. Claims meeting federal share guidelines are assigned federal share account codes. During the financial cycle, each claim line includes a breakdown of the portion of the claim amount applicable to the Federal and state share based on the appropriate Federal Medical Assistance Percentages (FMAP) rules.

Financials360 allows authorized users to define federal share financial reason codes and apply these federal share codes to financial transactions. When an overpayment occurs, Financials360 produces a payable to track and maintain refunds paid to the entity. This information includes a breakdown of the portion of the refund dollars that are Federal versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. In addition, Financials360 can be configured to import a file of provider numbers and their associated federal share amounts in order to create financial transaction to refund future federal share monies as defined by the agency.

Team Wipro will collaborate with the agency to configure federal share account codes and define any associated batch processes that support the refunding of federal share monies.



FSCM60

The Contractor's solution shall include sufficient detail to display any offsets to the payment (e.g., each discrete accounts receivable, discrete cash receipts) on the remittance advice as defined by the Agency.

Wipro EMaaS includes sufficient detail to display any offsets to the payment (e.g., each discrete accounts receivable, discrete cash receipts) on the remittance advice as defined by the agency.

Remittance advices are generated and stored within Claims360, using configuration criteria defined within the User Interface and data from Claims360 and Financials360. The remittance advice details are available within Reports360. Reports360 includes point-and-click drill-down capabilities to allow

the user to drill-down into the details of individual claims and payment transactions reported. The payment transactions reported on the remittance advice include any offsets to the provider's payment (e.g., discrete accounts receivable, discrete cash receipts).

Team Wipro will work with the agency to configure the remittance advice/report to include details as defined by the agency.



FSCM61

The Contractor's solution shall have the ability to automate the posting of recoupments from other systems, based on configurable business rules.

Wipro EMaaS has the ability to automate the posting of recoupments from other systems, based on configurable business rules.

Financials360 imports financial transactions from other systems using the interfaces within Connect360. The layouts received from these sources will be configured as defined by the agency.

Financials360 internal processes create payment transactions based on pre-defined receivable and payment posting profiles configured by authorized users. Financials360 automatically processes the financial transactions received from outside entities.

Team Wipro will work with the agency to configure all business rules associated with recoupment postings.



FSCM62

The Contractor's solution shall allow for more than one accounting code to be assigned to each header or detail level of a claim, managed care or financial transaction as defined by the Agency.

Wipro EMaaS allows for more than one accounting code to be assigned to each header or detail level of a claim, managed care or financial transaction as defined by the agency.

Claims360 captures and displays detailed information at the claim header and claim line levels, including the specific benefit and payment methodology applied to each claim line. Claims360 HealthRules® stores and displays the payment methodology, providing transparency and clarity. Based on the pricing methodology used additional pricing details are also displayed. Additional pricing details include:

- Multiple accounting codes (if applicable, based on business rules)
- Hyperlinks to the fee schedule and specific record
- A detailed breakdown of the components of an Resource-Based Relative Value Scale (RBRVS) fee
- Comprehensive data returned from a third party grouper or pricer, such as 3M Grouper Plus

Financials360 enables authorized users to configure accounting codes that describe the reason for financial transactions (e.g., claim processing error, managed care kick or Neonatal Intensive Care Unit (NICU) payment, program integrity). Reason codes are standardized codes that provide background information about the financial transaction. Authorized users assign and maintain financial reason codes to accounts payables, accounts receivables and bank transactions within Financials360. Multiple financial reason codes are allowed on accounts receivables which can further define the action.



FSCM63

The Contractor's solution shall provide an online mechanism which displays real-time Aging of the accounts receivable providing both detailed (e.g., Name) and summary information as defined by the Agency.

Wipro EMaaS provides an online mechanism which displays real-time aging of the accounts receivable providing both detailed (e.g., Name) and summary information as defined by the agency.

Financials360 allows authorized users to create system dashboards that, when published, are visible to everyone in the organization or specific authorized users. If authorized users require views of financial data specific to their individual daily workflow, they can create personal dashboards by selecting specific financial field components and apply filters to limit displayed financial data.

Dashboards are configured to sort, group and display aging accounts receivable data as defined by the agency. Possible filtered groups of aging accounts receivable data include:

- Payee
- Entry Clerk ID
- Timeframes (e.g. 30 days, 60 days, 90 days)
- Status
- Transaction Type

Financials360 includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual accounts receivables.

During the requirements phase, Team Wipro will work with the agency to design system dashboards and views for accounts receivable data.



FSCM64

The Contractor's solution shall provide an online mechanism which displays real time Accounts Receivable Collection Activity providing both detailed (e.g., Payee Type) and summary information of collection activity as defined by the Agency.

Wipro EMaaS provides an online mechanism which displays real-time Accounts Receivable Collection Activity providing both detailed (e.g., Payee Type) and summary information of collection activity as defined by the agency.

Financials360 allows authorized users to create system dashboards that, when published, are visible to everyone in the organization or specific authorized users. If authorized users require views of financial data specific to their individual daily workflow, they can create personal dashboards by selecting specific financial field components and apply filters to limit displayed financial data.

Dashboards are configured to sort, group and display accounts receivable collection activity data as defined by the agency. Possible filtered groups of accounts receivable collection activity data include:

- Payee
- Entry Clerk ID
- Dates
- Status
- Transaction Type

Financials360 includes point-and-click drill-down capabilities to allow the user to drill-down into the

details of individual accounts receivables

During the requirements phase, Team Wipro works with the agency to design system dashboards and views for accounts receivable data.



FSCM65

The Contractor's solution shall have processes to suspend, terminate, withhold, or continue processing payments to Providers under investigation as defined by the Agency.

Wipro EMaaS provides the ability and processes to suspend, terminate, withhold, or continue processing payments to Providers under investigation as defined by the agency.

EMaaS permits authorized users to designate payment conditions applicable to any provider through payment codes. These payment codes are assigned an action description specific to the conditions defined in the requirement and others as defined by the agency.

When a payment code with an action description indicating “withhold” processes Financials360 provides the ability to create lien holders (such as the IRS) and withhold arrangements. A withhold arrangement applies to the specified provider and lien holder and defines the lien type, lien amount, start date for withholding (and end date if applicable), and the withhold percentage. If a provider has multiple withhold arrangements, a weight is assigned to each one to determine the order in which they are applied. Each time a claim payment cycle runs for applicable providers, a percentage of the net payment amount (after recoupments and adjustments) is set aside as payables to lien holders according to the terms of the associated withhold arrangements. A lien holder payment cycle then generates payments to lien holders from these payables.

Users can update the payment code associated with the provider within Financials360 based on pending fraud and abuse investigations and set it accordingly when a determination is made. The payment code is used to indicate the action for processing (e.g., suspend, terminate, withhold, or continue) as defined by the agency. The payment code is modified as often as necessary.

Team Wipro will collaborate with the agency to configure processes and payment codes required to address payments to providers under investigation.



FSCM66

The Contractor's solution shall provide the ability to drill down to any financial transaction that has been linked to a specific program integrity transaction as defined by the Agency.

Wipro EMaaS provides the ability to drill down to any financial transaction that has been linked to a specific program integrity transaction as defined by the agency.

Financials360 and Reports360 components access program integrity financial transaction data providing authorized users the ability to create views of financial data and drill down to additional details. Users can specify filters on any of the displayed fields to sort or reduce the list of financial transactions displayed. Authorized users can export selected transactions for further analysis.

The reason codes associated to program integrity transactions can be configured if not included in the pre-defined financial reason codes. Authorized users are enabled to configure additional reason codes.

Team Wipro will collaborate with the agency to configure financial transaction reason codes

associated with program integrity transactions.



FSCM67

The Contractor's solution shall allow for the collection and maintenance of recoveries that link to the SURS recovery solution as defined by the Agency.

Wipro EMaaS allows for the collection and maintenance of recoveries that link to the SURS recovery solution as defined by the agency.

Financials360 interfaces with other components within the EMaaS system or external entities through Connect360. The layouts received from external sources are configurable to meet the agency needs. Financials360 internal processes create accounts receivables based on pre-defined receivable and payment posting profiles configured by authorized users. When recoveries are received from Surveillance and Utilization Review Subsystem (SURS) recovery, the financial code specified for SURS recoveries is applied to the account receivable that is created.

The reason codes associated to program integrity transactions can be configured if not included in the pre-defined financial reason codes. Authorized users are enabled to configure additional reason codes.

SURS recovery accounts receivables are accessible for viewing or maintenance within Financials360 by creating a view. A view is a grid with records listed under select column headings. It is a type of saved query. Users can select different views to look at a subset of records of the same entity that fit into pre-specified filter conditions.

Team Wipro will collaborate with the agency to configure financial transaction reason codes associated with SURS or program integrity transactions.



FSCM68

The Contractor's solution shall group payments as defined by the Agency (e.g., by Payee, Department) to reduce the number of transactions issued.

Wipro EMaaS groups payments as defined by the agency (e.g., by Payee, Department) which reduces the number of transactions issued.

Financials360 financial management application contains parameters that are set to group various types of payments. Groupings could be comprised by specific Payees, Departments, other legal entities, or as defined by the agency. If a Payee has invoices in multiple legal entities, one payment is created for the total amount of the selected invoices. Other possible groupings include by invoice, date, week and total. These payment groupings are especially beneficial when processing premium payments, calculating payment amounts to other state agencies, or when producing warrant invoices.



FSCM69

The Contractor's solution shall provide the ability to enter financial transactions in real-time as defined by the Agency.

Wipro EMaaS provides authorized users the ability to enter financial transactions in real time as

defined by the agency.

Within our Financials360 component, both accounts payable and accounts receivable financial transactions may be entered manually or received electronically through Connect360 interface. After the financial transactions are entered or received, users can review and approve the transactions that appear in their approval journal. The review process is configured so financial transactions that meet certain criteria are automatically approved, and the remaining transactions are flagged for review or approval by an authorized user.



FSCM70

The Contractor's solution shall provide the ability to copy a financial transaction (e.g., adjustment) so that users can edit selected information without having to re-enter all the information as defined by the Agency.

Wipro EMaaS provides authorized users the ability to copy a financial transaction so that users can edit selected information without having to re-enter all the information as defined by the agency.

In Financials360 authorized users can view journal entries before posting them to the general ledger. This process enables authorized users to copy and adjust financial transactions manually as defined by the agency. Adjustments are made by adding a new line(s) to the invoice or ledger, therefore all original payee information and financial transaction information is related to the adjustment. Additionally, Financials360 has the functionality of creating periodic journals that are accessed by the user while making payments. These journals contain all details from the original journal whereby the user need not enter all information again. Authorized users can copy journal lines from previously posted journals into the current journal.

Team Wipro will work with the agency to configure adjustment processes for each type of financial transaction.



FSCM71

The Contractor's solution shall have the ability to transfer payment information to an Entity for producing payments (e.g., warrant, check, EFT, journal, prepaid debit card, EBT card) as defined by the Agency.

Wipro EMaaS facilitates transfer of payment information to an Entity for producing payments (e.g., warrant, check, EFT, journal, prepaid debit card, EBT card) as defined by the agency.

Financials360 robust vendor payment options direct the financial system when producing configurable, detailed electronic extracts of payment information. Configured payment options for each vendor are stored in payment journals. Payment journals include the payee's banking data, payment type, payment method, and other user-defined terms (UDTs) pertinent to the payment. Pre-defined payment methods include:

- **Check** – Payment of a specific amount drawn on a specific bank
- **Electronic payment** – Various types of electronic payments (e.g., Automated Clearing House [ACH])
- **Promissory note** – Payable note scheduled at a later date
- **Card** – All the kinds of cards that are used, such as prepaid debit cards, EBT, and credit cards

After Financials360 processes all financial transactions and generates payment files, EMaaS exports these payment files through Connect360 to banks, state agencies, a third-party application, or

fulfillment vendor as required by the agency.



FSCM72

The Contractor's solution shall allow multiple adjustments for each financial transaction as defined by the Agency.

Wipro EMaaS provides capability for multiple adjustments for each financial transaction as defined by the agency.

In Microsoft Dynamics 365 (MS Dynamics) component of Financials360, authorized users can view journal entries before posting them to the general ledger. This process enables authorized users to copy and adjust financial transactions manually. Adjustments are made by adding a new line(s) to the invoice or ledger, therefore all original payee information and financial transaction information is related to the adjustment. Once the transaction gets posted an authorized user can post subsequent adjustment journal lines to adjust the original financial transaction. MS Dynamics also provides the option to split invoices into multiple invoices.

Team Wipro works with the agency to configure adjustment processes for each type of financial transaction.



FSCM73

The Contractor's solution shall allow for the transfer of an accounts receivable when Payees go through change of ownership or other legal restructuring as defined by the Agency.

Wipro EMaaS core functions support the transfer of an accounts receivable when Payees go through change of ownership or other legal restructuring as defined by the agency.

Financials360 has a standard feature that provides authorized users the ability to set up new accounts for the Payee's new financially responsible entity. After all account and journal parameters are specified, the authorized user copies the original Payee's journal entries to the new entity's journal resulting in the transfer of balances between the two account as defined by the agency.



FSCM74

The Contractor's solution shall have the ability to manually or automatically identify, generate, and process refunds on a flexible schedule (e.g.,, specific day, date of the month, once a specific dollar amount has been reached) as defined by the Agency.

Wipro EMaaS provides the ability to manually or automatically identify, generate, and process refunds on a flexible schedule (e.g., specific day, date of the month, once a specific dollar amount has been reached) as defined by the agency.

Within Financials360, Microsoft Dynamics 365 (MS Dynamics) authorized users can manually request a refund for vendors with credit balances. MS Dynamics business events to process refunds can be scheduled on specific days of the week, date of the month, after specified dollar amount limit has been reached, or other criteria defined by the agency. Authorized users configure these business events to identify accounts receivables with credit balances and generate refunds automatically.

Refunds are essentially comprised of two transactions. One transaction is the initial credit memo or payment which caused the credit balance and the second is the actual refund paid to the vendor. When reimbursement transactions are created, MS Dynamics creates a vendor invoice for the amount of the credit balance. The scheduled reimbursement process removes the credit balance from the vendor's account and creates a balance due for the specified vendor's account. The credit amounts are transferred to the vendor accounts and are processed as ordinary payments.

During the requirements phase, Team Wipro will collaborate with the agency to configure the refund processing schedules, define all refund criteria, and develop new processes if additional refund criteria is required.



FSCM75

The Contractor's solution shall allow a single or group of financial transactions and related documents (e.g. statements, remittance advice, payments) to be held based on configurable business rules (e.g., member on review, provider on review, span dates).

Wipro EMaaS allows single or a group of financial transactions and related documents (e.g. statements, remittance advice, payments) to be held based on configurable business rules (e.g., member on review, provider on review, span dates).

Financials360 provide options to hold specific financial transactions or all transaction types for the requested provider or member (referenced as a 'vendor' or 'customer' in Financials360). Some options include:

- **Invoice** – No invoices can be posted for this provider or member until a specified date.
- **All** – The provider or member is on hold for all transaction types, including purchase requisitions, invoices, and payments.
- **Payment** – No payments can be generated until a specified date, or indefinitely.
- **Requisition** – Only purchase requisitions can be created, but no other transactions.

Authorized users can configure and assign financial reason codes to describe why financial transactions are held and direct financial processing. If the payment file includes reason codes to hold the payment, a payment journal is created for the provider or member with a release date to put the invoice payment on hold. This date directs the financial module to release the payments on or after the specified date.

During the requirements phase, Team Wipro will work with the agency to define business rules and financial reason codes that cause payments to be held and develop processes if additional criteria is required to hold financial transactions and documents.



FSCM76

The Contractor's solution shall have the ability to deny, or cutback, the financial transaction (e.g. fund availability, contracted amounts) and reason will be noted on the invoice or remittance advice as defined by the Agency.

Wipro EMaaS provides configurable options that direct financial processes to deny, or cutback, the financial transaction and the reason is noted on the invoice or remittance advice as defined by the agency.

Financial transaction reason codes and associated descriptions are an integral feature of Financials360. Authorized users can configure financial reason codes that direct financial processes

to deny or cutback the amount of the financial transaction during payment files processing. Authorized users can apply reason codes to cutback and deny financial transactions manually. Reason codes are listed on the associated invoice, payee's remittance advice, or X12 835 to alert the payee of the adjustment or denial.

Team Wipro will collaborate with the agency to define all reason codes and include associated descriptions during the requirements phase.



FSCM77

The Contractor's solution shall provide the ability to receive, record, and process all payments received for drug rebate in accordance with State and Federal requirements as defined by the Agency.

Wipro EMaaS provides the ability to receive, record, and process all payments received for drug rebate in accordance with State and Federal requirements as defined by the agency.

The Financials360 scalable architecture is configured to receive electronic drug rebate payment files in layouts and frequencies as defined by the agency. Because Montana's Drug Rebate Analysis and Management System (DRAMS) creates drug rebate invoices instead of EMaaS, Financials360 utilizes an intrinsic process that creates internal invoices while applying payments to the corresponding new invoices for each valid payment listed in the imported payment file. Following this dual-entry accounting method, Financials360 ensures payments balance against invoices as defined by generally accepted accounting procedures (GAAP.)

Financial data that may appear on drug rebate import payment files include:

- Entity number - unique identifying number for each manufacturer
- National Drug Code (NDC) – assigned by DRAMS
- Claim identifiers – claim's unique identifier and claim line number
- Invoice number – DRAMS invoice number
- Invoice amount – calculated by DRAMS
- Calendar year – assigned by DRAMS
- Calendar quarter – assigned by DRAMS
- Disputed amount – manufacturer's amount in dispute
- Interest amount – calculated by DRAMS
- Invoice payment amount – manufacturer's associated payment amount

In addition, Financials360 can be configured to enable authorized users to enter drug rebate payments manually. During the requirements phase, Team Wipro will collaborate with the agency to configure the drug rebate payment files and define processing frequencies in accordance with state and Federal requirements.



FSCM78

The Contractor's solution shall ensure interfaces are initiated or accepted by a specific time of day based on configurable business rules.

Wipro EMaaS ensures interfaces are initiated or accepted by a specific time of day based on configurable business rules.

Many tasks are run as batch jobs within Financials360. Authorized users can configure batch-

processing windows for specific business processes as a standard feature of the Financials360 component, Microsoft Dynamics 365 (MS Dynamics). The tasks in a batch job run either sequentially or in parallel. Tasks may also be dependent on other tasks. Batch jobs can be set up in recurrence patterns (e.g., ensure interfaces are accepted by a specified time) sending alerts to designated users when the batch job succeeds, fails, or has finished running based on configurable business rules.

During the requirements phase, Team Wipro will work with the agency to configure recurring batch jobs per the agency's business rules.



FSCM79

The Contractor's solution shall capture journal details (e.g., journal ID, journal status, date) from the return file from another Entity as defined by the Agency.

Wipro EMaaS captures journal details (e.g., journal ID, journal status, date) from the return file from another Entity as defined by the agency.

Financials360 leverages Microsoft Dynamics 365 (MS Dynamics) processes which require each bank to sign agreements of remittance when setting up electronic payments. Upon receipt of signed remittance agreements, authorized users create a remittance account for each bank account where payments will be made, and associate the remittance account to the remittance agreement. Each remittance account requires the user to specify the general journal template settled payments are transferred to, including the general journal name.

When setting up remittance agreements, authorized users specify bank remittance agreement parameters including the use of return receipt files. MS Dynamics configuration supports import of receipt and settlement return files.

The receipt return file is received from the bank after transfer of the remittance file to the bank. When the receipt return file is imported into the financial system, MS Dynamics displays the number of invoices received correctly and with errors. The financial system sets the status of the journal payments to 'approved' in the designated journal. If the target bank discovers errors in the payment file, the bank may transmit a rejected return receipt file. If the remittance is rejected, the settlement return is not received.

The settlement return is received from the entity after the payment is executed. When data is imported, the number of settled invoices is displayed in MS Dynamics's journal pages. The following occurs when the settlement return is imported:

- Payment status in the waiting journal table is set to 'settled'.
- Information is transferred from the waiting journal page to the payment journal.
- A balancing account is created for each transaction.
- Document numbers are inserted for each transaction.

Team Wipro will work with the agency to define the journal details included on all return files.



FSCM80

The Contractor's solution shall allow authorized users to manually initiate or generate any financial correspondence (e.g., statements, delinquency notices). Contractor will display the notice on-screen and submit the notice via the Payees preferred notification method as defined by the Agency.

Wipro EMaaS enables authorized users to manually initiate or generate any financial correspondence (e.g., statements, delinquency notices). Team Wipro displays the notice on-screen and submit the notice through the Payees preferred notification method as defined by the agency.

Business events parameters within the Microsoft Dynamics 365 (MS Dynamics) component, within Financials360, provide a mechanism that enables external systems to receive notifications from MS Dynamics applications. A user-performed business action can be either a workflow or a non-workflow action. Workflows consist of a series of steps and rules that serve to automate a business process. Pre-defined workflow templates are listed in MS Dynamics' business event catalog. Workflows are initiated manually or automatically. Authorized users can configure existing templates or design and configure new workflows to generate notifications. Workflows process either through background business processes or as on-demand in real time.

MS Dynamics workflow engine sends email notifications and other requested documents to Connect360 for delivery to the Payee based on the Payee's preferred notification method. After delivery of the notice, the Payee's portal displays the notice on-screen. Additionally, MS Dynamics retains audit logs of all business activity whereby authorized users have the ability to drill down to the generated financial correspondence.

Team Wipro will work with the agency to define and configure automated workflows and set up Payee notification preferences.



FSCM81

The Contractor's solution shall have the capability to upload attachments and associate the attachments to the payee or line level on the appropriate financial transaction as defined by the Agency.

Wipro's EMaaS provides the capability to upload attachments and associate the attachments to the payee or line level on the appropriate financial transaction as defined by the agency.

The Microsoft Dynamics 365 (MS Dynamics) component of Financials360 provides a default set of document types for users to choose from within the document management feature. Authorized users can use these existing document types to categorize an attachment as a file, image, note, or URL, or create a new document type as defined by the agency. All attachment document types are attached to their associated financial transactions at the line level.

Attachment Management is a configurable add-on feature of MS Dynamics to manage incoming email and notes attachments. A data package is a unit of work that must be sent so invoice headers, lines and attachments can be created. If a vendor invoice has more than one attachment, the user can set one of the documents as the default attachment type. A side-by-side viewer provides users instant access to vendor invoices and associated attachments. Authorized users can retrieve files on demand, upload multiple files, and download a preview of the attachment.



FSCM82

The Contractor's solution shall allow authorized users to manually create and modify journal entries as defined by the Agency.

Wipro EMaaS allows authorized users to manually create and modify journal entries as defined by the agency.

The internal accounting and advanced rules structures of Financials360 allows situational tailoring

of the data entry experience through permissions. These permissions ensure required and accurate data is always captured.

The Microsoft Dynamics 365 component of Financials360 empowers users with the ability to configure their personal view of journal entries to support their individual work queues. Authorized users define specific journal names that describe the journal's purpose, default values, and restrictions as defined by the agency. Microsoft Excel, an add-in for journal entry, provides an additional laborsaving option that is configured to optimize data entry tasks. Automatic reversal and recurring journals are configurable options for automating journal processing that reduce data entry effort. In addition, permissions to delete all journal lines quickly may be granted to authorized users.

During the requirements phase, Team Wipro will collaborate with the agency to define journal details and configure user security levels.



FSCM83

The Contractor's solution shall allow users to manually apply recoupment rules across individual claims within a group of claims as defined by the Agency.

Wipro EMaaS enables users to manually apply recoupment rules across individual claims within a group of claims as defined by the agency.

Claims360 provides authorized system users the ability to create and apply recoupment rules to specific claims. Authorized users identify impacted claims from the displayed group of claims using appropriate filters on specific claims fields according to recoupment rules as defined by the agency. Claims adjustments requiring a recoupment of monies paid create an account receivable within our HealthRules® component of Claims360. The accounts receivable is either automatically recouped from future payments or used to request a refund.

Claims360 inherently associates provider financial activity to claims by automatically linking detailed claims data to each receivable record so adjusted claims can be identified historically and during future reporting and auditing.

Team Wipro will collaborate with the agency to configure recoupment rules and define user security levels and authorizations.



FSCM84

The Contractor's solution shall perform real-time audit/balance of interfaces (e.g. journals) within same business unit where the lines should balance to zero by fund and provide notification if they do not balance as defined by the Agency.

Wipro EMaaS inherently performs real-time audit/balance of interfaces (e.g. journals) within same business units where the lines should balance to zero by fund and provides notification if they do not balance as defined by the agency.

Balance and audit functions are core practices within the Microsoft Dynamics 365 (MS Dynamics) component of Financials360. Pre-defined audit policies evaluate expense reports, vendor invoices, and purchase orders ensuring they comply with policy and business rules as defined by the agency.

Posting profiles and definitions trigger MS Dynamics balancing processes when payments are posted or settled. As transactions are settled, the outstanding balance of each transaction is adjusted as appropriate. In a typical scenario, where an invoice and payment are settled, the status and balance of each transaction is updated according to the following rules:

- If the payment amount is more than the invoice amount, the invoice balance is reduced to 0.00, and the invoice is closed. The payment remains open, and the balance is the amount by which the payment exceeds the invoice amount.
- If the payment amount is less than the invoice amount, the payment balance is reduced to 0.00, and the payment is closed. The invoice remains open, and the balance is the amount by which the payment underpaid the invoice.
- If the payment amount equals the invoice amount, both the payment and the invoice are closed, and the balance of both is 0.00.

When customer or vendor ledger entries are closed at the journal level, MS Dynamics ensures that information such as customer statistics, account statements, and fund balance are correct and balanced. If journals do not balance based on pre-defined business rules for each fund alert icons, emails or other notifications are generated and posted to the staff portal or delivered per the user's notification preference.

Wipro will work with the agency to design the notifications, configure the interface balancing rules and develop processes if additional balancing criteria is required.



FSCM85

The Contractor's solution shall provide the ability to view detailed and consolidated history of all transactions (e.g., claims, invoices, payments, receipts, debt assessment, correspondence) applied to an account (e.g., Provider, Member, Payee). Allow the user to sort, filter, and group by transaction details (e.g., Payer, transaction type, date, status) as defined by the Agency.

Wipro EMaaS provides the ability to view detailed and consolidated history of all transactions applied to an account (e.g., Provider, Member, and Payee). Our solution enables the user to sort, filter, and group by transaction details (e.g., Payer, transaction type, date, and status) as defined by the agency.

Claims360 data model keeps a full history of all versions of claims and claims financial data. This information is available for viewing in the user interface and is captured in the HealthRules® data warehouse for reporting purposes. HealthRules® includes point-and-click capabilities to allow the user to drill-down into the details of individual claims reported.

Similarly, Financials360 component stores all online and automated general ledger financial activity. Reports360 provides authorized users the ability to create and modify personal views of financial data. The following data can be included and displayed in an authorized user's view:

- Claims
- Invoices
- Payments
- Receipts
- Debt assessment
- Correspondence

Authorized users configure personal views of financial data using individual dashboards and apply filters to sort and group displayed data. Filtered groups of data include:

- Payer
- Financial transaction type
- Date
- Status

- Amount

During the requirements phase, Team Wipro will work with the agency to design user portals, system dashboards, and views of the financial data.



FSCM86

The Contractor's solution shall have the ability to assign unique Payee ID to each Payee who is uniquely identified by Tax ID as defined by the Agency.

Wipro EMaaS provides the ability to assign unique Payee ID to each Payee who is uniquely identified by Tax ID as defined by the agency.

Financials360, Microsoft Dynamics 365 (MS Dynamics), internally assigns a unique account number to the Payee (referred to as vendors or customers in MS Dynamics) during the vendor definition process. In addition, a user can configure the numbering sequence so that an account number (e.g. vendor's telephone number and Tax ID) is entered manually. User Defined Terms (UDTs) can also be defined as criteria to further distinguish vendors as defined by the agency.



FSCM87

The Contractor's solution shall receive, store, maintain, and display detailed information on bank accounts as defined by the Agency.

Wipro EMaaS has the capability to receive, store, maintain, and display detailed information on bank accounts as defined by the agency.

Agreements of remittance must be signed with each bank when setting up electronic payments. Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, captures and stores bank remittance agreement parameters for each vendor. The major parameters include:

- Bank account – used to identify the bank account on the vendor record
- Bank name – name of bank
- Bank groups – general data about the bank group if multiple bank accounts
- Routing number type – type of routing number, this field is required for international payments
- Bank account number – vendor's unique bank account identifying number
- IBAN number – International Bank Account Number
- SWIFT code - Society for Worldwide Interbank Financial Telecommunication unique code
- Text code – specifies informational or warning text that appears on the bank statement of the recipient
- Message to bank – optional message field
- Address – bank's address
- Telephone – bank's telephone number



FSCM88

The Contractor's solution shall have the capability to modify a Payee's bank account information (e.g. manually, automatically) within the system based on Agency policy using configurable business rules.

Wipro EMaaS provides the capability to modify a Payee's bank account information (e.g. manually, automatically) within the system based on agency policy using configurable business rules.

The Microsoft Dynamics 365 (MS Dynamics) component within Financials360 grants users permission to read, create, or update bank account information manually as defined by the agency. Updates to the Payee bank account information are securely controlled.

MS Dynamics' flexible features provide options to automate adding or modifying bank account information by importing bank information files. Electronic Reporting (ER) is a tool that users invoke to configure formats for both incoming and outgoing electronic documents in accordance with the legal requirements of various countries or regions. ER currently supports the TEXT, XML, Microsoft Word document, and OPENXML worksheet formats. An extension interface provides support for additional formats, if required by the agency. An authorized user must select the corresponding electronic reporting (ER) configuration that matches the incoming file type before starting the import process.

Wipro will work with the agency to define automated batch processes and user security levels with the authority to modify bank account information.



FSCM89

The Contractor's solution shall maintain effective dated payee information and link each payment to the payee information that was used at the time of payment as defined by the Agency.

Wipro EMaaS maintains effective dated payee information and links each payment to the payee information that was used at the time of payment as defined by the agency.

Authorized users set up vendor and customer accounts (also referred to as entities) within Microsoft Dynamics 365 (MS Dynamics), a component of Financials360. A subset of available entity fields are:

- Name – Entity's name
- Group – Entity's associated group, if applicable
- Account Number – Entity's unique identification number
- Address – Entity's address
- Contact number – Entity's phone number
- Field Type – For instance, Single Line of Text, Option Set, Two Options, Whole Number, Decimal Number, Currency, Date and Time

Database logging is a means of tracking specific types of changes to MS Dynamics tables and fields. Changes tracked include insert, update, delete or rename key. When authorized users configure logging for a table or field, MS Dynamics stores a record of any change to that table or field in the database log table.

While processing payment files, MS Dynamics matches payments to invoices and accounts receivable (AR) transactions based on the matching criteria defined in the payee's posting profile. When a match is found, the payment is posted to the invoice or AR. If an authorized user updates

the payee's information after a payment has been posted and settled, the payment is still related to the payee information as it appeared on the posting date as defined by the agency.



FSCM90

The Contractor's solution shall have the ability for authorized users to produce or initiate payments in different formats (e.g., check, ACH, journal, prepaid debit card, EBT) retain detailed data related to the payment (e.g., Payee identification, reason for issuance) as defined by the Agency.

Wipro EMaaS provides the ability for authorized users to produce or initiate payments in different formats and retain detailed data related to the payment (e.g., Payee identification, reason for issuance) as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) a component of Financials360 accommodates payment data in multiple unique file formats. Authorized users configure payments by optionally assigning one of the following system-defined payment types to any user-defined method of payment:

- Check - Payment of a specific amount drawn on a specific bank
- Electronic payment - Various types of electronic payments (e.g., ACH)
- Promissory note - Payable note scheduled at a later date
- Card - cards, such as prepaid debit cards, EBT, and credit cards

Payment methods define user preferences of payment generation and receipt. The method can vary for each payee or vendor. Examples of typical payment methods include:

- Bank - Electronic payment received from banking institutions
- Cash - Money in the physical form of currency
- Check - Payment of a specific amount drawn on a specific bank
- Account - Payments that can be charged to a customer account

Upon request or on a schedule defined by the agency, MS Dynamics generates payment files with payment information on each line in appropriate layouts as pre-defined in each Payee's payment journal. These payment files are then exported to a third-party application or fulfillment vendor and the Enterprise Data Warehouse (EDW).

During the requirements phase, Team Wipro will work with the agency to define payment file layouts and configure user security levels.



FSCM91

The Contractor's solution shall have a process for all payments to be recorded and deposited daily, including payments from Payees who are not yet in the system, and link to an account receivable as defined by the Agency.

Wipro EMaaS provides a process for all payments to be recorded and deposited daily, including payments from Payees who are not yet in the system, and link to an account receivable as defined by the agency.

Financials360 leverages internal workflows and actions to automate business processes behind the scenes. Workflows are typically initiated by system events and can be configured for authorized users to manually initiate. Authorized users are also able to automate a series of commands in the system using business verbs that direct system actions when abnormal processing (e.g., Payee is not found in the system) is required. Allowed system actions include:

- Approve
- Escalate
- Route
- Schedule

Microsoft Office 365 (MS Dynamics), a component of Financials360 records and logs all payment transaction activity including how the payment was deposited and posted to an account receivable. While processing payment files, MS Dynamics recognizes payments submitted by payees not defined in the system and sends them to a Hold account. The associated workflow process sends a notice to the appropriate authorized user to manually resolve the payment. The user can decide to apply a portion or all of the payment to an associated account receivable manually. After a specified time limit defined by the agency, if the user determines the payment is not applicable to any benefit program, the user may direct the system to remit the payment back to the Payee through the overpayment process.

Team Wipro will collaborate with the agency to define payment file processing, logged financial data, deposit and payment matching criteria.



FSCM92

The Contractor's solution shall calculate, receive, store, maintain, and display medical expenditure transactions processed outside of the Contractor's solution (e.g. spend-down, Member premium) as defined by the Agency.

Wipro EMaaS will calculate, receive, store, maintain, and display medical expenditure transactions processed outside of the MMIS (e.g. spend-down, Member premium) as defined by the agency.

Based on the schedule defined by the agency, Financials360 imports and processes all medical expenditure files received through Connect360. Microsoft Dynamics 365 (MS Dynamics), a component of Financials360, is configured to generate free text invoices to bill members for spenddown, premium, or other agency benefit program. Subsequently, upon receipt of premium or spenddown payment files, MS Dynamics matches and applies payments to their corresponding expenditure invoices as defined by the agency. Depending on the configured business rules Wipro EMaaS can also automatically generate an invoice to apply the medical expenditure to when an invoice does not exist or hold the payment in cash control.

MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential to furnish authorized users with portals that provide direct access to financial data. Authorized users can configure personal views of financial data using individual dashboards and apply filters to limit displayed financial data.

During the requirements phase, Wipro will collaborate with the agency to define the medical expenditure files, configure associated system processing, and develop business rules to calculate medical expenditure amounts.



FSCM93

The Contractor's solution shall automatically apply claims or financial transactions to a contract total based on configurable business rules and display a running total of the contract balance as defined by the Agency.

Wipro EMaaS automatically applies claims or financial transactions to a contract total based on configurable business rules and displays a running total of the contract balance as defined by the

agency.

An admin or Team Wipro creates system dashboards visible to everyone in the organization or specific authorized users when published. One such dashboard can display the current total of all financial transactions and claims that were applied to a specific contract as defined by the agency. Because of MS Dynamics' integration with Claims360, authorized users have the capability to drill down to view the actual financial transactions and claims details.

Wipro will collaborate with the agency to define business rules that group claims and financial transactions data per contract period.



FSCM94

The Contractor's solution shall be scalable to receive additional financial transactions as defined by the Agency.

The Wipro EMaaS flexible platform is scalable to receive additional financial transactions as defined by the agency.

The Financials360 comprehensive platform features configurable import parameters and tools to define and process small and large comma or pipe delimited batch payment files containing configured financial transactions. Data is imported either for individual entities or for a group of logically related entities that are sequenced in the correct order referred to as a 'data package.' A typical data package consists of a group of entities for a specific task, process, or function. Financial transaction file formats vary depending on the type of import. For an entity, financial transaction files can be an Excel file that is comma-separated, tab-separated, or text. For a data package, the file is a compressed file due to possible exorbitant file size.

Upon import of a file of financial data, MS Dynamics leverages internal workflows and actions to automate behind the scenes processes according to the pre-configured vendor's or customer's method of payment.

Team Wipro will collaborate with the agency to define layouts of any additional financial transaction files and configure batch processes to apply external financial transactions according to agency business rules.



FSCM95

The Contractor's solution shall receive, store, maintain, and display payment request information with a unique identifier to trace the payment back to the source as defined by the Agency.

Wipro EMaaS receives, stores, maintains, and displays payment request information with a unique identifier to trace the payment back to the source as defined by the agency.

Within Financials360, the Microsoft Dynamics 365 (MS Dynamics) component processes all payment requests received and assigns a unique identifier for each payment request. Unique payment request numbers provide users the ability to research and trace a transaction through the entire life cycle as defined by the agency. All financial codes and unique sequence numbers can be selected by users when designing their custom views and reports assisting them in tracking specific transactions.

Generally, payments are created automatically in the payment journal using the remittance suggestion function. However, authorized users can also create a payment manually, either as a

payment of an existing invoice or as a payment without a link to an existing invoice, such as a payment to a vendor.

During the requirements phase, Team Wipro will work with the agency to configure unique identifier formats for payment requests.



FSCM96

The Contractor's solution shall receive, store, maintain, and display payment suspension, rejection, or cancellation reasons (e.g., incomplete tax information, payment below minimum threshold from the payment processing system) as defined by the Agency.

Wipro EMaaS processes all payments received and will store, maintain, and display payment financial transactions containing suspension, rejection, or cancellation reasons (e.g., incomplete tax information, payment below minimum threshold from the payment processing system) as defined by the agency.

Reason codes are standardized codes that provide background information about the financial transaction. Authorized users assign financial reason codes to account payable transactions within Financials360. If a pre-defined reason code does not exist to describe the required action accurately, authorized users have the option to define new financial reason codes. Authorized users configure parameters in posting profiles and definitions that direct the system to suspend or reject payments because of certain user-defined reasons. Possible descriptions that further describe payment suspension, rejection or cancellation reasons include:

- Payee has incomplete tax information in the vendor setup
- Payment amount is below the processing system's minimum threshold
- Other pertinent reasons as defined by the agency

Team Wipro works jointly with the agency to define payment processes and all associated reason codes. If agency-defined reason codes require non-standard processing, Team Wipro will collaborate with the agency to develop required processes.



FSCM97

The Contractor's solution shall allow authorized users to work and resolve suspended payments and release them for submission as defined by the Agency.

Wipro EMaaS allows authorized users to work and resolve suspended payments and release them for submission as defined by the agency.

Financials360 invokes agency-defined posting profiles and definitions to decide if entered payments are posted to invoices or other account receivable transactions and settled systematically. The posting profile of the payment file triggers certain payments to suspend to user queues instead of resolving and settling the payment. Additionally, the posting definition sends notifications to the user or user groups about the suspended payments.

Financials360 standard features supply authorized users the ability to assign specific user roles and privileges to groups of users or individual users. Authorized users can view, work, and resolve unsettled invoices on their dashboard as defined by the agency. The guidelines listed below are followed when the payment is applied:

- If an invoice is not settled in full, it remains open.

- If the amount paid is greater than the amount due, the invoice is settled and closed. The payment transaction for the customer remains open for the amount by which the payment exceeds the amount due.
- If the payment amount is less than the amount due, the payment amount is subtracted from the amount due, and the invoice remains open. The payment transaction is fully settled and is closed.
- If the amount paid equals the amount due, the payment and invoice transactions are closed.

During the requirements phase, Team Wipro will collaborate with the agency to define payment-posting profiles that direct payments to suspend and configure authorized user security levels.



FSCM98

The Contractor's solution shall automatically reprocess system suspended transactions based on configurable business rules.

Wipro EMaaS automatically reprocesses system suspended transactions based on configurable business rules.

Posting profiles and definitions are fundamental processes within Financials360 that control the posting of transactions to the general ledger. Authorized users configure posting profiles that are invoked to trigger financial reprocessing for groups of transactions including those that are held for review, manual approval or other business reasons as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of Financials360 provides options for authorized users to configure batch jobs for specific business processes as a standard feature. Batch jobs are set up in recurrence patterns and configured to execute at specific times, if required. Team Wipro will collaborate with the agency to define transaction suspension business rules and configure batch processes that automatically reprocess financial transactions.



FSCM99

The Contractor's solution shall allow for a unique identifier for each transaction allowing users the ability to research and follow a transaction through the entire life cycle as defined by the Agency.

Wipro EMaaS provides a unique identifier for each transaction allowing users the ability to research and follow a transaction through the entire life cycle as defined by the agency.

The Financials360 robust platform utilizes number sequences to generate readable, unique identifiers for master data records and transaction records that require identifiers. Number sequence formats can be composed of constant and alphanumeric segments. Unique transaction numbers cannot be duplicated or automatically regenerated without manual intervention. All financial codes and unique sequence numbers may be selected by users when designing their custom views assisting them in tracking specific transactions through the transactions' workflow life cycle.

During the requirements phase, Team Wipro will work with the agency to configure unique transaction number formats for each financial transaction type.



FSCM100

The Contractor's solution shall receive, store, maintain, and display summary and detail payment information (e.g., payment type, warrant number, voucher number, warrant status, date issued, date reconciled, date cashed, date cancelled, EBT status, EFT paid date, journal issued date) as defined by the Agency.

Wipro EMaaS is able to receive, store, maintain, and display summary and detail payment information as defined by the agency.

Financials360 comprehensive platform features configurable import options to process payment files using comma or pipe delimited format. Data is imported either for individual entities or for a group of logically related entities that are sequenced in the correct order referred to as a 'data package.' A typical data package consists of a group of entities for a specific task, process, or function. Payment file formats vary depending on the type of import. For an entity, allowed payment file formats are an Excel file that is comma-separated, tab-separated, or text. For a data package, the payment file is a compressed file due to possible exorbitant file size.

All payment data and its associated activity is stored in Microsoft Dynamics 365 (MS Dynamics) component of Financials360. The following fields are a small subset of stored financial payment data:

- Payee
- Payment type
- Payment method
- Warrant number
- Warrant status
- Voucher number
- Date payment was issued
- Date payment was reconciled
- Check cashed date
- Payment cancellation date
- Electronic Banking Transfer (EBT) status
- Electronic Funds Transfer (EFT) paid date
- Journal issued date
- Payee's bank account data

If users require additional financial information related to payment files beyond the extensive set of pre-existing fields, MS Dynamics provides authorized users with user defined terms (UDTs) that can be configured to house these extra fields. UDTs can be shared with other users. However, if users require business rules logic be performed for any UDT, Wipro recommends customized addition of the field to appropriate tables and coding of the business rules as they apply to the new field.

Financials360 allows authorized users to create system dashboards that, when published, are visible to everyone in the organization or specific authorized users. If authorized users require views of payment information specific to their individual daily workflow, they can create personal dashboards by selecting specific payment field components and apply filters to limit displayed payment information.

Dashboards are configured to sort, group and display aging accounts receivable data as defined by the agency. Possible filtered groups of aging accounts receivable data include:

- Payee

- Entry Clerk ID
- Timeframes (e.g., 30 days, 60 days, 90 days)
- Status
- Transaction Type

Financials360 includes point-and-click drill-down capabilities to allow the user to drill-down into the details of individual accounts receivables.

Reports360 provides authorized users with the ability to customize and summarize financial data selection when creating dashboards and reports.

During the requirements phase, Team Wipro will collaborate with the agency to configure input payment file layouts, payment processes, matching criteria, and develop batch jobs required to process payment files.

FSCM101

The Contractor's solution shall support the prenote request process to another Entity, including determining when the process is required or overridden, using configurable business rules.

Wipro EMaaS supports the prenote request process to another Entity, including determining when the process is required or overridden, using configurable business rules.

Financials360 provides authorized users the option to manually select the prenotes option to designate if prenotes are required when setting up the banking information for the Entity or prior to each transaction. Prenotes can be included on the exported payment file to another bank, or when Financials360 is processing payment files from a vendor or customer bank. Authorized users can remove or add the entity's prenote requirement per the agency's business rules. If the bank account changes after a prenote is created, the user must create a new prenote for the new bank account. Financials360 does not create the payment journal line or the actual Automated Clearing House (ACH) payment file until an authorized user approves the prenote as defined by the agency. The external bank may elect not to exchange the payment file until the Financials360 prenote has been received. The prenote workflow is described in the figure below titled ACH Prenote Process Flow.

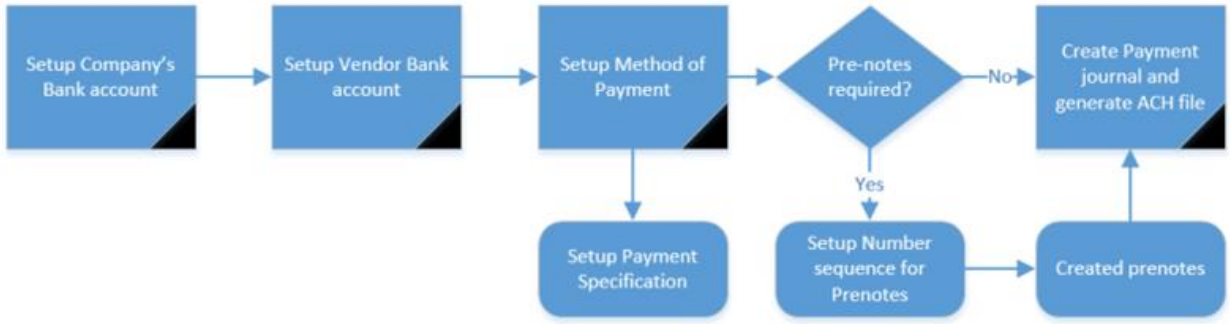


Figure 3-107: ACH Prenote Process Flow

FSCM102

The Contractor's solution shall allow for authorized system users to enter and modify prenote information as defined by the Agency.

Wipro EMaaS enables authorized system users to enter and modify prenote information as defined by the agency.

The Financials360 core features provide authorized users options to manually select the prenote option to designate if prenotes are required when setting up the banking information for the Entity or prior to each transaction. Additionally, all banks associated within a bank group have the option of being configured to require a prenote as a default. Authorized users can remove or add the Entity's prenote requirement per the agency's business rules. If the bank account changes after a prenote is created, the user must create a new prenote for the new bank account. After the prenote is systematically or manually approved, Financials360 creates the payment journal line and the actual ACH payment file.

Team Wipro will work with the agency to configure prenote parameters and user security levels.



FSCM103

The Contractor's solution shall allow for authorized system users to enter and modify direct deposit information, including a comment field as defined by the Agency.

Wipro EMaaS standard features provide authorized system users ability to enter and modify direct deposit information, including a comment field as defined by the agency.

Financials360 has a robust security suite that offers numerous pre-defined security roles available for immediate assignment to users with similar responsibilities. If more specific security levels are required, an authorized user can configure heightened security roles for assignment. One of these new security roles enables only authorized users to enter and modify direct deposit information. All modifications to direct deposit information, including an associated comment field, are timestamped and stored for a period defined by the agency providing a distinct audit trail.



FSCM104

The Contractor's solution shall have the ability to display financial transactions that have not been paid and the reason for non-payment as defined by the Agency.

Wipro EMaaS provides the ability to display financial transactions that have not been paid and the reason for non-payment as defined by the agency.

The Financials360 standard reporting processes of aging financial transaction data provide users a view of all open transactions. This report page lists all open transactions including their statuses and reason codes. Authorized users can select a transaction and drill down to the invoice's detail data. Associated reason code descriptions indicate why the invoice is still open as defined by the agency.

Financials360 component, Microsoft Dynamics 365 (MS Dynamics), provides authorized users the ability to create and modify personal views of financial data. Users can specify filters on any of the displayed fields to sort or reduce the list of financial transactions displayed. MS Dynamics enables authorized users to export selected open transactions for further analysis in Microsoft Excel. Authorized users can analyze and edit the exported financial data and publish data changes back to MS Dynamics.

MS Dynamics contains an extensive list of pre-defined financial reason codes. If additional financial reason codes are needed for a specific business function authorized users can add additional reason codes. However, if new system functionality is required to apply the new reason code automatically,

Team Wipro will work with the agency to configure additional systematic processes.



FSCM105

The Contractor's solution shall use configurable business rules to allow for Agency payments to be offset against outstanding accounts receivable or credit balances within the same department in determining the payment amount as defined by the Agency.

Wipro EMaaS utilizes configurable business rules to allow for agency payments to be offset against outstanding accounts receivable or credit balances within the same department in determining the payment amount as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, provides multiple options to differentiate and group agency financial transactions. One option is to set up a vendor group for each agency. After the vendor group is defined, authorized users associate agency providers (referenced as 'vendors' in MS Dynamics) with the vendor group as defined by the agency. When MS Dynamics processes payment requests for the agency group, the system matches the payment request to all open agency accounts receivables as defined by the agency's posting profile and posts the payment to matched receivables thus reducing the vendor's payment amount and, ultimately, the agency's total payment amount.

During the requirements phase, Team Wipro will collaborate with the agency to configure agency vendor groups and associated financial transaction business rules.



FSCM106

The Contractor's solution shall allow for withholding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty) based on configurable business rules. The Contractor's solution shall have the ability to send withheld amounts to a designated lien holder as defined by the Agency.

Wipro EMaaS standard features provide options for withholding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty) based on configurable business rules. Wipro EMaaS has the ability to send withheld amounts to a designated lien holder as defined by the agency.

Financials360 innovative platform provides several configurable options to withhold or reduce payments. Some of the withhold functions that are applied systematically are:

- Workflows – intercept payments
- Blocking of accounts – no transaction is allowed for the customer, including payments
- Posting profile parameters:
  - Percentage reduction
  - Amount reduction
  - Vendor or customer type

The Financials360 innovative design enables authorized users to configure workflow processes that interrupt the automatic update of accounts receivables. Based on the configuration of the workflow, the receivable is routed to a specific business unit or user for manual review and approval. Authorized users enable workflows and can disable the workflow when its function is no longer required.

In addition to blocking a customer or vendor, authorized users can set a customer's or a vendor's receivable transactions on hold in connection with staff reminders.

Wipro EMaaS supports reimbursement to additional payees through the ability to create lien holders and withhold arrangements. A withhold arrangement applies to the specified provider and lien holder and defines the lien type and amount, start date for withholding (and end date if applicable), and the withhold percentage. If a provider has multiple withhold arrangements, a weight is assigned to each one to determine the order in which they are applied. Each time a claim payment cycle runs for applicable providers, a percentage of the net payment amount (after recoupments and adjustments) is set aside as payables to lien holders according to the terms of the associated withhold arrangements. A lien holder payment cycle then generates payments to lien holders from these payables.

Team Wipro will collaborate with the agency to define payment reduction and withholding criteria according to agency business rules.



FSCM107

The Contractor's solution shall allow for the creation of multiple categories of accounts receivable (e.g., audit, overpayments, fraud) at the claim header and detail level, per Agency defined criteria.

Wipro EMaaS allows for the creation of multiple categories of accounts receivable (e.g., audit, overpayments, fraud) at the claim header and detail level, as per agency-defined criteria.

When claim activity creates a need to recoup funds from a provider, Claims360 generates an accounts receivable with an associated financial reason code that describes the type and reason for the recoupment. Claims360 tracks the recoupment amount at the provider level. Accumulators are available to track the balance and manage the funds as they are identified and recouped.

Recoupment rules are configured within Claims360 to control how funds are recouped in general or for a specific provider.

Claim amounts are recouped at the claim header or detail level based on agency policy.

Recoupment activity is stored in the Claims360 data warehouse and a complete audit trail of that activity is maintained for auditing and reporting purposes.

When Financials360 receives payment files, the system leverages various types of posting profiles and definitions that define how accounts payables are matched to vendor invoices (ARs.) Posting definitions enable a user to assign general ledger accounts and document settings to entities and specify whether transactions are settled automatically. If the payment file specifies the provider's payment is in response to a claims recoupment, Financials360 interfaces with Claims360 to apply the payment to the associated claim's AR.

Team Wipro will collaborate with the State to determine the policy and procedures needed to manage claim specific recoupments.



FSCM108

The Contractor's solution shall have a flexible payment plan solution with automatic and manual options, per Agency defined criteria (e.g., start date of payment plans, exempt or include specific ARs, base payment amount on percentage of original AR or percentage of payment) with configurable business rules.

Wipro EMaaS core platform offers a flexible payment plan solution with automatic and manual options, per agency-defined criteria with configurable business rules.

Posting definitions are fundamental processes within Financials360 that control the posting of transactions to the general ledger. Authorized users configure posting profiles when setting up vendor accounts. Posting profiles specify payment plan criteria that may include:

- Start date of payment plans
- Exempt or include specific Account Receivables (ARs)
- Base payment amount on percentage of original AR
- Percentage of payment
- Collection notifications
- Authorized staff to receive alerts

When Financials360 processes payment files, the posting profile directs the system to match and apply payments to open accounts receivables. If a payment is in arrears, Financials360 alerts the users defined in the posting profile. Authorized users can apply payments manually or modify the terms of the payment plan as defined by the agency.

Team Wipro will collaborate with the agency to define posting profiles, definitions and collection processing based on the agency's business rules.



FSCM109

The Contractors solution shall ensure that payments received are deposited and accurately applied within a timeframe determine by the Agency.

Wipro EMaaS ensures that payments received are deposited and accurately applied within a timeframe determine by the agency.

Financials360 processes all payments received and leverages its powerful customer relationship management (CRM) functionality to alert users if payments cannot be posted. Vendor and customer posting profiles and definitions include payment and invoice matching criteria. Differences among payments and invoices are called matching discrepancies. Matching discrepancies are compared with the agency-defined tolerances. Other forms of invoice validation are done using vendor invoice policies and validation rules as defined by the agency. Matching policy options including invoice totals, charge matching and two-way or three-way matching to ensure that payments received are deposited and applied accurately. If a matching discrepancy exceeds the tolerance percentage or amount, match variance icons are displayed on user portals informing authorized users so they can resolve the discrepancy within a timeframe as defined by the agency.

Team Wipro will work with the agency to configure matching criteria and timeframe criteria.



FSCM110

The Contractor's solution shall automate a balancing process to ensure the amounts of a transaction that is split between different account codes balances to the total amount of the transaction as defined by the Agency.

Wipro EMaaS inherently automates balancing process to ensure the amounts of a transaction that is split between different account codes balances to the total amount of the transaction as defined by the agency.

The Financials360 architecture is comprised of comprehensive financial processes that apply and track all financial transactions to journal entries and the general ledger in accordance with GAAP. When transactions are posted, all related data, including balances and total amounts, are updated automatically according to the business rules for each account code. Transactions split between various account codes are also included. Similarly, the comprehensive financial processing within Claims360 ensures that the claim-related financial transactions always balance.

Team Wipro will collaborate with agency to define any additional balancing procedures.



FSCM111

The Contractor's solution shall allow users to sort (e.g., date, amount, program) and filter (e.g., payee, suspension reason, date range, program, amount range) suspended payments as defined by the Agency.

Wipro EMaaS standard features enable users to sort (e.g., date, amount, and program) and filter suspended payments as defined by the agency.

Financials360 component, Microsoft Dynamics 365 (MS Dynamics), processes and stores all online and automated financial activity in accordance with generally accepted accounting procedures. MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, providing authorized users the ability to create and modify personal views of financial data as defined by the agency. Users can specify filters on any of the displayed fields to sort or reduce the list of financial transactions displayed. For instance, a user may request to view all suspended payments for a specific date range. Below are examples of financial criteria an authorized user may include in a personal view:

- Payee
- Suspension reason
- Date range
- Program
- Amount range

Team Wipro will work with the agency to configure user access and permissions during the design phase.



FSCM112

The Contractor's solution shall have the ability to configure (e.g., add, update, remove) fields/metadata to be collected or stored for financial transactions. Any change to the fields/metadata will have effective date and end dates as defined by the Agency.

Wipro EMaaS provides authorized users the ability to configure (e.g., add, update, remove) fields/metadata to be collected or stored for financial transaction. Any change to the fields/metadata will have effective date and end dates as defined by the agency.

The Financials360 core architecture features the ability to configure fields and metadata to be collected and stored for all financial transaction activity. Every updated or accessed transaction is logged with the date and time of the change. Authorized users designate when audit logging commences, the logging type, and the financial areas to be included by logging processes. Auditing is set on or off at the following levels:

- Business Areas

- Entities
- Security roles
- Fields

All execution details of the batch jobs are stored by time ranges in an execution log for troubleshooting and investigation. Of major significance is that the auditing feature of MS Dynamics is designed to meet the auditing, compliance, security, and governance policies of many regulated enterprises.

HealthRules® component of Claims360 tracks detailed financial and audit log information for every transaction. This information is available in the user interface as well as in the real-time data warehouse for dashboard and reporting purposes.

Team Wipro will collaborate with the agency to configure and define the requirements for task monitoring throughout the life cycle of provider payment processing during requirements sessions with the agency.



FSCM113

The Contractor's solution shall allow authorized users to manually suspend, correct, and release financial transactions based on configurable business rules as defined by the Agency.

Wipro EMaaS standard features enable authorized users to manually suspend, correct, and release financial transactions based on configurable business rules as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, leverages its powerful customer relationship management (CRM) functionality and integration potential to generate configured reports which furnish authorized users with portals that provide direct access to financial data. Team Wipro configures system dashboards that, when published, are visible to everyone in the organization or specific authorized users. One such dashboard can list all financial transactions awaiting payment. The agency defines how to identify unprocessed financial transactions and what financial data is included on the dashboard.

If authorized users require views of financial data specific to their individual daily workflow, they can create personal dashboards by selecting specific financial field components. The agency defines and configures user security levels for all staff members requiring authority to manually suspend, update, and approve or post financial payments.

If the financial transaction is claim based, authorized users access Claims360 workbaskets to view financial transactions that have suspended. User update abilities are directed by their associated security level similar to MS Dynamics.

Team Wipro will collaborate with the agency to configure user security levels and business roles.



FSCM114

The Contractor's solution shall ensure that Payees are eligible for payment before payment is generated, based on configurable business rules which can be specific for Payee type (e.g., Provider, Member, Vendor) or benefit (e.g., non-emergency transportation) as defined by the Agency.

Wipro EMaaS ensures that Payees are eligible for payment before payment is generated, based on configurable business rules which can be specific for Payee type (e.g., Provider, Member, Vendor) or benefit (e.g., non-emergency transportation) as defined by the agency.

Connect360 receives member and provider files from the System Integrator and stores the records in Claims360. A complete history is maintained for all member and provider information. Our financial solution, Financials360, integrates with Claims360 and leverages established business rules to verify member and provider eligibility for the associated benefit. These rules can be configured to halt processing before generating a payment and notify the system or authorized user of the errors encountered.

When processing payment files for vendors not tracked by Claims360, authorized users can assign vendors to specific vendor groups within Financials360. Allowed financial reason codes are associated with the defined vendor groups.

Wipro will work with the agency to define all Payee or benefit group types and their associated business processes.



FSCM115

The Contractor's solution shall provide the ability for authorized users to search all financial transactions at any stage of processing (e.g., suspended, paid) based on one or more attributes (e.g., status, date range, Payee, type, amount range) as defined by the Agency.

Wipro EMaaS provides the ability for authorized users to search all financial transactions at any stage of processing (e.g., suspended, paid) based on one or more attributes as defined by the agency.

Financials360 standard reporting processes of aging financial transaction data provide users a view of all open transactions. This report page lists all open transactions including their statuses and reason codes. Authorized users can select a transaction and drill down to the invoice's detail data.

Financials360 component, Microsoft Dynamics 365 (MS Dynamics), processes and stores all online and automated financial activity. MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, to create standard reports of financial transaction data at various stages of the transaction's life cycle. MS Dynamics' CRM supplies authorized users the ability to create and modify personal audit trail views of financial data. Users can specify filters on any of the displayed fields to sort or reduce the list of financial transactions displayed. For instance, a user may request to view all currently suspended or paid financial transactions during a user-specified time period. Below are examples of searchable financial transaction fields:

- Transaction Status
- Date range
- Payee
- Transaction type
- Transaction amount range

During the requirements phase, Team Wipro will collaborate with the agency to configure user security levels and develop any reporting processes required by the agency that are not standard reporting features.



FSCM116

The Contractor's solution shall allow for multiple lines on a financial transaction and distinct account coding on each line as defined by the Agency.

Wipro EMaaS allows for multiple lines on a financial transaction and distinct account coding on each line as defined by the agency.

Financials360 internal architecture assigns only unique, unduplicated, identification numbers for each transaction. When Financials360 receives payment files, the system leverages various types of posting profiles and definitions that define how accounts payables are matched to vendor invoices. Posting definitions enable a user to assign general ledger accounts and document settings to entities and to specify whether transactions are settled automatically. After the transaction gets posted then an authorized user can post subsequent adjustment journal lines to adjust the original financial transaction. Each of these journal lines are assigned unique numbers and allow for distinct account coding such as fund code, division, speed chart, payee ID, and warrant.

Team Wipro will collaborate with the agency to configure financial transaction business rules.



FSCM117

The Contractor's solution shall have the ability to process recoupments using predefined methodologies (e.g., percentage hierarchy, oldest claim first, payee, provider) based on configurable business rules.

Wipro EMaaS features a configurable platform that provides the ability to process recoupments using predefined methodologies based on configurable business rules.

Claims360 HealthRules Payor tracks detailed provider financial activity, including payables, accounts receivables (AR) and credit balances as appropriate for claims processing. Claims adjustments requiring a recoupment of monies paid create an account receivable within HealthRules. The AR is either automatically recouped from future payments or used to request a refund. Claims ARs are created with a pre-defined priority code that instructs the system to process all ARs based on the priority code hierarchy as defined by the agency.

When Financials360 receives payment files, the system leverages various types of posting profiles and definitions that define how accounts payables are matched to vendor invoices (ARs.) Posting definitions enable a user to assign general ledger accounts and document settings to entities and to specify whether transactions are settled automatically. Authorized users establish the posting hierarchy by assigning priority numbers to entry lines to control the order in which the lines are evaluated when the posting definition is invoked. The lines with the lowest number are evaluated first, starting with 1, and then 2, and so on. If the payment file specifies the provider's payment is in response to a claims recoupment, Financials360 interfaces with Claims360 to apply the payment to the associated claim's AR.

Below are examples of parameters included in recoupment hierarchies:

- Percentage hierarchy
- Oldest claim first
- Payee
- Specific provider or provider group
- Group of procedures
- Claim type

Where a recoupment is preferred, funds are recouped from the next available monies. The provider's remittance advice displays the gross amount to be paid as well as the dollars to be recouped.

During the requirements phase, Team Wipro will work with the agency to define the recoupment business rule methodologies and hierarchies.



FSCM118

The Contractor's solution shall have the ability to allow for Electronic Funds Transfer (EFT) for payments received for drug rebate and provide the detail (e.g., claim detail, dispute detail, invoice detail) as needed to apply to the correct program (e.g., Medicaid, Federal, Supplemental, State Drug Program) as defined by the Agency.

Wipro EMaaS provides the ability to allow Electronic Funds Transfer (EFT) for payments received for drug rebate and provides the detail (e.g., claim detail, dispute detail, invoice detail) as needed to apply to the correct program (e.g., Medicaid, Federal, Supplemental, State Drug Program) as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, can accommodate payment data in multiple unique file formats and is configured to receive EFT drug rebate payment files in layouts defined by the agency. Financials360 matches payments to accounts receivables by drug rebate invoice number, invoice amount and other criteria defined by the agency (e.g., National Drug Code (NDC), drug rebate quarter, rebate indicator.)

Below are examples of financial data appearing on drug rebate EFT payment files.

- Entity number - unique identifying number for each manufacturer
- National Drug Code (NDC) – assigned by Drug Rebate Analysis and Management System (DRAMS)
- Claim identifiers – claim's unique identifier and claim line number
- Invoice number – DRAMS invoice number
- Invoice amount – received from DRAMS
- Calendar year – assigned by DRAMS
- Calendar quarter – assigned by DRAMS
- Disputed amount – manufacturer's amount in dispute
- Interest amount – received from DRAMS
- Invoice payment amount – manufacturer's associated payment amount
- Rebate indicator – rebate program type assigned by DRAMS

During the requirements phase, Wipro will collaborate with the agency to define the layout of import EFT drug rebate payment files to ensure correct application of the payment information to the corresponding rebate program. In addition, Team Wipro develops the required batch job that imports and processes the drug rebate EFT information.



FSCM119

The Contractor's solution shall allow for multiple payments from multiple systems to be applied to one accounts receivable using an established hierarchy as defined by the Agency.

Wipro EMaaS allows for multiple payments from multiple systems to be applied to one accounts receivable using an established hierarchy as defined by the agency.

Within Financials360, Microsoft Dynamics 365 (MS Dynamics) provides authorized users the ability to configure data entities that define the sequence by which imported payments files are processed. Imported payment data is sequenced so the data within each data package is loaded and processed in the specified order, or by the actual order that the imported files are received.

When Financials360 receives payment files, the system leverages various types of posting profiles and definitions that define how accounts payables are matched to vendor invoices. Posting definitions enable a user to assign general ledger accounts and document settings to entities and to specify whether transactions are settled automatically. Authorized users establish the posting hierarchy by assigning priority numbers to entry lines to control the order in which the lines are evaluated when the posting definition is invoked. The lines with the lowest number are evaluated first, starting with 1, and then 2, and so on.

Team Wipro will collaborate with the agency to establish and configure applicable posting hierarchies and profiles.



FSCM120

The Contractor's solution shall have the ability to input data that controls the amount an Entity(e.g. payee, provider) is paid, by uploading a file (e.g., Excel, comma or pipe delimited file) or manual entry as defined by the Agency.

Wipro EMaaS import and export features include the ability to input data that controls the amount an Entity (e.g. payee, provider) is paid, by uploading a file or manual entry as defined by the agency.

The Financials360 robust standard Enterprise Resource Planning (ERP) systems' import and export features are configured to process large comma or pipe delimited payment batch files containing cash control payment data. Data is imported either for individual entities or for a group of logically related entities that are sequenced in the correct order. The file formats vary depending on the type of import. For an entity, possible file formats are an Excel file that is comma-separated, tab-separated, or text. For data packages compressed files are used.

By default, the data import and export process creates a staging table for each entity in the target database. Staging tables let users verify, clean up, or convert data before moving it. Users are able to add specific entities to an import or export job or select a template to fill the job with a list of entities. When selecting an entity, the user must also select the data format to be imported or exported (e.g. Excel, XML, or comma delimited, fixed width). Options are available to sequence, re-sequence, sort or truncate records. MS Dynamics generates Excel templates for the data that requires recurring import processing as defined by the agency.

Additionally, Financials360 provides authorized users the ability to input cash control financial data as defined by the agency.

Within Financials360, component Microsoft Dynamics 365 (MS Dynamics) supports cash control functionality to define transaction limits. Cash control limits (thresholds) prevent transactions from being posted for the payee or provider if no cash balance is available, or if the transaction will cause the balance to fall below the defined limit. Authorized users decide to override cash control if the expenditure must be posted before the funds that will pay for it are received, or when an approved transfer must occur, but the transfer hasn't been entered or posted yet. The agency determines which user groups are authorized to override cash control.

Our solution validates cash account balances for accounts payable invoices and advanced ledger entries. Subsequently, the line item amount is validated against the cash accounts and accounts payable accounts which the line's financial distributions are associated.

Team Wipro will collaborate with the agency to define user security levels, import file layouts and update processes.



FSCM121

The Contractor's solution shall have the ability to manually transfer all or selected Accounts Receivable balances from one payee to another based on Agency configurable business rules.

Wipro EMaaS supports the ability to manually transfer all or selected Accounts Receivable balances from one payee to another based on agency configurable business rules.

The Financials360 standard features provide authorized users the ability to select individual journal lines or all journal lines when manually copying accounts receivable to another payee. After all journal lines are selected, the authorized user copies the original Payee's journal entries to the new entity's journal resulting in the transfer of balances between the two accounts as defined by the agency. Financials360 limits copying of accounts receivable financial data only between similar types of ledger accounts.

Team Wipro will collaborate with the agency to configure business rules for transferring receivable balances and user security levels.



FSCM122

The Contractor's solution shall have the ability to manually and systematically change (e.g., retroactive, prospective, current) FFP for financial programs (e.g., Medicaid, CHIP, MCHIP, Family Planning, Refugee, Breast and Cervical Cancer, Money Follows the Person) as well as other elements (e.g., State Chart of Accounts) as defined by the Agency.

Wipro EMaaS core platform provides the ability to manually and systematically change (e.g., retroactive, prospective, current) Federal Financial Participation (FFP) for financial programs as well as other elements (e.g., State Chart of Accounts) as defined by the agency.

All Claims360 pricing provisions and the associated pricing methodology records are captured by date range and automatically applied during claims adjudication based on dates of service. Current, retroactive and future additions, changes and terminations are electronically loaded or entered in the user interface. All changes are logged in the audit log, and the HealthRules® data model keeps a full history of all old versions of data. For retroactive updates, HealthRules Payor can automatically reprocess any claims affected by the FFP rate change based on configured rules.

In a similar fashion, Financials360 captures all updates to financial transactions by date. Financials360 integrates with Claims360 and leverages the FFP rates stored in Claims360 when processing payments. Storing the FFP rates in a single solution reduces maintenance time and errors, but also ensures identical FFP rates are applied to both financial transactions and claims as defined by the agency. Benefit programs that must calculate FFP amounts include:

- Medicaid
- CHIP
- MCHIP
- Family Planning
- Refugee
- Breast and Cervical Cancer
- Money Follows the Person

For all unposted payments affected by the FFP rate change, the FFP amounts are recalculated in a

process defined by the agency that complies with accounting principles. If the FFP rate change is retroactive and payments have already been posted, the payment must be reversed in Financials360 by adding a new transaction for the amount of the payment to add the liability back to the vendor's account and ultimately in the general ledger.

Team Wipro will collaborate with the agency to define financial transaction and integration business rules when FFP rates change.



FSCM123

The Contractor's solution shall provide an online view of all non-claim based financial transactions that are scheduled for payment but have not been processed for payment as defined by the Agency.

Wipro EMaaS provides an online view of all non-claim based financial transactions that are scheduled for payment but have not been processed for payment as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, leverages its powerful customer relationship management (CRM) functionality and integration potential to furnish authorized users with portals that provide direct access to financial data. An authorized user or developer creates system dashboards visible to everyone in the organization or specific authorized users when published. A dashboard can list all financial transactions awaiting payment. The agency defines the rules to identify unprocessed financial transactions and specifies what financial data is included on the dashboard.

Authorized users can create personal dashboards containing financial data specific to their individual daily workflow.

During the requirements phase, Team Wipro will work with the agency to design user portals, system dashboards, views into financial data, and user security roles.



FSCM124

The Contractor's solution shall systematically reverse all related transactions when a provider payment is cancelled, stale-dated or replaced as defined by the Agency.

Wipro EMaaS core functionality systematically reverses all related transactions when a provider payment is cancelled, stale-dated or replaced as defined by the agency.

Financials360 standard functionality provides the ability to reverse payments that were posted previously to non-claim invoices. This is achieved by posting journal lines that reverse the payment. Payments made electronically cannot be reversed after they have been posted. Instead, a new transaction must be created for the amount of the payment to add the liability back on the vendor's account. There are two methods for reversing posted checks. In one method, reversals are posted immediately when the authorized user requests the reversal. In the other method, the reversal is sent to the check reversal journal where a reviewer can then post or reject the reversal.

Similarly, Claims360 systematically reverses provider payments from claims accounts payables and resets impacted claims so they are available for reprocessing during the next financial cycle as defined by the agency.

During the requirements phase, Team Wipro will collaborate with the agency to configure systematic payment reversals and define all affected transactions.



FSCM125

The Contractor's solution shall process cash receipts (e.g., solicited and unsolicited) from providers and update records as defined by the Agency.

Wipro EMaaS processes cash receipts from providers and updates records as defined by the agency.

Financials360 imports solicited and unsolicited cash receipt and other payment files from Connect360 in layouts defined by the agency. Financials360 relates cash receipts and recoupments (referred to as a credit memo) based on pre-defined receivable and payment posting profiles configured by authorized users. The posting profiles include matching criteria between payments and accounts receivables. When Financials360 systematically processes cash receipts or cash refunds, the posting definition directs the financial module to apply the cash receipt or refund and close one or more debit or credit entries. Authorized users configure posting profile parameters to require payments be applied to the oldest open credit entry automatically, or if the receipt should be applied as defined by other methodologies.

Additionally, Financials360 provides authorized users the ability to manually post full or partial receipt amounts to a specific AR or across multiple ARs. When customer or vendor ledger entries are closed, Financials360 ensures information, such as customer statistics, account statements, and finance charges are correct and balanced.

Team Wipro will work with the agency to configure all cash receipt-processing options.



FSCM126

The Contractor's solution shall allow the Agency to determine which users are authorized to determine if an accounts receivable is applied in full or in part as defined by the Agency.

Wipro EMaaS allows the agency to determine which users are authorized to determine if an accounts receivable is applied in full or in part as defined by the agency.

Financials360 robust security suite predefines numerous roles available for immediate assignment to users with similar responsibilities. If more specific security levels are required, authorized users can configure heightened security roles as defined by the agency. One of these new security roles could allow only designated users to define posting profiles which direct when the transaction is applied in full or only in part.

Team Wipro will work with the agency to define user security roles and their relationship to posting profiles.



FSCM127

The Contractor's solution shall have the ability to send recoupment notifications to the appropriate payee, department/division and system(s) in electronic or paper format based on the recipients communication preferences and as defined by the Agency.

Wipro EMaaS provides the ability to send recoupment notifications to the appropriate payee, department/division and system(s) in electronic or paper format based on the recipient's communication preferences and as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component within the Financials360 component leverages aging period definitions to analyze the maturity of customer and vendor accounts based on a requested date. Authorized users have the ability to define multiple aging periods that include the period name, unit, and interval for each aging period. For each defined period in the aging period definition, an aging snapshot detail record is created. Transactions are assigned to an aging period, such as 30 days past due. The date is relative to the aging date specified in the snapshot. Each snapshot detail record contains the aging period ID and the total amount of the transactions with dates that are in the aging period. Each payee receives a snapshot header and detail records that correspond to each period in the aging period definition.

Financials360 has core internal processes that export financial recoupment notifications to appropriate entities or internal business processes. The agency may configure MS Dynamics vendor and customer groups to contain indicators or codes that distinguish payee types. Payee types include:

- Providers
- Members
- State agencies
- Other internal and external systems

Each entity can select a communication preference code designating either electronic or paper format. MS Dynamics always verifies this communication preference before exporting financial information systematically or per user request.

Reminder icons, emails or other notifications are generated and posted to the provider portal or delivered per the provider's notification preference. Team Wipro will work with the agency to design the notifications and configure all notice periods.



FSCM128

The Contractor's solution shall provide an online history view of all transactions (e.g., payments, transfers, charges, credits) made during a user-specified time period for each payee as defined by the Agency and in accordance with generally accepted accounting procedures.

Wipro EMaaS provides an online history view of all transactions (e.g. payments, transfers, charges, credits) made during a user-specified time period for each payee as defined by the agency and in accordance with generally accepted accounting procedures.

Microsoft Dynamics 365 (MS Dynamics) component, within Financials360, processes and stores all online and automated financial activity in accordance with generally accepted accounting procedures (GAAP.) MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, providing authorized users the ability to create and modify personal audit trail views of financial data. For instance, a user may request to view all financial transactions performed for specific payees during a user-specified time period. Financial transactions displayed in the view can include:

- Payments
- Transfers
- Charges
- Credits

MS Dynamics provides the capability for users to share personal views and reports amongst users. Each user has the ability to apply filters to limit the displayed records.



FSCM129

The Contractor's solution shall create, store, and maintain amortization schedules for repayment of recoupments (i.e. payee overpayment) as defined by the Agency.

Wipro EMaaS creates, stores, and maintains amortization schedules for repayment of recoupments (i.e. payee overpayment) as defined by the agency.

Financials360 allows authorized users to provide accruals for certain expenses for a specific number of periods. Amortization schedules are calculated and stored within the Microsoft Dynamics 365 (MS Dynamics) component whenever authorized users define payment schedules for the specific accounts receivable (AR). The minimum fields required on a repayment schedule are:

- Payment schedule number and description
- Account document number – invoice or debit memo number
- Schedule document date – original invoice date which corresponds to the General Ledger posting date
- Schedule amount – original invoice remaining balance amount
- Interest type – simple or compound interest
- Number of payments - total number of payments
- Payment frequency – Payee's payment frequency

After all required fields are entered; MS Dynamics calculates the amortization schedule. Authorized users can then post payments to the payment schedule individually or multiple payments at one time.

Team Wipro will collaborate with the agency to identify amortization schedule processes, storage fields, and to assign security levels for authorized staff to create payment schedules.



FSCM130

The Contractor's solution shall have the capability to establish an annual expenditure allowance by category (i.e. funding type, program category) for claims according to the timeframe designated for the program or waiver as defined by the Agency.

Wipro EMaaS provides the capability to establish an annual expenditure allowance by category (i.e. funding type, program category) for claims according to the timeframe designated for the program or waiver as defined by the agency.

Financials360 supplies a robust chart of accounts containing fund types that follow Generally Accepted Accounting Principles (GAAP). Fund types are categories that group funds for detailed fiscal tracking and reporting. Authorized users can configure fund types to represent specific fund types and program categories. The fund types under the GAAP for state and local governmental accounting are:

- General
- Special revenue
- Capital project
- Debt service
- Enterprise
- Internal service

- Trust
- Agency

In addition, authorized users specify the budgeting period timeframe and associated annual expenditure allowance per category as defined by the agency. Financials360 leverages its Power BI reporting component to identify, track and calculate total claim payment amounts for all claims meeting the specific waiver or program criteria. Financials360 monitors fund balances and notifies authorized users if posting of waiver claims payments or other financial transactions reaches or exceeds their established allowances as defined by the agency.

Team Wipro will collaborate with the agency to configure processes to identify claims for each program category and funding type, establish claims resolution business actions when annual expenditure allowances are exceeded, and user notification procedures.



FSCM131

The Contractor's solution shall have the capability to establish an annual threshold allowance for claims according to the timeframe designated for the program or waiver as defined by the Agency.

Wipro EMaaS provides the capability to establish an annual expenditure allowance by category (i.e. funding type, program category) for claims according to the timeframe designated for the program or waiver as defined by the agency.

A core function of Financials360 is supporting budget controls and analysis. Budget control supports management of an organization's financial resources through configured internal parameters. Authorized users specify the budgeting period timeframe and associated annual threshold allowance per category as defined by the agency. Budget cycles often correspond to fiscal calendars but can span fiscal years. Financials360 leverages its Power BI component to monitor financial cycle amounts and notify authorized users if posting of claims payments or other associated claims financial transactions exceed their established threshold as defined by the agency.

Budget control supports management of an organization's financial resources through:

- Chart of accounts
- Workflows
- User groups
- Source documents and journals
- Configurable calculation of available funds
- Budget cycles
- Threshold amount

Financials360 leverages the Power BI reporting component to identify, track and calculate total claim payment amounts for all claims meeting the specific waiver or program criteria. Financials360 monitors fund balances and notifies authorized users if posting of waiver claims payments or other financial transactions reaches or exceeds their established allowances as defined by the agency.

Team Wipro will collaborate with the agency to configure processes to identify claims for each program category and funding type, establish claims resolution business actions when annual thresholds are exceeded, and user notification procedures.



FSCM132

The Contractor's solution shall have the ability to make payments for the Electronic Health Records Incentive Programs payments as defined by the Agency.

Wipro EMaaS provides the ability to make payments for the Electronic Health Records Incentive Programs payments as defined by the agency.

Financials360 offers flexible processes that are configured to produce Electronic Health Records (EHR) incentive payments through manually keyed data or a batch process to import a data file. Before creating the payment, both manual and batch processes verify the designated payments are for providers authorized by the National License Repository (NLR) using criteria defined by the agency. After the payment request has been entered, the payment proposal functionality retrieves open EHR transactions for payment generation. A check file is systematically formatted or, in case of electronic payment, a file for the bank is prepared and includes data defined by the agency. These incentive payments may be identified and tracked by specific financial transaction reason codes defined by the agency.



FSCM133

Contractor's solution shall have the ability to track specific AR's by case number for the Office of the Inspector General as defined by the Agency.

Wipro EMaaS provides users the ability to track specific AR's by case number for the Office of the Inspector General as defined by the agency.

Financials360 is a flexible platform that contains pre-determined business financial codes that are assigned to transactions. In addition to these extensive accounting codes, an authorized user can configure User Defined Terms (UDTs) as criteria to further distinguish financial transactions. Case number and an indicator designating ‘Office of the Inspector General’ are possible UDTs defined by the agency that are stored on both accounts receivables and accounts payables. All financial codes and UDTs are made available for users to select in their custom-designed views and reports.



FSCM134

The Contractor's solution shall recoup or apply a receipt to any Accounts Receivable balance and the receipt and recoupment should be updated with the details from one or more account receivable(s) attributes of the AR (e.g. COS, FFP, Dept ID, Program) for which the recoupment and receipt have been applied based on Agency defined business rules.

Wipro EMaaS financial platform recoups or applies a cash receipt to any Accounts Receivable (AR) balance and the receipt or recoupment is updated with the details from one or more account receivable(s) attributes of the AR for which the recoupment and receipt has been applied based on agency defined business rules.

Financials360 relates cash receipts and recoupments (referred to as a credit memo) based on pre-defined receivable and payment posting profiles. Available posting profile parameters include:

- Category of Service (COS)
- Federal Financial Participation (FFP)

- Department or Agency Identifier
- Benefit or Agency program indicator
- Effective dates

If the agency requires additional terms to further distinguish an AR, authorized users can define and assign these terms according to the agency's business rules.

When Financials360 systematically processes cash receipts or cash refunds, the posting definition directs the financial module to apply the payment and close one or more debit or credit entries. Authorized users configure posting profile parameters to require payments to be applied to the oldest open credit entry automatically, or if the receipt should be applied manually.

Additionally, Financials360 provides authorized users the ability to manually post full or partial receipt amounts to a specific AR or across multiple ARs. When customer or vendor ledger entries are closed, Financials360 ensures that information such as customer statistics, account statements, and finance charges are correct.

Team Wipro will work with the agency to define receipt and recoupment categories and associated business rules during the requirements phase.



FSCM135

The Contractor's solution shall receive, capture, store, maintain, display, and track various types of fees (e.g., Hospital Fees, Nursing Home Provider Fees, etc.) for providers and non-providers based on manually entered or uploaded files of fees assessed or collected, and assign a unique identifier for each fee as defined by the Agency.

Wipro EMaaS receives, captures, stores, maintains, displays, and tracks various types of fees (e.g., Hospital Fees, Nursing Home Provider Fees, etc.) for providers and non-providers based on manually entered or uploaded files of fees assessed or collected, and assigns a unique identifier for each fee as defined by the agency.

HealthRules Payor within our Claims360 component supports complex provider contracting with a configurable hierarchy of pricing provisions and a wide array of pricing methodologies including:

- Complex fee tables (with fees variable by Point of Sale (POS), modifiers, age, gender, county, state or zip area)
- Resource-Based Relative Value Scale (RBRVS)
- Provider assessment fees
- Usual, Customary, and Reasonable (UCR)
- Medicare anesthesia
- Usual and customary (U&C) anesthesia
- Contracted anesthesia
- Percent of billed
- Per unit
- Per day
- Per confinement
- Per episode of care
- Durable Medical Equipment (DME) pricing
- Medicaid fee schedules
- Medicare fee schedules
- Per diem

- Diagnosis Related Group (DRG)
- Case rate based on event or service provided (with or without carve out)
- Ambulatory Patient Classification (APC)
- Ambulatory Patient Group (APG)
- Resource Utilization Groups (RUGs)
- Medicare Prospective Payment System (PPS) pricing
- American Society of Anesthesiologists (ASA) (Anesthesia Pricing)
- Episodic (EPS) pricing
- Percentages of different pricing tables/methodologies
- Modifier adjustments
- Multiple procedure adjustments

In addition, HealthRules® provides user screens for manual entry of fee schedules as defined by the agency. HealthRules® distinguishes each fee type by unique identifiers also defined by the agency. Wipro will work with the agency to define any other types of fee schedules.



FSCM136

The Contractor's solution shall have the ability to allow Nursing home to enter patient days, generate an invoice (e.g. based on the days submitted, provider tax), track payments not received and auto generate a reminder or a notification based on the provider's chosen notification method to those who have not submitted their patient days as defined by the Agency.

Wipro EMaaS enables Nursing home providers to enter patient days, generate an invoice (e.g. based on the days submitted, provider tax), track payments not received and auto generate a reminder or a notification based on the provider's chosen notification method to those who have not submitted their patient days as defined by the agency.

Engage360 interacts with Microsoft Dynamics 365 (MS Dynamics) component of Financials360 to enable providers to generate nursing home invoices for patient days by following these steps:

1. Access the Provider portal
2. Select the option to key Nursing home days
3. Modify each patient’s number of days of residence

The information entered by the provider is passed to Financials360. On a schedule defined by the agency, MS Dynamics generates aggregated nursing home provider invoices. Applicable provider tax is calculated, totaled and stored for each provider.

MS Dynamics imports and applies nursing home provider payments to associated invoices by invoice number, financial reason code and other identifiers as defined by the agency. However, if no payment has been received within the specified time frame, MS Dynamics generates past due notices at intervals defined by the agency. In addition, MS Dynamics’ robust reporting capabilities provide the means to identify which providers are delinquent in entering their patient days. Possible solutions to identify missing patient days are:

- Comparison of provider numbers on generated invoices with active nursing home provider numbers
- Comparison of current provider’s invoice with provider’s previous invoices
- Other criteria defined by the agency

Wipro EMaaS is configured to ensure providers have the maximum opportunities to submit their patient days. Reminder icons, emails or other notifications are generated and posted to the provider

portal or delivered per the provider's notification preference. Team Wipro will work with the agency to design the notifications, configure the notice periods, and develop the batch and online processes required to provide all functionality for this requirement.



FSCM137

The Contractor's solution shall allow the state to manually add interest to any outstanding fees as well as manually add, change, and delete amounts owed as defined by the Agency.

Wipro EMaaS allows the State to manually add interest to any outstanding fees as well as manually add, change, and delete amounts owed as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component within Financials360 contains interest code with settings that determine when interest is charged and how it is calculated on overdue accounts. Users can set up a single interest code and apply it to multiple customer posting profiles, billing codes, or to specific invoice lines. When the interest code details are changed, all features that use the code automatically implement the changes on new transactions. For each interest code, users can set up two types of rates:

- Rates for interest earnings - these represent revenue that is earned by charging interest on invoices or interest notes
- Rates for interest payments - these represent the cost that is paid for interest on credit notes

Both of these rate types can exist at the same time and in the same interest code. Interest rates are based on a percentage, amount or range, which results in a single percentage or amount.

When an interest code is used to calculate interest, a separate interest note is created for each interest rate that is in effect during the time that the payment exceeded the transaction due date. Authorized users can manually add, change and delete the remaining balance on the accounts receivables by applying payment lines with agency-defined reason codes.



FSCM138

The Contractor's solution shall have the ability to identify and track payees with AR balances and the payee status (e.g., uncollectable, Demand Letter, Program Integrity review) as defined the Agency.

Wipro EMaaS provides the ability to identify and track payees with Account Receivable (AR) balances and the payee status (e.g., uncollectable, Demand Letter, Program Integrity review) as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics), a component of Financials360, leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, to furnish authorized users with portals that provide interactive data visualization and direct access to financial data. A user with administrative privileges creates system dashboards that are visible to everyone in the organization or specific authorized users when published. For example, a system dashboard can list all account receivables with unpaid balances for specific payees. Authorized users have the ability to apply filters to limit the visible data inside their personally configured view of the dashboard. For instance, an authorized user applies a filter to list the ARs with the reason codes below:

- Uncollectable
- Demand Letter

- Program Integrity review

In addition, MS Dynamics exposes the accounts receivable's detail whenever users drill down.

Team Wipro will work with the agency to define criteria to identify and track payees with outstanding AR balances and specific financial reason codes.



FSCM139

The Contractor's solution shall have the ability to apply a provider refund check to applicable claim(s) and systematically reduce the corresponding Accounts Receivables as defined by the Agency.

Wipro EMaaS provides the ability to apply a provider refund check to applicable claim(s) and systematically reduce the corresponding Accounts Receivables as defined by the agency.

HealthRules® component of Claims360 tracks claim related provider financial activity, including payables, receivables and credit balances. Detailed claims data is linked to each refund receivable record, including the related entities (provider, claim, member, etc.) and either the payment(s) from which the refund was recouped or the refund payment(s) received.

Cash receipts are created in the system for further processing. The cash receipts are manually entered by the users based on checks received or automatically created from checks received from other agencies through Connect360. EMaaS systematically processes all check files received from the provider. Authorized users can initiate the refund process for any unused funds from the cash receipts and process payments back to providers.

Team Wipro will work with the agency to configure refund check workflow and application processes.



FSCM140

The Contractor's solution shall identify and prevent claims that have had a cash receipt previously applied from being subsequently adjusted as defined by the Agency.

The Wipro EMaaS solution identifies and prevents claims that have had a cash receipt previously applied from being subsequently adjusted as defined by the agency.

HealthRules® component of Claims360 associates provider financial activity to claims. Detailed claims data is automatically linked to each receivable and cash receipt record, including the related entities (provider, claim, member, etc.). Because of these financial and claims relationships, HealthRules® promptly identifies claims that had previous cash receipts applied and disallows further adjustment of those claims as defined by the agency.



FSCM141

The Contractor's solution shall have the ability to identify and apply configurable financial reason codes to specific financial transactions as defined by the Agency.

Wipro EMaaS provides the ability to identify and apply configurable financial reason codes to specific financial transactions as defined by the agency.

Reason codes are standardized codes that provide background information about the financial

transaction. Authorized users assign and maintain financial reason codes to accounts payables, accounts receivables and bank transactions within Financials360. For accounts receivable, users have the option to set up parameters to require reason codes when transactions are reversed, canceled, returned, or other instances as defined by the agency. Both financial reason codes and return reason codes are used with accounts receivables, especially with free text invoices, reversals, and cancellations.

In addition, users can enter a reason comment to describe the action taken based on the reason code. Although users can set up default reason comments for each reason code, all reason comments are optional.



FSCM142

The Contractor's solution shall be able to refund withholding without affecting the 1099 balances using specific refund reason codes as defined by the Agency.

Wipro EMaaS provides the capability to refund withholding without affecting the 1099 balances using specific refund reason codes as defined by the agency.

Within Financials360, authorized users assign and maintain financial reason codes and associated descriptions to provide special processing instructions for some types of financial transactions. For accounts receivable, users have the option to set up parameters to require refund reason codes when the previously withheld amounts are to be refunded without affecting the 1099 balance as defined by the agency.

Team Wipro will work with the agency to define all refund withholding financial reason codes and associated financial processes.



FSCM143

The Contractor's solution shall allow for holding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty, provider, payee, program, or aid category) based on configurable business rules.

Wipro EMaaS provides options for holding partial or full payments (e.g., reduce payment by percentage or by set amount, hold payments for a specific Provider type or specialty, provider, payee, program, or aid category) based on configurable business rules.

Financials360 innovative platform provides several configurable options to withhold or reduce payments. Some of the withhold functions that are applied systematically are:

- Workflows – intercept payments
- Blocking of accounts – no transaction is allowed for the customer, including payments
- Posting profile parameters:
  - Percentage reduction
  - Amount reduction
  - Vendor or customer type

The Financials360 design empowers authorized users to configure workflow processes that interrupt the automatic update of accounts receivables. Based on the configuration of the workflow, the receivable is routed to a specific business unit or user for manual review and approval. Authorized users enable workflows and can disable the workflow when its function is no longer required.

In addition to blocking a customer or vendor, authorized users can set a customer or vendor receivable transaction on hold in connection with staff reminders.

When processing claims, Claims360 supports withholding claim payments. HealthRules Payor includes comprehensive payment processing and tracking. HealthRules® payables are typically system-generated or can be manually created as needed. Payables supported include claims, capitation, commissions and liens.

Payment cycles are configured to run on a routine, recurring basis. Options available in payment cycle scheduling include but are not limited to the following:

- Claim source
- Service billed
- Supplier (pay-to/vendor) type
- Claim type
- Network
- Benefit plan
- Line of business

The payment cycles are configured to run on specific day of the month, specific date of the week, or daily. The payment date can also be configured for a number of days after the scheduled run to allow for correct calculation of interest and check payment dates. Authorized users can configure additional rules to further control payment selections such as claim review criteria established for accounts, members or providers to hold payments for specified types of claims for defined periods of time.

Team Wipro will collaborate with the agency to define payment reduction and holding criteria according to agency business rules.



FSCM144

The Contractor's solution shall calculate 1099s based on Federal Employee Identification Number (FEIN) or Social Security Number (Tax ID) and accumulate all payments to the same Tax ID on a single 1099 as defined by the Agency.

Wipro EMaaS calculates 1099s based on Federal Employee Identification Number (FEIN) or Social Security Number (Tax ID) and accumulates all payments to the same Tax ID on a single 1099 as defined by the agency.

Capturing and tracking 1099 tax information is an intrinsic function within Financials360. When a user establishes a provider or member (referenced as ‘vendor’ inside Microsoft Dynamics (MS Dynamics) component of Financials360), a Tax ID (FEIN or SSN) is assigned to each vendor. For vendors set to require a 1099, the financial amounts are accumulated throughout the year. As payments are settled against invoices containing 1099 information, amounts are tracked at the invoice line level. Even after payments are settled against an invoice, an authorized user can modify any 1099 amount. Some invoice lines require 1099 tracking whereas others do not as defined by the IRS regulations. A user can remove the 1099 settled option for any invoice line that does not require 1099 tracking.

Conversely, authorized users can also create a new 1099 transaction that is not associated with an invoice. If the user sets up a 1099 vendor during the calendar year after transactions have already processed for a non-1099 vendor, users can update the previous transactions to be tracked as 1099 transactions.

Authorized users may preview vendor 1099 accumulations before official 1099s are produced by requesting 1099 summary and detail reports. If a duplicate vendor card was established in error for the same vendor, an authorized user can combine the two vendor records so only one 1099 is issued. After any changes are made, MS Dynamics transmits final 1099 tax information by electronic methods for future printing or mailing. MS Dynamics is configured to create 1099 data export files on a schedule and in formats as requested by the agency.



FSCM145

The Contractor's solution shall provide the capability to void stale dated checks manually and automatically at a time period defined by the Agency.

Wipro EMaaS inherently provides the capability to void stale dated checks manually and automatically at a time period defined by the agency.

Our financial solution, Financials360, supports issuance and voiding of checks as a standard feature. Authorized users can cancel non-posted checks after they have been printed or issued by selecting the void check action inside the vendor's payment journal. If the check has been posted, the check must be voided from the bank ledger. Authorized users select the check they want to void and include a reason code. The associated vendor invoice is reopened and available for settlement against a new payment journal.

Recurring batch jobs are configured to automatically void checks that have not cleared within a time period defined by the agency. Team Wipro will collaborate with the agency to define automated check cancellation time periods and user security levels.



FSCM146

The Contractor's solution shall have the ability to issue an amended 1099 and retain the original 1099 as defined by the Agency.

Wipro EMaaS provides the ability to issue an amended 1099 and retain the original 1099 as defined by the agency.

Wipro EMaaS, Financials360, empowers authorized users to correct vendor 1099 amounts and assign any corrected IRS 1099 code so the total 1099 amounts are reflected appropriately. Additionally, Financials360 provides an option to run a vendor 1099 validation report aiding the user in previewing their 1099 changes before creating a print file or actually printing the amended 1099. In addition to manually adjusting vendor 1099 amounts, Financials360 provides the ability to make mass 1099 changes. Financials360 retains all originally generated and amended 1099 data for the length of time specified by the agency.



FSCM147

The Contractor's solution shall allow for Accounts Receivable balances to be partially adjusted as defined by the Agency.

Wipro EMaaS allows partial adjustment of Accounts Receivable (AR) balances as defined by the agency.

Financial transaction reason codes and associated descriptions are inherent within our financial solution, Financials360. Authorized users can configure financial reason codes that direct financial processes to partially adjust the amount of the accounts receivable systematically per the agency's business requirements. In addition, authorized users can apply reason codes to reduce the balance of the accounts receivable manually.

Similarly, if a payment is received that is less than the total amount of the accounts receivable, the invoice is partially settled with the payment, but the invoice remains open and shows a balance.

Wipro will collaborate with the agency to define all reason codes that adjust accounts receivable balances and include associated reason code descriptions.



FSCM148

The Contractor's solution shall maintain, process, store, and track capitation payments on a frequency defined by the Agency.

The Wipro EMaaS solution maintains, processes, stores and tracks capitation payments on a frequency defined by the agency.

Wipro EMaaS Claims360 component creates capitation payments by automatically identifying eligible members currently enrolled with an active Managed Care Organization (MCO) and each member's corresponding benefit packages. Capitation arrangements can vary by line of business and many other factors. Per Member Per Month (PMPM) capitation payments are calculated based on detailed selections within member records that can capture multiple provider relationships with specified timespans for each relationship.

Claims360 HealthRules Payor is configured to support multiple criteria when determining the corresponding capitation rate. Examples of member risk tier attributes comprising capitation rates include:

- Member's gender
- Member's age range
- Member's benefit plan
- Member's zip code/county
- Member's enrolled MCO

Other configurable factors when determining capitation payments:

- Members who are deceased, dis-enrolled, or whose enrollment has been terminated are excluded from the monthly MCO capitation process. If any enrollment dates are backdated, the system automatically recovers previous payments that extend past the enrollment period's end date, or as defined by the agency.
- Member's birthdate falls within the same time period as the capitation cycle. If the member's new age moves the member to a new rate segment, the capitation payments are split into two separate payments. The first capitation payment is priced with the original rate and the second claim is reimbursed at the capitation rate corresponding to the participant's new age.

HealthRules Answers data warehouse stores capitation payments for a time period specified by the agency. Therefore, historical capitation payments are adjusted or recovered in their entirety based on configured rules. Detailed capitation payment reports and output files for generation of the payments are produced during the payment cycle in a configuration defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) module within our financial component, Financials360,

imports the capitation payment file and creates journal entries for inclusion in the provider's check amount and remittance advice. Additionally, MS Dynamics' powerful reporting tool, Power BI, accesses capitation payment data for tracking and expanded reporting purposes as defined by the agency.



FSCM149

The Contractor's solution shall update each recoupment (e.g., payment amount, interest accrued this period, interest accrued to date, and receivable balance) after a payment is applied to the receivable, as defined by the Agency.

The Wipro EMaaS solution's accounting processes update each recoupment (e.g., payment amount, interest accrued this period, interest accrued to date, and receivable balance) after a payment is applied to the receivable, as defined by the agency.

The Financials360 architecture is based on Generally Accepted Accounting Principles (GAAP) whereby internal processes inherently update associated accounts receivable amounts as defined in the payee's payment posting profiles. Authorized users configure posting profiles when setting up vendor and customer accounts. These posting profiles include settings for the following:

- matching criteria between payments and accounts receivable
- automatic or manual settlement
- calculated or adjusted interest
- issuance of collection letters as defined by the agency

Team Wipro will collaborate with the agency to configure payment-posting profiles and define interest calculation and accrual processes per agency business rules.



FSCM150

The Contractor's solution shall maintain a historical record of recoupments (e.g., original amount due, interest by period, total accrued interest, payments received, and current balance) as defined by the Agency.

Wipro EMaaS maintains a historical record of recoupments as defined by the agency.

Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, provides sophisticated audit features that log all changes to financial transactions. Both manual and systematic updates are captured which allows users to track changes made to financial transactions. MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, to furnish authorized users with portals that provide interactive data visualization and direct access to recoupment financial data. Authorized users can create personal views of the logged data and establish filters to drill down to specific transactions. View of recoupment log data for the authorized users can include:

- Original recoupment amount due
- Interest by period
- Total accrued interest
- Payments received
- Current balance
- Payee
- Financial reason code

Team Wipro will collaborates with the agency to define historical log data and retention periods during the design phase.



FSCM151

The Contractor's solution shall create and maintain positive or negative balance of a receivable; in the event of overpayment of a recoupment, use the recoupment data (e.g., payer, recoupment number, etc.) to create a payout as defined by the Agency.

Wipro EMaaS maintains the positive or negative balance of a receivable and, in the event of overpayment of a recoupment, uses the recoupment data to create a payout as defined by the agency.

Financials360 provides authorized users the option to specify if the system creates a payment line for the credit note if the accounts receivable (AR) balance is negative. Retaining the credit note line provides users direct visibility into all transactions affecting the AR balance amount. When an overpayment occurs, Financials360 creates an AR for the exact amount of the credit balance to track and maintain recovery of the excessive dollars paid to the entity. The reimbursement process removes the credit balance for the customer account and creates a balance due for the vendor account that corresponds to the entity. The credit amounts are transferred to the vendor accounts of the entity and are processed as ordinary payments. If the entity doesn't have a vendor account, a one-time vendor account is automatically created. In accounts payable processing, Financials360 creates an associated payment for the vendor invoices that were created by the reimbursement process. This payment is formatted as a payout to the entity as defined by the agency.

Team Wipro will collaborate with the agency to configure the overpayment process and define any associated overpayment batch processes.



FSCM152

The Contractor's solution shall have the capability to bypass the automatic update of a receivable and route to a business unit for manual review based on configurable business rules as defined by the Agency.

Wipro EMaaS provides the capability to bypass the automatic update of a receivable and route to a business unit for manual review based on configurable business rules as defined by the agency.

Posting definitions are fundamental processes within Financials360 that control the posting of transactions to the general ledger. Authorized users configure posting profiles that are invoked to direct financial processing for groups of transactions. For instance, if a user requires exception processing that supersedes the automatic update function of select accounts receivables, the authorized user will define a new posting profile for those specific transactions with the settlement toggle cleared. By removing the settlement value, an authorized user must manually settle the transaction. Team Wipro will collaborate with the agency to define posting profiles, definitions and exception processing based on business rules.

Financials360 innovative workflow processes enable authorized users to configure workflow processes that interrupt the automatic update of accounts receivables. Based on the configuration of the workflow, the receivable is routed to a specific business unit or user for manual review and approval. Authorized users enable workflows and can disable the workflow when its function is no longer required.



FSCM153

The Contractor's solution shall provide, maintain, and apply a configurable workflow to systematically route financial transactions for review and approval as defined by the Agency.

Wipro EMaaS provides, maintains and applies configurable workflows to systematically route financial transactions for review and approval as defined by the agency.

Financials360 integrative workflows connect business-process tasks performed by different users.

System tasks, such as automatic posting, are included as steps in workflows, preceded or followed by user tasks. Requesting and granting approval to create new records are typical workflow steps. When financial transactions are configured to require approval, the solution sends an approval request to the appropriate approver as part of the workflow according to the approver's notification schedule.

Notifications are delivered according to notification settings for the receiver, not the sender.

During the requirements phase, Team Wipro will work with the agency to assign security levels to all authorized workflow users and approval users.



FSCM154

The Contractor's solution shall allow recoupments to be applied at the claim line item detail level as defined by the Agency.

Wipro EMaaS allows recoupments to be applied at the claim line item detail level as defined by the agency.

HealthRules® component of our Claims360 component tracks detailed provider financial activity, including payables, receivables and credit balances. Claims adjustments are applied at the claim line level or for the entire claim. Adjustments requiring a recoupment of monies paid create an account receivable within HealthRules.

The accounts receivable is either automatically recouped from future payments or used to request a refund from the provider. Where a recoupment is preferred, funds are recouped from the next available monies. The provider's remittance advice displays the gross amount to be paid and the balance to be recouped.

Team Wipro will work with the agency to define claims recoupment processes during the design phase.



FSCM155

The Contractor's solution shall support the monitoring, verification, and validation of the timeliness and accuracy of all payouts for services (e.g., regular audits by state and federal auditors, an independent auditor) as defined by the Agency.

Wipro EMaaS supports the monitoring, verification, and validation of the timeliness and accuracy of all payouts for services (e.g., regular audits by state and Federal auditors, an independent auditor) as defined by the agency.

Financials360 leverages several tools to assist authorized users in managing data and responding to audit requests. One of these is the auditing feature, which enables users to track changes made to

financial data. If auditing is enabled, customer relationship management (CRM) software automatically creates logs for all tracking-enabled fields. This function displays any changes that have been made and before and after data. The auditing feature enables authorized users to:

- Analyze the history of a particular record
- View a summary of all changes
- Track when a user accessed CRM
- Comply with regulation standards
- Analyze user actions in order to improve business processes

Authorized users can also manage audit periods and intervals depending on business and audit requirements as defined by the agency. Examples of recoupment fields to be selected for historical retention include:

- Original amount due
- Interest by period
- Total accrued interest
- Payments received
- Current balance

User security roles define whether or not a user can access an audit history. These security roles include:

- View Audit History
- View Audit Summary
- View Audit Partitions
- Delete Audit Partitions

Team Wipro will assist the agency in defining user security roles and determining audit history retention requirements.



FSCM156

The Contractor's solution shall withhold the federal share of payouts to Medicaid providers to recover Medicare overpayments as defined by the Agency.

Wipro EMaaS is configured to withhold the federal share of payouts to Medicaid providers to recover Medicare overpayments as defined by the agency.

Claims360 provides the ability to configure designated account codes as federal share. During the claims adjudication process, every claim or claim line is assigned an account code. Claims meeting federal share guidelines are assigned federal share account codes. During the financial cycle, each claim line includes a breakdown of the portion of the excessive dollars that are Federal versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. The Federal share portion of total claims amount is calculated and accumulated for each provider during the financial cycle.

Similarly, our financial solution, Financials360, allows authorized users to define federal share financial reason codes and apply these federal share codes to financial transactions. When an overpayment occurs, Financials360 produces an account receivable (AR) to track and maintain recovery of the excessive dollars paid to the entity. This AR information includes a breakdown of the portion of the excessive dollars that are Federal versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. In addition, Financials360 is configured to import a

file of provider numbers and their associated federal share amounts in order to create accounts receivables to withhold future federal share monies as defined by the agency.

Team Wipro will collaborate with the agency to configure federal share account codes and define any associated batch processes that support the withholding and recovery of federal share monies.



FSCM157

The Contractor's solution shall process replacements for lost or stolen warrants and update records with new warrant information as defined by the Agency.

Wipro EMaaS processes replacements for lost or stolen warrants and update records with new warrant information as defined by the agency.

Our financial solution, Financials360, is capable of enabling users to manually correct warrant invoices that have already been posted. The user cancels the original invoice by assigning a reason code for the cancelation from the list of agency-defined codes. Immediately upon posting the correction, the system cancels, credits and produces three invoices:

- Original invoice – The invoice that includes the information that required correction
- Canceling invoice – The system-generated credit invoice created to cancel the original invoice
- Corrected invoice – The invoice that contains the corrected invoice information

All associated financial records that contained the original invoice information now reference the corrected invoice as defined by the agency.



FSCM158

The Contractor's solution shall create accounting extract files in a format that is suitable for upload to a third-party accounting system as defined by the Agency.

Wipro EMaaS creates accounting extract files in a format that is suitable for uploading to a third-party accounting system as defined by the agency. During the requirements and design phase we will collaborate with the agency to define the appropriate format.

The Financials360 flexible export features enable a user to extract financial data manually or by establishing recurring jobs. Users can add pre-defined data entities to the export job to extract only the appropriate financial data for the third-party entity. When selecting a data entity, the user must also select the exported data format (e.g. Excel, XML, or comma delimited, fixed width.)

Prior to the transfer of data Financials360 provides users the ability to the following:

- sequence, re-sequence, sort or truncate records
- verify, clean up, or convert data

Export jobs are run one time or recurring based on a schedule defined by the agency. All execution details of the export jobs are stored by date timestamp ranges in an execution log for troubleshooting and investigation.



FSCM159

The Contractor's solution shall store sufficient accounting transaction detail to ensure that accounting transactions for each drug rebate program administered under the contract can be uniquely identified and maintained separately as defined by the Agency.

Wipro EMaaS stores sufficient accounting transaction detail to ensure that accounting transactions for each drug rebate program administered under the contract can be uniquely identified and maintained separately as defined by the agency.

EMaaS Financials360 provides multiple inherent options to differentiate drug rebate financial transactions from all other types of financial transactions. One option is to set up a vendor group for each drug rebate program. After the vendor group is defined, authorized users associate individual drug rebate manufacturers (referenced as 'vendors' in Financials360 component Microsoft Dynamics 365 (MS Dynamics)) to the specific vendor group as defined by the agency. Vendors having any of the following parameters in common can be assigned the same vendor group:

- Terms of payment
- Settle period
- Inventory posting ledger accounts
- Default ledger accounts

Users realize the following benefits when defining one shared vendor group for each drug rebate program:

- Authorized users need to create and maintain only one vendor record for each vendor, minimizing data entry and improving data integrity.
- Authorized users can view vendor balances by company or by vendor group.
- Authorized users can generate one consolidated vendor list.
- Authorized users can take advantage of pay groups, which allows consolidation of payments from multiple companies and send a single payment to a vendor.
- 1099 process can produce only one 1099 for each manufacturer even if the manufacturer has multiple labelers.
- Authorized users can still set defaults at the vendor level; the defaults do not need to be the same for all vendors sharing the vendor group. For example, authorized users can assign a unique cash code or invoice accrual code to each manufacturer that shares a vendor group.

A second option available to further distinguish financial transactions are financial reason codes. MS Dynamics applies user-defined financial reason codes on financial transactions when determining appropriate financial processing of drug rebate transactions.

A third option to distinguish drug rebate financial transactions is by the financial data supplied in the imported payment files. MS Dynamics invoice numbers are configured uniquely for each drug rebate program. Possible financial data appearing on drug rebate payment files and stored on invoices and payments are:

- Entity number - unique identifying number for each manufacturer
- National Drug Code (NDC) – assigned by Drug Rebate Analysis and Management System (DRAMS)
- Claim identifiers – claim's unique identifier and claim line number
- Invoice number – DRAMS invoice number
- Invoice amount – calculated by DRAMS

- Calendar year – assigned by DRAMS
- Calendar quarter – assigned by DRAMS
- Disputed amount – manufacturer's amount in dispute
- Interest amount – calculated by DRAMS
- Invoice payment amount – manufacturer's associated payment amount

Team Wipro will work with the agency to define reason codes and unique accounting transaction details specific to each drug rebate program.



FSCM160

The Contractor's solution shall automatically post monies recouped to the principal and interest lines of a receivable as defined by the Agency.

Wipro EMaaS automatically posts monies recouped to the principal and interest lines of a receivable as defined by the agency.

Posting profiles empower authorized users to assign general ledger accounts and document settings to all entities or specific entities within Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360. These settings are applied when authorized users or batch processes create sales orders, free text invoices, cash payments, collection letters, and interest notes. For transactions that have the selected posting profile, pre-selected parameters specify whether transactions are settled automatically, interest is calculated for the whole invoice or for each invoice line, and if collection letters are issued.

MS Dynamics calculates interest for the types of transactions and transaction dates specified on the accounts receivable posting profile and creates interest notes. Whenever monies are recouped, the posting profile directs the system to apply the funds to both the accounts receivable principal balance and the interest note as configured by the agency.



FSCM161

The Contractor's solution shall accept, store, and maintain text notes associated with each recoupment as defined by the Agency.

Wipro EMaaS is provisioned to accept, store, and maintain text notes associated with each recoupment as defined by the agency.

Wipro EMaaS Financials360 provides a default set of document types for users to choose from in its document management feature. Authorized users can use these existing document types to categorize an attachment as a text note. While viewing the recoupment, an authorized user can attach notes to a recoupment. As multiple notes are attached to the same recoupment, the count on the Attach tab increases to indicate the existing number of notes for that recoupment.

Attachment Management is a configurable add-on feature of Microsoft Dynamics 365 (MS Dynamics) component of Financials360 to manage long-term storage of large text notes. Authorized users retrieve text notes on demand, upload multiple text note files, and download a preview of text note attachments.

Team Wipro will work with the agency to define the maintenance and long-term storage of text notes.



FSCM162

The Contractor's solution shall have the ability to produce accurate annual 1099 forms in accordance with IRS specifications for all providers, vendors, and payees that reflect all payments and adjustments made (e.g. claims, adjustments, voids, and any other financial transactions) as defined by the Agency.

Wipro EMaaS produces accurate annual 1099 forms in accordance with IRS specifications for all providers, vendors, and payees that reflect all payments and adjustments made as defined by the agency.

Our Claims360 component tracks all claims data and calculates each provider's payment amount for the current financial cycle based on the provider's submitted claims, adjustments and voids. Financials360 accumulates claims financial data and all financial transactions applied to invoices following Generally Accepted Accounting Principles (GAAP) and IRS guidelines throughout the year. During each financial cycle, Financials360 aggregates and totals each provider's claims payment amount with all other financial transactions calculating the provider's 1099 amounts as defined by the agency.

Authorized users may preview vendor 1099 accumulations before official 1099s are produced by requesting 1099 summary and detail reports. The detail report contains a list of all invoices that are included on the 1099 form. After authorized users complete required changes to repair any visible 1099 discrepancies, Financials360 validates 1099 information again. This process is repeatable until all 1099 discrepancies are resolved. Financials360 supports printing 1099 tax information in paper form or transmissions by electronic or magnetic filing means per agency requirements. If a provider requests a list of all invoices included on a provider's 1099 form, an authorized user can request a printable Tax 1099 detail report as defined by the agency.



FSCM163

The Contractor's solution shall create an account receivable, or account payable for differences in percent of billed charges paid and maximum allowable amounts resulting from a cost settlement reconciliation on a timeframe as defined by the Agency.

Wipro EMaaS creates an account receivable, or account payable for differences in percent of billed charges paid and maximum allowable amounts resulting from a cost settlement reconciliation on a timeframe as defined by the agency.

Claims360 processes claims and stores paid claims data in its HealthRules Answers Data Warehouse for future auditing and reporting. Team Wipro creates batch processes to select claims matching various cost settlement reconciliation criteria as defined by the agency. Selection criteria can include paid claims reduced by claims adjustments over a specific time period. The process sums the differences in percent of billed charges paid and the maximum allowable amounts. If the sum of the percent of billed charges exceeds the maximum allowed amounts, then the system creates an account receivable. Conversely, if the sum of percent billed charges is less than the maximum allowed amounts, then the system creates an account payable. Both types of generated financial transactions can be held for manual authorization. The accounts payable could bypass the approval workflow and be processed as an overpayment, or applied to the provider's next check as defined by the agency.

Team Wipro will collaborate with the agency to define claim cost settlement reconciliation criteria and subsequent financial processes during requirements sessions.



FSCM164

The Contractor's solution shall receive, update, and store provider tax assessment amounts (e.g., Facility Reimbursement Allowance, Nursing Facility Reimbursement Allowance) as determined by the agency, by criteria (e.g., provider number, processing date, calendar year, and/or fiscal year) as defined by the Agency.

Wipro EMaaS receives, updates, and stores provider tax assessment amounts as determined by the agency, by criteria as defined by the agency.

Federal Reimbursement Allowance (FRA) program supplements claims payments to providers for hospital inpatient services, outpatient services, nursing facility, etc., for the cost of providing care to the States members and the uninsured. Certain providers are assessed a provider tax and this assessment has a general revenue equivalent. When the provider performs a qualifying service, a percentage of the claim reimbursement amount qualifies for matching federal dollars.

Prior to the start of financial cycle, Connect360 accepts and uploads the FRA files to Financials360. Below is a potential subset of financial data included in the imported FRA file:

- Participating FRA Providers
- Payout amounts (monies to be paid to the providers on behalf of members)
- Recoupment amounts (tax owed by the provider for the FRA program)
- Calendar year
- Fiscal year
- Other agency defined criteria

Financials360 includes the capability to produce financial transaction records for each payout amount and accounts receivable records for each recoupment amount listed in an input file. Each financial transaction produced contains the original criteria from the input file and any other criteria defined by the agency. Agency-defined financial payment codes distinguish these FRA transactions from other types of financial transactions.

This FRA process is scalable and could be expanded to other types of FRA services not listed above; for instance, pharmacy, non-emergency medical transportation, managed care capitated payments and 1115 Waiver services.



FSCM165

The Contractor's solution shall allow updates to provider assessment amounts and/or allocation of the amounts to the Accounts Receivable using an automated and manual process as defined by the Agency.

Wipro EMaaS enables updates to provider assessment amounts and/or allocation of the amounts to the Accounts Receivable using an automated and manual process as defined by the agency.

Financials360 enables authorized users to adjust a provider's assessment amount by entering another journal line on the accounts receivable with a reason code indicating the reason for the adjustment. Team Wipro will work with the agency to configure an automated process that updates the amounts on provider tax accounts receivables. Agency-defined financial payment codes distinguish the Federal Reimbursement Allowance (FRA) transactions from other types of financial transactions.

Wipro will collaborate with the agency to configure associated provider tax reason codes during the requirements phase.



FSCM166

The Contractor's solution shall have the capability to maintain a history of refunds displayed that is searchable and filterable as defined by the Agency.

Wipro EMaaS inherently retains a history of refunds that can be displayed and is searchable and filterable as defined by the agency.

For refunds collected from providers in relation to claim payments, HealthRules Answers component of Claims360 consists of a real-time data warehouse and a business intelligence tool for reporting and analytics. HealthRules Answers tracks detailed claims financial activity, including payables, receivables, refunds, and credit balances. Detailed claims data is linked to each refund receivable record, including the related entities (provider, claim, member, etc.) and either the payment(s) from which the refund was recouped or the refund payment(s) received.

For non-claims related refunds received or paid, Microsoft Dynamics 365 (MS Dynamics) component of our financial solution, Financials360, provides sophisticated audit features that log all changes to financial transactions including refunds. MS Dynamics leverages its powerful customer relationship management (CRM) functionality and integration potential with its reporting tool, Power BI, to furnish authorized users with portals that provide interactive data visualization and direct access to financial refund data. Authorized users can create personal views of the logged data and establish filters to search and drill down to specific transactions.

Team Wipro will work with the agency to develop customized dashboards that provide rich visualizations of high-level analysis of both claims and non-claims related financial refunds.



FSCM167

The Contractor's solution shall provide the capability to receive and process payments or have the ability to receive payments in different formats (e.g., check, ACH, cash, credit/debit card, e-check) as defined by the Agency.

Wipro's EMaaS provides the capability to receive and process payments or have the ability to receive payments in different formats (e.g., check, ACH, cash, credit/debit card, e-check) as defined by the agency.

Financials360 processes payment data according to the payment file type using pre-defined formats. Configured payment options for each vendor or customer are stored in their associated payment journals. Payment journals include the payee's banking data, payment type, payment method (e.g., file format), and customer fees pertinent to each payment as defined by the agency. Pre-defined payment methods are listed here but other payment types can be configured:

- **Check** – Payment of a specific amount drawn on a specific bank
- **Electronic payment** – Various types of electronic payments (e.g., ACH, e-check)
- **Cash**
- **Card** –cards, such as prepaid debit cards, EBT, and credit cards

To allow vendors and customers to use credit cards, authorized users set up and activate a payment service. A payment service acts as a bridge between the system's legal entity and the bank that processes a customer's credit card charges. Authorized users select parameters that specify the use of credit card authorizations, credit card verification processes, payment terms, and credit card type (e.g., American Express, Discover, MasterCard, and Discover).

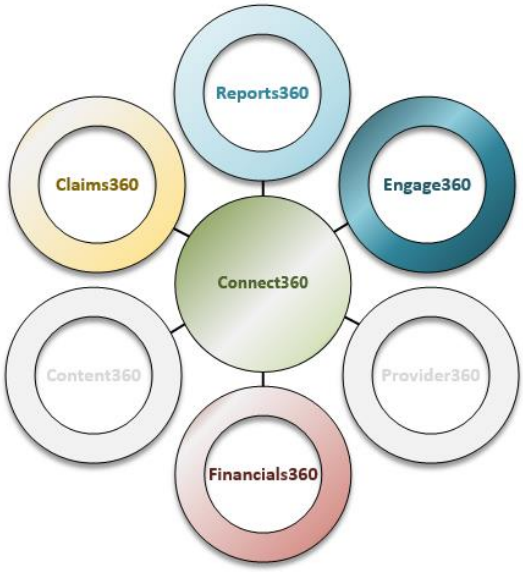
When the credit card payment is authorized, the card number and cardholder's name are verified, and the available credit balance is confirmed. Optionally, the card verification value and the cardholder's address are verified. The customer's available credit balance is then reduced by the amount of the invoice. The payment service sends information that the credit card has been approved or declined. When the payment amount is applied to its corresponding invoice, the credit card is charged (captured) for the invoice amount. As a last step of authorization before accepting the credit card payment, Financials360 presents the applicable transaction fees to the consumer and provides an opportunity to cancel the transaction.

Team Wipro will collaborate with the agency to configure payment processing for each type of payment.

3.10.16.2 FINANCIAL REPORTING

This section outlines the requirements necessary to meet financial reporting requirements. The solution must have the capability for a user to view all financial transactions related to one payee, drill down to the details (e.g., remittance advice, accounts receivable, recoupments, recoveries, etc.), and create configurable reports. Information will be captured and shared for required state and federal processes. If the Offeror chooses to include these services in their proposal the Offeror must describe in detail their approach to meet each of the Option A Financial Reporting requirements in Attachment F, Requirements Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro understands the crucial requirements necessary to meet the State's Medicaid financial reporting business processes and integrates various components to create a flexible and robust financial reporting solution. The Wipro EMaaS solution provides users the ability to view all financial transactions related to one payee, drill down to the specific claims details, and create configurable reports. In addition, EMaaS components capture and share financial information for absorption by required state and Federal processes.



Wipro EMaaS financial reporting solution is comprised of our Reports360, Financials360, Claims360, Connect360, and Engage360 components. Through the use of interactive, business user-friendly tools, our solution offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities. The configurable components included in the EMaaS financial reporting are described in more detail below.

Reports360

Reports360 is the core component of our financial reporting solution. Through the use of interactive, business user-friendly tools, our solution offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities.

Financial reporting leverages components Microsoft Power BI, and HealthRules Answers Data

Warehouse to provide summary and detailed views into financial data.

- Microsoft Power BI accesses multiple databases enabling State staff or the system to extract data from within the Wipro EMaaS and from external tables. Power BI includes reports on dashboards with drill-down capability enabling users to view details of the data.
- HealthRules Answers Data Warehouse supports the information requirements necessary for the evaluation, comparison, and management of claims and associated financial data by allowing user to run reports against both current and historical data.

When accessing Reports360 portals, users are supplied with the following capabilities:

- View all financial transactions related to one payee
- Drill down to the report's details
  - Remittance advice
  - Accounts payable
  - Accounts receivable
  - Recoupments
  - Recoveries
  - Other financial activity
- Create configurable reports
  - Group and summarize data
  - Add visuals, such as charts and tables

Another core feature of Reports360 is to capture financial report information and provide users options to share reported data amongst other staff members to support required state and Federal processes.

Financials360

The major component of Financials360 is Microsoft Dynamics 365 (MS Dynamics) and its robust and integrative Power BI reporting tool. MS Dynamics is the workhorse of Financials processing and maintaining EMaaS financial data throughout its life cycle. One core feature of Microsoft Dynamics 365 is the availability of pre-defined reports and interactive forms where users can create personal reports with charts, tables and drill-down capabilities quickly and easily. Power BI enriches reports by its integrative access to multiple data warehouse stores. In addition, our claims processing system, HealthRules Answers Data Warehouse component of Claims360, is equipped with an expandable data model and supports a real-time data warehouse for the claims and claims-based financial data. See the below figure titled Microsoft Dynamics 365 Report Menu for an example of the steps taken to create reports within MS Dynamics.

1. Select Workplace menu option
2. Select Reports option
3. Select New button in the task bar

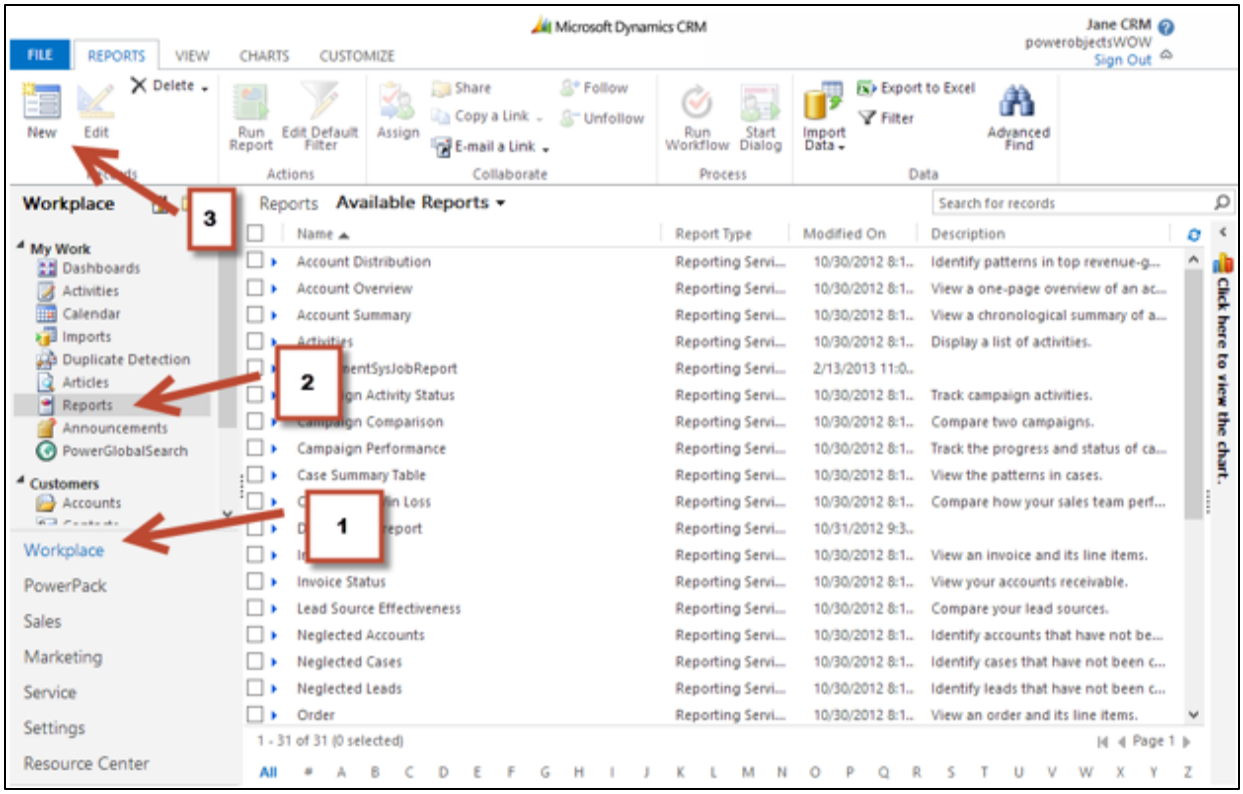


Figure 3-108: Microsoft Dynamics 365 Report Menu

Claims360

The core claims processing component includes the HealthRules Payor and HealthRules Answers Data Warehouse applications and are leveraged to maintain and report claims financial data. Both applications are integrated using Connect360.

HealthRules Payor is our claims processing system. HealthRules Payor adjudicates all claims transactions and creates accounts payable and accounts receivable transactions when appropriate based on configurable business rules. The configurable business rules include:

- Assigning financial information (e.g., FMAP, fund code) to each healthcare claim at the header level and detail line.
- Generating adjustments to change financial information assigned to a healthcare claim as appropriate. These adjustments generate corrected financial information without requiring the claims to be re-adjudicated.
- Generating and exporting claims-based provider payment file to Microsoft Dynamics 365 for posting to the general ledger.

Engage360

Engage360 provides members, providers and State staff engagement through all avenues in Wipro EMaaS. Salesforce Community Cloud component furnishes members, providers and State staff users with portals that list all authorized accesses for the specific user type. Members can view payment status, Providers can view payments, remittance advices, and invoice statuses, and State staff will maintain financial data all within Engage360 portals.

Connect360

Connect360 is the integrator of Wipro EMaaS. Using HealthRules Connector in conjunction with

the WSO2 service bus enables all EMaaS components to work seamlessly together. The Talend ETL component of Connect360 offers a suite of Application Program Interfaces (APIs) that shorten the time to trusted data and transforms the data into new formats.

Axiom TransSend is our Electronic Data Interchange (EDI) application. Axiom TransSend formats provider payment data into HIPAA ASC X12 835 transactions and will also support future versions of all X12 transactions.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



FS01

The Contractor's solution shall allow for collection of individual accounts receivable to be suspended but still reported and generate notices/invoices based on configurable business rules.

Wipro EMaaS allows for collection of individual accounts receivable to be suspended but still reported and generate notices/invoices based on configurable business rules.

Financials360 assigns and allows user updates to the accounts receivables (AR) status, which can be used to report suspended AR. Configurable business rules allow suspended status ARs to generate notices and invoices through free text invoice templates. Additionally, recurring notices and invoices are also created using free text invoice templates. These can be scheduled based on start and stop dates.



FS02

The Contractor's solution shall produce payment cycle reports, such as the Claims Payment Summary Report, per a schedule that is configurable (e.g., first business day after the payment cycle).

Wipro EMaaS produces payment cycle reports on a scheduled basis, based on configurable business rules.

The HealthRules Answers component of our Reports360 has comprehensive claim and financial data available in the real-time data warehouse for reporting purposes. Our solution enables configuration of reporting category sets based on flexible service definitions. Reporting categories are then automatically assigned to claim lines during adjudication and available in the real-time data warehouse. The specific reporting requirements will be defined during requirements sessions and configured as standard extract reports produced on intervals defined by the agency. The details along with summary reports are forwarded to appropriate agency staff and the details are transmitted to the agency's data warehouse.



FS03

The Contractor's solution shall provide payment reports per Payee and summarized per Payee type (e.g., Provider, Member, Vendor) as defined by the Agency

Wipro EMaaS provides payment reports per Payee and summarized by Payee type (e.g., Provider, Member, Vendor) as defined by the agency.

Our Financials360 component defines all payee types as vendors. Each vendor is assigned a unique

payee ID and Reports360 component accesses the appropriate financial tables to create reports by payee and summarized per payee type as defined by the agency. Team Wipro will collaborate with the agency to determine specific payment reporting requirements. Utilizing the report requirements, Wipro develops the payment report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 reports enable users to drill-down to the details included in the payment reports. These reports enhance the agency's ability to plan, budget and forecast their financial expenditures.



FS04

The Contractor's solution shall display and provide a monthly report showing the amount of federal funds that are owed on accounts receivable as defined by the Agency.

Wipro EMaaS displays and provides a monthly report showing the amount federal funds that are owed on accounts receivable as defined by the agency.

Accounts receivables (ARs) are produced within our financial component, Financials360. The ARs information includes a breakdown of dollars that are Federal versus state, based on the appropriate Federal Medical Assistance Percentages (FMAP) rules.

Financials360 provides access to the appropriate financial data to extract the federal funds that are owed on ARs and reports this monthly.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 reports enable users to drill-down to the details included in the reports.



FS05

The Contractor's solution shall display, and provide a report, with summary and detail information for accounts receivable balances by category as defined by the Agency.

Wipro EMaaS displays, and provides a report, with summary and detail information for accounts receivable balances by category as defined the by the agency.

Financials360 is a flexible platform that contains various standard reports and configurable parameters to filter reported data. The standard report, Customer Account Statement Report (internal and external), lists the balance detail of all accounts. In addition to reports, Financials360 has inquiry forms that display Accounts receivable balances (amount paid and amount remaining to be paid). These internal forms empower the user to drill down to the transaction detail level.

Authorized users configure pre-determined business financial codes that can be assigned to accounts receivables (ARs). In addition to these extensive accounting codes, User Defined Terms (UDTs) can be configured as criteria to further distinguish ARs. All financial codes and UDTs may be selected by users in their custom designed views and reports.



FS06

The Contractor's solution shall provide reports of cash receipts as defined by the Agency.

Wipro EMaaS provides reports of cash receipts as defined by the agency.

Our financial solution, Financials360, is a flexible platform that contains pre-determined business financial codes that can be assigned to transactions. A financial code indicating cash receipt is populated on the accounts receivable record. The financial code can be queried to report cash receipts as defined by the agency. Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS07

The Contractor's solution shall include summary and detail reports for analyzing and monitoring payments per all funding sources. Detail shall include, but not be limited to, warrant number, electronic funds transfer (EFT) number, type of transaction, Provider ID, Member ID, account coding, transaction status as defined by the Agency.

Wipro EMaaS includes summary and detail reports for analyzing and monitoring payments per all funding sources. Details include information, such as warrant number, electronic funds transfer (EFT) number, type of transaction, Provider ID, Member ID, account coding and transaction status as defined by the agency.

Financials360 is a flexible platform that contains pre-determined business financial codes that can be assigned to transactions. All funding sources can be identified via these financial codes. In addition, User Defined Terms (UDTs) can be configured as criteria to further distinguish financial transactions. These include, but are not limited to, warrant number, EFT number, type of transaction, Provider ID, Member ID, account coding and transaction status.

Team Wipro will collaborate with the agency to determine specific reporting requirements for the payment monitoring reports. Utilizing the report requirements, Wipro develops the summary and detail reports in Reports360. All financial codes and UDTs may be selected by users in their custom designed views and reports.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS08

The Contractor's solution shall display, and provide a report, of receivables and any financial transactions applied to each receivable.

Wipro EMaaS displays, and provides a report, of receivables and any financial transactions applied to each receivable.

Financials360 provides users access to financial data through standard forms and reports including

the capability of creating desired views of financial data. By selecting any financial transaction listed in the view, the user can drill down to view all detail lines that comprise the financial transaction.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

FS09

The Contractor's solution shall provide a report of Payers (e.g., Provider, Member, Vendor) receiving collection notices/letters as defined by the Agency.

Wipro EMaaS provides a report of Payers (e.g., Provider, Member, Vendor) receiving collection notices/letters as defined by the agency.

The Financials360 core component, MS Dynamics 365 for Finance and Operations, offers a robust credit and collections management functionality that enables the user to manage the entire collection management process from getting notifications when collection letters should be sent to customers, enhancing the process of collection activities and freeing up resources used by site collections that are no longer needed.

The Credit and Collections workspace is a one-stop shop that provides a 360-degree view for all collection related activities. It brings together data from multiple sources, giving managers the ability to make quick, data driven decisions. See the figure below titled Manage Customer and Credit Collections.

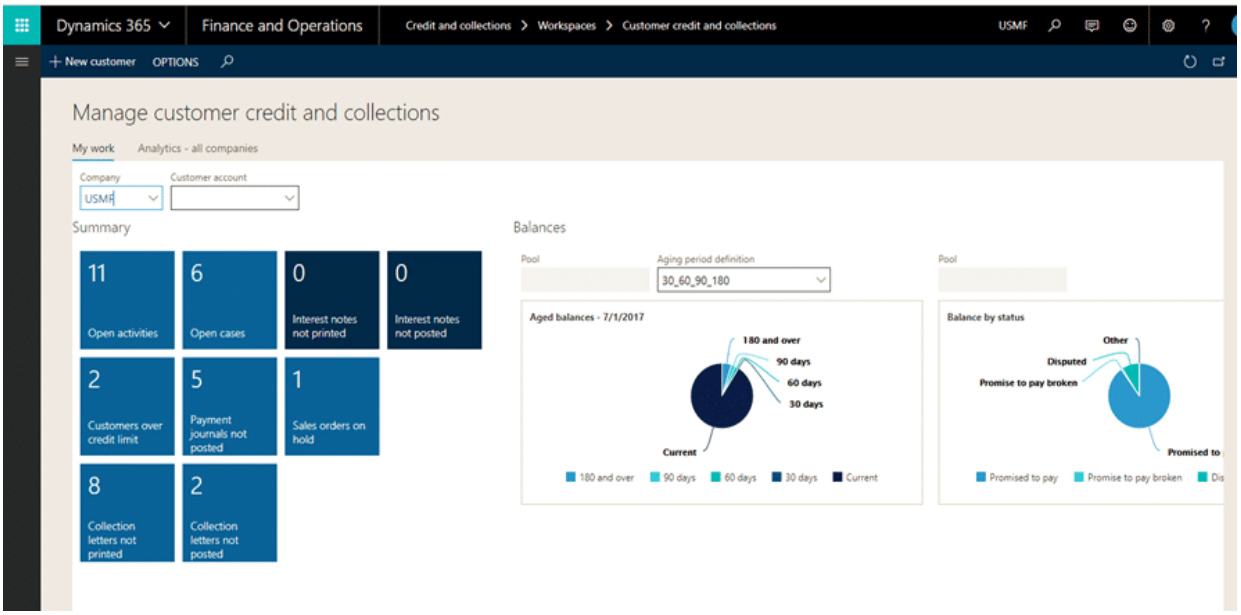


Figure 3-109: Manage Customer Credit and Collections

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS10

The Contractor's solution shall provide a report of Payers (e.g., Provider, Member, Vendor) referred to the Agency or other collection agent for collection as defined by the Agency.

Wipro EMaaS provides a report of Payers referred to the agency or other collection agent for collection as defined by the agency.

Financials360 enables the agency to set up aging periods to determine when accounts receivables are considered aged. Once they have reached the date or timeframe established in the aging period, the accounts receivable is considered aged and the case category is updated with a case type of Collections.

Reports360 component queries the case category to provide a report of collections as defined by the agency. Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS11

The Contractor's solution shall provide a report of accounts receivable related to bankrupt or deceased Payees and closed businesses

Wipro EMaaS provides a report of accounts receivable related to bankrupt or deceased Payees and closed businesses.

Reports360 accesses provider and member data in the HealthRules Data Warehouse to get a list of those that are bankrupt, deceased or have closed businesses. Based on those member or provider IDs, the corresponding accounts receivable records are pulled to produce the report.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS12

The Contractor's solution shall provide a report for failed electronic funds transfers for various reasons (e.g. Invalid account number, ABA number) as defined by the Agency.

Wipro EMaaS provides a report of failed electronic funds transfers for various reasons (e.g. Invalid account number, ABA number) as defined by the agency.

Financials360 receives, stores and maintains bank account information for vendors. Additional features provide options that enable the import of bank information files. Automated file feeds allow receipt of feedback on invalid account numbers, ABA numbers, and any other reasons defined by the agency. Based on this feedback, reports are generated at a frequency defined by the agency.



FS13

The Contractor's solution shall allow for automatic updates of Payee information based on a comparison of IRS data (e.g., from the annual IRS "no match" Provider file). The system shall use configurable business rules to identify which updates can be made automatically and log all mismatches, providing a report for exceptions requiring manual review.

Wipro EMaaS allows for automatic updates of Payee information based on a comparison of IRS data (e.g., from the annual IRS "no match" Provider file). Our solution's configurable business rules are used to identify which updates can be made automatically and logs all mismatches, providing a report for exceptions requiring manual review.

Financials360 imports the IRS "no match" Provider file and compares it to existing data for the payees or established vendors. The configurable business rules within Financials360 are used to determine what data can and should be automatically updated. Any mismatches identified are reported through Reports360.

Team Wipro will collaborate with the agency to provide additional reports, such as automatically updated payee information.



FS14

The Contractor's solution shall provide for manual and automatic adjustments and history only changes to account coding (e.g., federal report coding) to single or multiple transactions to be done without requiring claims or financial transactions to be reprocessed, based on configurable business rules.

Wipro EMaaS provides manual and automatic adjustments and history only changes to account coding to single or multiple transactions to be done without requiring claims or financial transactions to be reprocessed, based on configurable business rules.

Claims360 and Financials360 imports adjustment batch files to apply updates to claims and financial transactions. This does not trigger reprocessing; rather it is an update directly to the record(s). The configurable business rules provide the ability to generate adjustments to change financial information assigned to a healthcare claim or financial transaction as appropriate. The updates to the financial information do not result in reprocessing of the claims or financial transactions. Updates include, but are not limited to, category of service, financial reason codes and payment codes.



FS15

The Contractor's solution shall include an online portal that will allow Payees to have online access to configurable views, parameter driven reports, and the ability to export financial data (e.g., payments, ARs).

Wipro EMaaS includes an online portal that allows Payees to have online access to configurable views, parameter driven reports, and the ability to export financial data (e.g., payments, ARs).

Custom views can be configured in Engage360 to display records listed under select column headings, similar to a saved query. Users can select different subset views of records within the same entity that fit into pre-specified filter conditions. Engage360 leverages the Financials360 flexible export features that enable users to extract financial data manually or by establishing recurring jobs.

Users can add pre-defined data entities to the export job to extract only the appropriate financial data for the third-party entity. When selecting a data entity, the user must also select the exported data format (e.g. Excel, XML, or comma delimited, fixed width.)

Export jobs can be run one time or recurring based on a schedule defined by the agency. All execution details of the export jobs are stored by date timestamp ranges in an execution log for troubleshooting and investigation.



FS16

The Contractor's solution shall perform payment cycle balancing and the ability to verify the balancing through the portal and via reports as defined by the Agency.

Wipro EMaaS performs payment cycle balancing and the ability to verify the balancing through the portal and through reports as defined by the agency.

Financials360 considers the claims paid through Claims360 and all financial transactions, including payouts and recoupments to accumulate the total payment per cycle. The total payment is balanced to the total of the remittance advice (RA) and other payables. Various reports can be configured to show the claims payment summary versus the amount paid on the RA.



FS17

The Contractor's solution shall create financial reports which are required for monitoring Agency programs. The reports will present summary level information and allow the user to drill down to the supporting detailed financial transactions, claims, or lines of the claim as defined by the Agency.

Wipro EMaaS creates financial reports required to monitor agency programs which include summary and detail level information as defined by the agency.

Reports360 provides the ability to access financial and claims data from other Wipro EMaaS components, such as Financials360 and Claims360. The data is utilized to create the financial reports required for monitoring agency programs. Team Wipro will collaborate with the agency to determine the specific financial reporting requirements. Reports360 enables users to drill-down to the details included in the summary. Reports can be scheduled to run based off payment cycles or other time intervals.



FS18

The Contractor's solution shall have the ability to report financial information side-by-side comparisons (e.g., expenditures by program, receipts) on a defined time period (e.g., state fiscal year, calendar year, federal fiscal year, rolling year, quarter, month) as defined by the Agency.

Wipro EMaaS has the ability to report financial information side-by-side comparisons on a defined time period as defined by the agency.

Financials360 leverages standard functionality to display side-by-side comparison reports, such as expenditures by program or receipts. The time period is selected to meet the requirements of the agency, including state fiscal year, calendar year, federal fiscal year, rolling year, quarter, or month. The report also includes the variance between the time periods specified.



FS19

The Contractor's solution shall display, and provide a report, for collection activity of all accounts receivable that are federally funded as defined by the Agency.

Wipro EMaaS displays and provides a report for collection activity of all accounts receivable that are federally funded as defined by the agency.

Accounts Receivables (ARs) are produced within the Financials360 component. The AR information includes a breakdown of dollars that are Federal versus state, based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. Financials360 displays the collection activity of ARs through inquiry forms. These internal forms enable the user to drill down to the transaction detail level.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.

Reports can be scheduled to run based off payment cycles or other time intervals. Reports360 enables users to drill-down to the details included in the reports.



FS20

The Contractor's solution shall have the ability to track and report on payment types, per Agency defined criteria

Wipro EMaaS has the ability to track and report on payment types per agency-defined criteria.

Financials360 robust vendor payment options direct the financial system when producing configurable, detailed electronic extracts of payment information. Configured payment options for each vendor are stored in payment journals. Payment journals include the payee's banking data, payment type, payment method, and other user-defined terms (UDTs) pertinent to the payment. Pre-defined payment methods are listed below, but other payment types can be configured:

- Check – Payment of a specific amount drawn on a specific bank
- Electronic payment – Various types of electronic payments (e.g., ACH, Wire)
- Promissory note – Payable note scheduled at a later date
- Card – Includes all the types of cards that are used, such as prepaid debit cards, EBT, and credit cards

After Financials360 processes all financial transactions and generates payment files, Reports360 utilizes the payment files to produce reports on payment types as defined by the agency.



FS21

The Contractor's solution shall provide and maintain a variety of processes and tools to identify, monitor, report on and resolve exceptions to routine fiscal processing (e.g., stale dating and canceling warrants, missing information, errors) as defined by the Agency.

Wipro EMaaS provides and maintains a variety of processes and tools to identify, monitor, report on and resolve exceptions to routine fiscal processing as defined by the agency.

Financials360 sets up an account to allow stale-dated and cancelled warrants or checks to be escheated using the Cash and Bank Management module. The escheatment process creates an advanced ledger entry to transfer funds from the dormant payment accounts to the unclaimed funds accounts, for possible claim at a future date by the original recipient or a designated representative. Unclaimed payments are reclassified based on the posting definition for escheatment that is set up in the Posting definitions form, and assigned to the Escheatment transaction that is set up in the Transaction posting definitions form, General ledger tab.

Financials360 leverages Power BI, a component of Reports360, to report on staled-dated and cancelled checks or warrants and other exceptions to routine fiscal processing as defined by the agency. Team Wipro will collaborate with the agency to determine specific reporting requirements.



FS22

The Contractor's solution shall include an ad hoc reporting tool that allows users to create reports that include all types of financial transactions (e.g. Claims, Accounts Receivable, Cash Receipts, Levies, Holds, Withholds, Voids, Payments) at varying frequencies as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMAAS includes an ad hoc reporting tool that allows users to create reports that include all types of financial transactions at varying frequencies and allows the user to configure the fields that are displayed as well as the criteria for the report details as defined by the agency.

Financials360 is integrated with Reports360 to provide a self-service analytics solution. Reports360 accesses data within Financials360, Claims360 and manually imported files to enable the users to create reports on all types of financial transactions, such as Claims, Accounts Receivable, Cash Receipts, Levies, Holds, Withholds, Voids and Payments. The preferred fields can be selected by clicking and dragging them to the dashboard. Based on user preference the data can be presented in various, interactive formats including line charts, and bar charts. The time-based subscription feature allows users to schedule and receive reports at a defined frequency.



FS23

The Contractor's solution shall have the ability to process, view and report 1099 adjustments (e.g., address change, dollar amount) as defined by the Agency.

Wipro EMaaS has the ability to process, view and report 1099 adjustments (e.g., address change, dollar amount) as defined by the agency.

Capturing and tracking 1099 tax information is an intrinsic function within Financials360. Financials360 offers the functionality to edit 1099 information, such as address changes through the Vendor Maintenance window. Authorized users may preview vendor 1099 accumulations before official 1099s are generated by requesting 1099 summary and detail reports.

The amounts for 1099 reporting are tracked at the invoice line level as payments are settled against invoices containing 1099 information. Even after payments are settled against an invoice, an authorized user can modify any 1099 amount.

After any changes are made, final 1099 tax information can be transmitted electronically. Financials360 can be configured to create 1099 data export files on a schedule and in formats as requested by the agency.



FS24

The Contractor's solution shall have the ability to identify, process, pay, and report the federal share only claims as defined by the Agency.

Wipro EMaaS has the ability to identify, process, pay, and report the federal share only claims as defined by the agency.

Claims360 provides the ability to configure designated account codes as federal share. During the claims adjudication process, every claim or claim line is assigned an account code. Claims meeting federal share guidelines are assigned federal share account codes. During the financial cycle, each claim line includes a breakdown of the portion of the dollars that are Federal versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules.

Team Wipro will collaborate with the agency to determine specific federal share only reporting requirements. Utilizing the report requirements, we develop the report in Reports360.



FS25

The Contractor's solution shall maintain federal tax Information for all Entities (e.g. providers, payees) and allow for exclusion of those Entities not subject to 1099 reporting as defined by the Agency.

Wipro EMaaS maintains federal tax information for all Entities (e.g. providers, payees) and allows for exclusion of those Entities not subject to 1099 reporting as defined by the agency.

Capturing and tracking 1099 tax information is an intrinsic function within our financial solution, Financials360. When a user sets up a vendor, a Tax ID (FEIN or SSN) can be assigned to each vendor. As defined by the agency, vendors can be excluded from the 1099 reporting process. In general, 1099 amounts under $600 are exempt from reporting. These vendors can be reported separately from those that require a 1099.



FS26

The Contractor's solution shall produce payment reports for individual programs (e.g. HIPP, CHIPRA) as defined by the Agency.

Wipro EMaaS produces payment reports for individual programs (e.g. HIPP, CHIPRA) as defined by the agency.

Claims360 and Financials360 enable configuration of user fields to define the individual program category of each transaction. Data fields, such as member benefit plans, type of provider, specific provider numbers, procedures, diagnoses, and waiver plans can be used to define the individual program category as desired by the agency.

Reports360 accesses the appropriate claims and financial data, including but not limited to, the program category to report the payments assigned to the HIPP, CHIPRA and other programs as defined by the agency.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the reports in Reports360.



FS27

The Contractor's solution shall have the ability to identify transactions that are subject to 1099 reporting.

Wipro EMaaS has the ability to identify transactions that are subject to 1099 reporting.

Capturing and tracking 1099 tax information is an intrinsic function within our financial solution, Financials360. When a user sets up a vendor, a Tax ID (FEIN or SSN) can be assigned to each vendor. For vendors set to require a 1099, the financial amounts are accumulated throughout the year.

As defined by the IRS regulations some invoice lines require 1099 tracking, whereas others do not. A user can remove the 1099 settled option for any invoice line that does not require 1099 tracking.

Conversely, authorized users can also create a new 1099 transaction that is not associated with an invoice. If the user sets up a 1099 vendor during the calendar year after transactions have already processed for a non-1099 vendor, users can update the previous transactions to be tracked as 1099 transactions.

Authorized users may preview vendor 1099 accumulations before official 1099s are produced by requesting 1099 summary and detail reports.



FS28

The Contractor shall produce a report detailing all checks that have met a certain aging threshold (e.g. 180 days) at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing all checks that have met a certain aging threshold at a frequency defined by the agency. The report allows users to configure the criteria and the fields that are displayed.

Financials360 leverages MS Dynamics ‘Aging Period Definition’ function to enable users to define aging definitions or thresholds for transactions. Reports360 provides configuration flexibility to select fields to be displayed and the data to be reported as defined by the user.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360.



FS29

The Contractor's solution shall produce a report which summarizes and details provider/payee claims and financial transactions that have been placed on hold as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report which summarizes and details provider or payee claims and financial transactions that have been placed on hold as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Financials360 identifies transactions with a 'Hold' status. Reports360 allows users to configure fields and criteria as defined by the agency.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360.



FS30

The Contractor's solution shall produce a report detailing cash receipt dispositions at frequencies defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS provides a report detailing cash receipt dispositions at frequencies defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Our Financials360 component is a flexible platform containing pre-determined business financial codes that can be assigned to transactions. The financial code indicates when cash receipts are applied to an accounts receivable. Users configure Reports360 parameters so financial codes are queried to pull out transactions for cash receipts with specific dispositions to a report as defined by the agency.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360.



FS31

The Contractor's solution shall produce a report summarizing and detailing other Entity (e.g. Department of Corrections, Department of Human Services) claim and financial transaction activity as define by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report summarizing and detailing other Entity claim and financial transaction activity as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Financials360 assigns a unique vendor ID to all entities. This enables users to configure reports displaying transaction data for the Department of Corrections and other entities through Reports360.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS32

The Contractor's solution shall generate a Payment Balancing and Reconciliation Report comparing data from various sources (e.g. Payments, Receipts, and other accounting information) as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS generates a Payment Balancing and Reconciliation Report comparing data from various sources as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Financials360 considers the claims paid through Claims360 and all financial transactions, including payout and recoupments, to accumulate the total payment per cycle. Reports360 accesses Financials360 and Claims360 data to produce the Payment Balancing and Reconciliation report.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS33

The Contractor's solution shall produce 1099 reports (e.g. reconciliation, detail, summary, threshold, dropouts, corrections) at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS has the ability to produce 1099 reports at a frequency as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Capturing and tracking 1099 tax information is an intrinsic function within our financial solution, Financials360. When a user sets up a vendor, a Tax ID (FEIN or SSN) can be assigned to each vendor. For vendors set to require a 1099, the financial amounts are accumulated throughout the year.

The amounts for 1099 reporting are tracked at the invoice line level as payments are settled against invoices containing 1099 information. Even after payments are settled against an invoice, an authorized user can modify any 1099 amount. As defined by the IRS regulations some invoice lines require 1099 tracking, whereas others do not. A user can remove the 1099 settled option for any invoice line that does not require 1099 tracking.

Conversely, authorized users can also create a new 1099 transaction that is not associated with an invoice. If the user sets up a 1099 vendor during the calendar year after transactions have already processed for a non-1099 vendor, users can update the previous transactions to be tracked as 1099 transactions.

Authorized users may preview vendor 1099 accumulations before official 1099s are produced by requesting 1099 summary and detail reports, including reconciliation, detail, summary, threshold, dropouts, corrections.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360.



FS34

The Contractor's solution shall produce an electronic 1099 report per federal guidelines as defined by the Agency. This report must be printable in a format approved by the Agency.

Wipro EMaaS produces an electronic 1099 report per federal guidelines as defined by the agency. This report will be printable in a format approved by the agency.

Capturing and tracking 1099 tax information is an intrinsic function within Financials360. When a user sets up a vendor, a Tax ID (FEIN or SSN) can be assigned to each vendor. For vendors set to require a 1099, the financial amounts are accumulated throughout the year.

Authorized users may preview vendor 1099 accumulations before official 1099s are produced by requesting a 1099 summary and detail reports. Within Financials360, 1099s can be printed or transmitted electronically using the Vendor Settlement for 1099s page.

Team Wipro will collaborate with the agency to determine specific 1099 reporting requirements per federal and agency guidelines. Utilizing the report requirements, Wipro develops the electronic and printable 1099 reports in Reports360.



FS35

The Contractor's solution shall produce a report of Backup Withholding at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report of Backup Withholding at a frequency as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Per IRS regulations, Financials360 manages Backup Withholding taxes by leveraging the feature that automatically calculates backup withholding. Once the feature is turned on, the user enters the percentage to withhold. A history of withholds is viewable from the 1099 tab for year-to-date withholds or via the "Show History" button on the Vendor tab for the period-to-date withhold.

Team Wipro will collaborate with the agency to determine specific Backup Withholding data reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS36

The Contractor's solution shall produce a report detailing the expenditures that were paid for the Medicaid Electronic Health Record Incentive Program as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing the expenditures that were paid for the Medicaid Electronic Health Record Incentive Program as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Financials360 produces Electronic Health Records (EHR) incentive payments. These incentive payments may be identified and tracked by specific financial transaction reason codes defined by the agency.

Reports360 accesses the Financials360 data to retrieve the EHR records and report them based on criteria defined by the agency.

Team Wipro will collaborate with the agency to determine specific EHR expenditure report requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS37

The Contractor's solution shall produce a report detailing Money Follows the Person (MFP) transactions at a frequency defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing Money Follows the Person (MFP) transactions at a frequency defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Reports360 accesses Claims360 and Financials360 data to produce waiver program reports, including MFP.

Team Wipro will collaborate with the agency to determine specific MFP report requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS38

The Contractor's solution shall produce a forecasting report detailing all payments that will be paid during the payment cycle as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a forecasting report detailing all payments that will be paid during the payment cycle as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

Claims360 produces a remittance advice file that includes the adjudication results of each claim and sends the payment file to Financials360. Additional payments, such as financial transactions are accumulated with the claims for that cycle. Various reports can be produced and configured to display the forecast of what is expected to be paid that cycle.

Team Wipro will collaborate with the agency to determine forecasting report requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS39

The Contractor's solution shall produce a report detailing voided checks where the claim reimbursement is still owed as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing voided checks where the claim reimbursement is still owed as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

The Reports360 component utilizes the financial data to identify checks with a status of ‘Void’ but have an open Accounts Receivable which indicates money is still owed.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS40

The Contractor shall produce a report of all voided checks in the system at a frequency defined by the Agency.

Wipro EMaaS produces a report of all voided checks in the system at a frequency defined by the agency.

Financials360 has standard internal reports and inquiry forms that provide details on checks and voided checks real time. Authorized users apply filters to view only voided checks.

The Reports360 component utilizes the financial data to identify checks with a status of 'Void' to create a report at a frequency defined by the agency.

Team Wipro will collaborate with the agency to determine specific reporting requirements. Utilizing the report requirements, Wipro develops the report in Reports360.



FS41

The Contractor's solution shall produce a report detailing providers under a payment review status as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing providers under a payment review status with configured fields and criteria as defined by the agency.

The Reports360 component utilizes the provider data to determine which providers are under payment review. Users have the flexibility to define the fields and the criteria for the report.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS42

The Contractor's solution shall produce a report detailing all checks that have not cleared at a frequency as defined by the Agency. The report should allow the user to configure the fields that are displayed as well as the criteria (i.e. the WHERE clause) for the report details.

Wipro EMaaS produces a report detailing all checks that have not cleared at a frequency as defined by the agency. The user may configure the fields that are displayed as well as the criteria.

The Reports360 component retrieves the financial data to identify outstanding checks. An outstanding check is one written, but not cashed before the end of the payment period. The payment periods are configured by the user.

Team Wipro will collaborate with the agency to determine specific reporting requirements, including the ability to configure the selection criteria. Utilizing the report requirements, Wipro develops the

report in Reports360. Reports360 enables users to drill-down to the details included in the reports.



FS43

The Contractor's solution shall have the ability for non-emergency transportation transactions to be pre-paid based on configurable business rules.

Wipro's EMaaS has the ability to pre-pay non-emergency transportation transactions based on configurable business rules.

The Claims360 component creates non-emergency medical transportation (NEMT) payment transactions by automatically identifying eligible members currently enrolled with an active NEMT provider.

Financials360 imports the NEMT payment file and creates journal entries for inclusion in the provider's check amount and remittance advice. Additionally, Reports360, Power BI accesses NEMT payment data for tracking and expanded reporting purposes as defined by the agency.

Reports360 accesses claims and financial data to retrieve NEMT data for specific reporting requirements as specified by the agency. Detailed NEMT payment reports and output files for generation of the payments are produced during the payment cycle in a configuration defined by the agency.

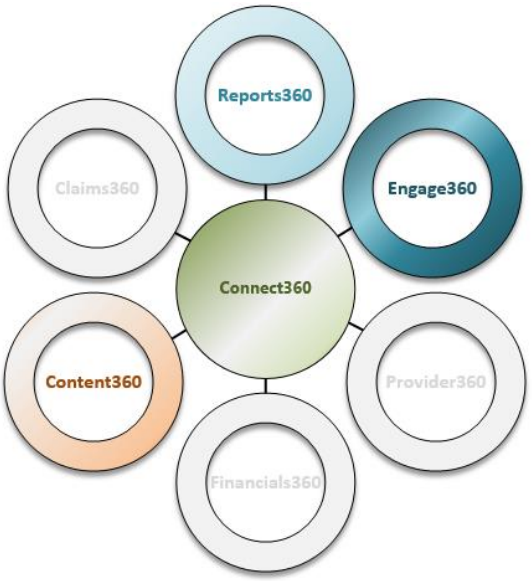
3.10.17 OPTION B. CALL CENTER

In addition to the Core scope of the Claims Processing and Management Services module, states may procure additional components and services for activities not categorized in Sections 3.10.1 through 3.10.15. Option B: Call Center includes requirements to support robust Call Center management functionality to address provider and member inquiries through telephone, secure email, and text chat including resources to perform a wide range of activities to support efficient access to services for a diverse population. The solution will provide sophisticated automated workflow processes and integrated interactive voice response capabilities.

Team Wipro will build on its vast call center solutions experience in developing and maintaining our proposed call center solution, including Customer Relationship Management (CRM) and advanced analytics. Wipro runs call centers across the world, handling hundreds of millions of contacts every year in multiple languages, supporting clients across industry verticals. Specifically, we have over 5000 CSRs supporting a leading US Healthcare payer and over 1000 CSRs in Tampa supporting clients serving the Individual health insurance exchange markets. In our engagement with the State of Missouri, we employ 300+ CSRs in Jefferson City and Atlanta to handle 2,000,000+ contacts per year.

Wipro EMaaS provides a comprehensive Call Center solution through its Engage360, Content360, Reports360, and Connect360 components. Engage360 component of Wipro EMaaS includes:

- Automatic Call Distributer (ACD) for configurable call routing
- Interactive Voice Response (IVR) system, built on Mitel Contact Center platform, to enable self-help and ensure Providers and Members are connected with the appropriate unit
- Customer Relationship Management (CRM) system built on Salesforce Service Cloud, logs all interactions handled by Customer Service Representatives (CSRs), including reason and resolution with the ability to attach or link documentation
- Fully integrated CRM (Salesforce) and ACD/IVR (Mitel) system to provide a single view of the customer (Member or Provider) across all channels: Phone, secure email, chat, SMS/Text, web portal and, snail-mail



- Accessibility for non-English speaking and hearing impaired members
- Call recordings and screen capture functionality
- Secure infrastructure that is compliant with policies required in this RFP
- Robust cloud-hosted Call Center management solution is efficiently scaled up or down to meet the changing needs

In addition, our Content360 component provides efficient access to services, sophisticated document management, automated workflow processes, and the resources necessary to provide a wide range of services for a diverse population of members and providers. The Content360 component includes the document management system Alfresco. The Reports360 component provides easy access to real-time and historical reports and advanced analytics to enable tactical and strategic decisions.

Engage360 is a comprehensive solution for enabling all interactions with members and providers to engage these critical stakeholders. For Option B of this RFP the Contact Center and CRM solutions are the key pillars for Call Center services.



Engage360 – Contact Center

Despite all efforts to encourage self-service, we understand it is imperative for live customer service representatives to resolve member or provider's inquiries. Our expertise in providing these services ensures fast, friendly, and accurate results for individuals that contact the agency via phone, email, chat or SMS. Our Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) software, Mitel's Contact Center, fully supports these goals by delivering everything the

State needs to engage providers and members. It includes computer telephony integration (CTI), advanced IVR functionality, automatic call distributing (ACD) and live analysis/call management via a unified intelligence portal.

As contact centers usually serve as a member or provider's primary channel of interaction with the Medicaid program, it is critical to have the proper technology in place to handle the call volume demands of healthcare. Our IVR technology can be used to take caller's information, help navigate to the proper team, and provide self-service for individuals that do not need to speak with a live customer service representative.

Our ACD system directly supports flexible, configurable message queues that route incoming calls to specified teams. Driven by business analyst written rules, graphical workflows, and information gleaned from the IVR, each call is routed to the appropriate inbound queue. Our robust call center workflow provides callers with alternatives to waiting in queue and sends them to the best customer service representative team best qualified to facilitate the request. Our ACD logic incorporates:

- Agent Skill Sets
- Automatic Number Identification (ANI)
- Time of Day/Day of Week/Day of Year
- Emergency Conditions
- Queue Conditions
- Member/Provider Collected Data and Database verification
- Member/Provider Preference

Our call center solution built on the industry leading Mitel platform is designed to deliver a rapid return on investment by offering pre-built application integration with our Salesforce CRM and robust reporting features.

Engage360 - Customer Relationship Management (CRM)

In addition to leveraging Salesforce web portal, our solution also utilizes this platform for our customer relationship management tool. There is little in the world more important than member's health. Ensuring perfection of the relationships the State has with its members is at the top of our priority list. Our solution is a comprehensive, automated CRM for all aspects of member and provider needs. By improving these experiences, the State will see positive results with Medicaid stakeholders. At the end of the day, the only CRM that offers the full range of features and functionality required for success in the State is in Wipro EMaaS. Our CRM supports the following functionality:

- Omni channel support to provide a single view of the member/provider
- Ability to upload and associate attachments to correspondence records
- Automated contact tracking system
- Role-based Security and Access
- Auto-population of key fields from members or providers
- Global contact search based on a number of fields

Salesforce is recognized in the industry as the best CRM platform available. From security to scalability, Salesforce Service Cloud is a superior CRM that meet the State's Medicaid program business needs now and in the future.

3.10.17.1 MEMBER AND PROVIDER CALL CENTER

This section outlines the requirements necessary to meet call center functionality for providers and members. The call center solution must assist providers and billing agents with enrollment, application status, general billing questions, research and provide resolution advice for claims transactions, and verify member eligibility and benefit verification including service limits, service authorization, third party liability, and cost-share. Additionally, the solution shall support quality improvement activities including administering provider satisfaction surveys or collecting data necessary for performance measurement of Call Center staff.

This section also outlines the requirements necessary to provide call center services for state healthcare members. The call center must provide potential enrollees, new and existing members with instruction and information regarding benefits, accessing providers and services, in addition to directing members to other human service resources. The call center must assist members with claims-related inquiries including claims adjudication and payment status. If the Offeror chooses to include these services in their proposal the Offeror must describe in detail their approach to meet the Option B Call Center requirements in Attachment F – Requirements Response Matrix Requirements Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response as defined in Section 6.1.1 of this RFP.

Team Wipro's call center solution is robust and scalable. The solution offers friendly and accurate self-service and live Customer Service Representative (CSR) assistance to providers, billing agents, members, and potential enrollees. Wipro Infocrossing has held the Fiscal Agent Contract with the State of Missouri, since 1988. In that role Team Wipro provides fiscal agent services, operations, and development support for the MMIS. Included is extensive experience in provider and member call center operations and enrollment broker services.

We operate and staff the Member and Provider Call Center with knowledgeable CSRs who have in-depth training in the agency's policies and procedures and systems. Our CSRs are trained to answer calls received through our dedicated toll-free provider lines with skills to effectively and efficiently assist providers and billing agents with the following:

- General billing questions
- Enrollment and application status
- Verification of member eligibility
- Benefit verification, service limits, service authorization
- Third party liability (TPL) and cost sharing guidelines
- Other agency defined program information
- Claims inquiries
- Researching claims data
- Providing information/advice on claims resolution

Team Wipro takes seriously its role as the face of Medicaid to the community of Medicaid providers and is dedicated to ensuring a positive customer experience in all customer engagements. Our goal is to exceed customer expectations and to simplify their business relationship with Medicaid. We apply industry standard quality monitoring technology in our end-to-end analysis of the customer experience. This includes augmenting our customer-focused approach by using provider satisfaction surveys to enable feedback on their satisfaction of the service received.

State healthcare members and potential enrollees may receive assistance by calling the Member and Provider Call Center toll free. Our highly trained CSRs provide incoming potential enrollees and

new and existing members with the following:

- Benefit information
- Assistance accessing providers
- Information on accessing healthcare services for which they qualify
- General claim and adjudication inquiries

If further assistance is needed, the CSRs refer members to other entities, as appropriate, to assist with questions outside the call center's scope of services. Our knowledge, expertise, and current operations provide a solid foundation for us to perform all services outlined in Section 3.10.17 Option B and Attachment F, MPCC01 through MPCC28, of this RFP.



MPCC01

The Contractor shall staff, operate, and maintain a call center for members and providers with staff that are experienced, knowledgeable, and certified (if necessary) on the Agency's policies and claims solution as defined by the Agency.

Team Wipro staffs, maintains, and operates its Call Center with a dedicated toll-free telephone number(s) to handle and respond to inquiries from new and existing state healthcare members, potential enrollees, and providers. Our experienced customer service representatives (CSRs) will be available to receive calls during the hours of 7:00 a. m. to 7:00 p. m., agency local time, Monday through Friday (excluding State holidays).

The call center is staffed with qualified CSRs that are highly trained with extensive knowledge of the agency's policies and claims solution to meet the agency's requirements, including certification as required. CSRs assigned to the provider or member help line receives initial and ongoing training on applicable policies, contractual requirements, customer service, Health Insurance Portability and Accountability Act (HIPAA) adherence, and conflict of interest. Our in-depth CSR training focuses on agency polices, claims processing and system navigation providing them with the required knowledge for accurate and efficient first contact call resolution for no less than ninety percent (90%) of calls.

Team Wipro provides new and existing members and potential enrollees, guidance and education regarding their benefits and how to access providers and services, as applicable. Additionally, we assist members with their questions regarding claims and payment status. Potential enrollees and members calling for information outside the call center scope are directed to the appropriate human service resource. Providers and billing agents receive assistance with inquiries related to enrollment and application status. The CSRs answer general billing questions and provide guidance on claims resolution, verification of member eligibility, member benefits, third party liability and cost sharing.

Team Wipro uses the latest technology to improve the efficiency of its call centers. The below diagram shows an example of the Member/Contact Record screen that a CSR could see.

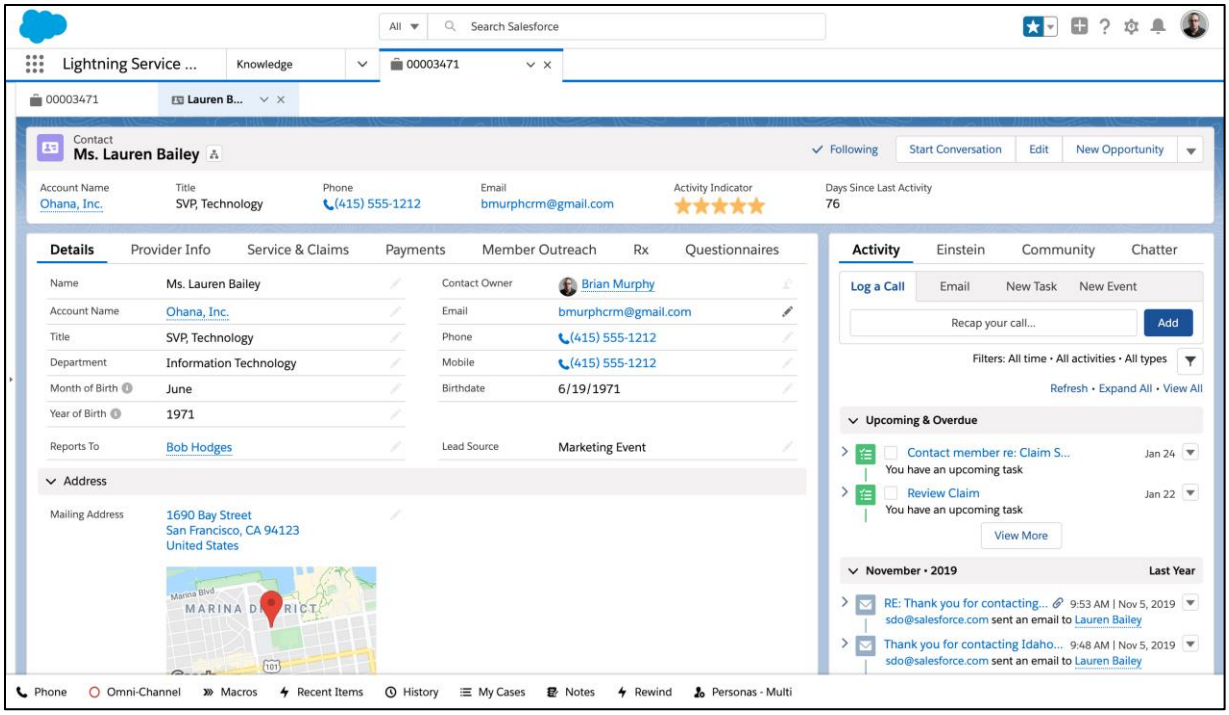


Figure 3-110: Example Engage360 Console – Member/Contact Record

As the current Fiscal Agent and Enrollment Broker for the State of Missouri, Team Wipro successfully operates member and provider call centers. Our proven track record, over the last 31 years, implementing and operating call centers for the Medicaid population provides a solid base which allows us to meet or exceed the call center requirements and performance levels outlined in this RFP.

MPCC02

The Contractor shall provide an Automated Call Distribution (ACD) solution that intelligently prioritizes, sequences, and routes calls, via configurable workflow processes, in an order (e.g., agent availability, skill level, call type) as defined by the Agency.

Wipro EMaaS Engage360 incorporates innovative ACD and IVR capabilities built on the Mitel platform. ACD and IVR integration provides state-of-the-art technology that intelligently prioritizes, sequences, and routes incoming calls according to the configuration of workflow processes, as defined by the agency.

Calls are routed based on agent availability, skill level, type of call, or a combination of these. The IVR in conjunction with the ACD directly supports flexible, configurable workflows that route incoming calls to specified queues. Our robust call center workflow provides built in skill-based routing functionality which sends the caller to the most qualified CSR to facilitate the request. The workflows are designed by business analysts and easily configured in the system by administrators to meet the agency's needs.



MPCC03

The Contractor's solution shall provide the software and services to enable and support interactive communications via SMS, chat, and email between the call center staff, Agency staff, the Agency's designee, and member and provider stakeholders as defined by the Agency.

Engage360 provides full multimedia functionality for interactive communication via SMS, email, and chat. Team Wipro's solution supports interactive communication among call center staff, agency staff, the agency's designee, and member and provider stakeholders as defined by the agency.

Engage360 integrates communication from multiple channels including SMS, chat, email, and interactive voice response (IVR) using Computer-Telephony Integration (CTI) with Salesforce Service Cloud, Engage360 provides seamless, efficient real-time collaboration and tracks all channels of communication, including live agent call interactions. Engage360 provides a central repository for all communications and maintains providers' and members' long-term contact history for all channels of communication. This repository consolidates contact information from a caller including incoming/outgoing calls, emails, SMS.



MPCC04

The Contractor's solution shall provide HIPAA-compliant interactive communication methods (e.g., email, text chat) as defined by the Agency.

Engage360 is HIPAA compliant for all interactive communication methods including email, text, chat, or other method defined by the agency. Our security framework provides a secure environment for interactive communication methods. Team Wipro utilizes industry best encryption practices to safeguard electronic Protected Healthcare Information (ePHI) when it is stored, maintained or transmitted. The solution includes:

- Mitel end-to-end proprietary encryption between all telephony components,
- Secure Socket Layer encryption for interactive chat,
- End-to-end email encryption.

Additionally, Team Wipro has defined and documented security policies and provides training to educate staff regarding the guidelines that explicitly prohibit sharing of HIPAA protected information through interactive communication methods (e.g. email, text, chat).



MPCC05

The Contractor's solution shall provide automatic screen presentation of member/provider data (e.g., name, provider or member ID, phone number, email address, preferred language, associated documents, historical call records) when the call is answered as defined by the Agency.

Engage360 provides automatic screen presentation of member/provider data to the CSR when the call is answered. Engage360 is highly flexible and configurable, allowing for data capture of name, provider or member ID, phone number, email address, preferred language, associated documents, historical records, and more.

Using Computer-Telephony Integration (CTI) with Salesforce Service Cloud, Engage360 tracks all channels of communication, including live agent call interactions. Engage360 provides a central

repository as shown in the example below for all communications and maintains provider and member long-term contact history for all channels of communication. The repository consolidates contact information from a caller including incoming/outgoing calls, emails, SMS.

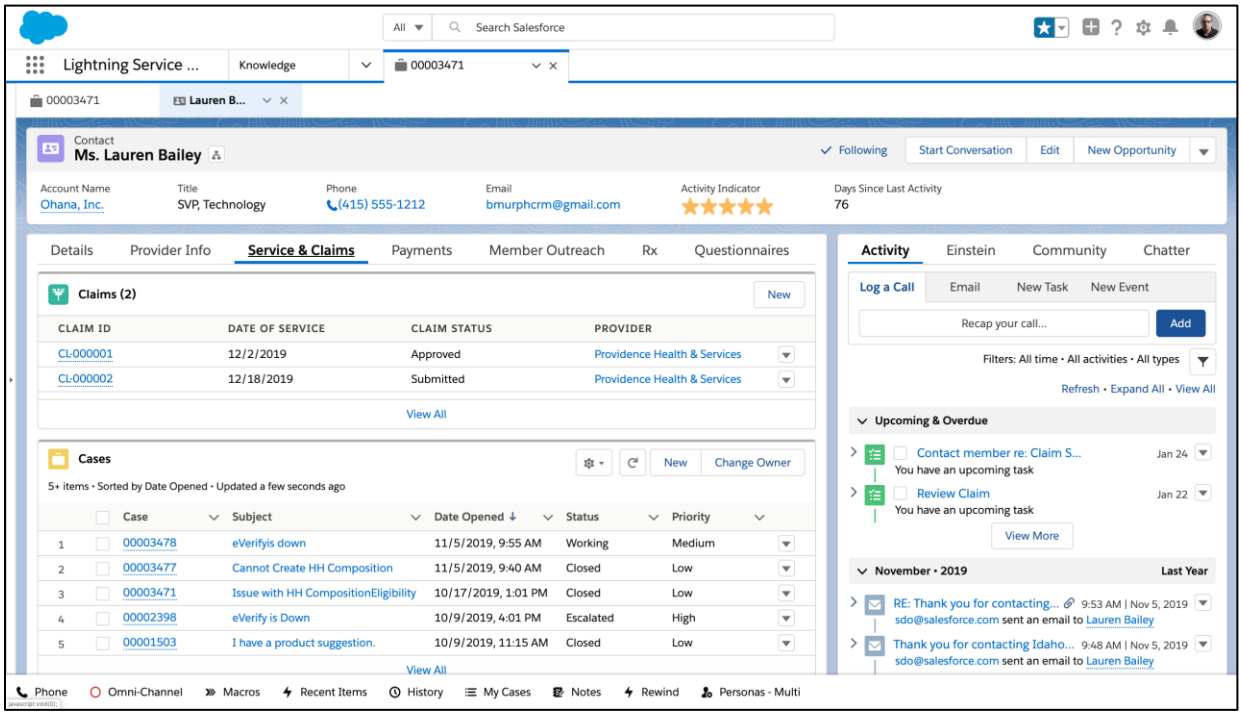


Figure 3-111: Example Engage360 Console – Member/Service and Claims

Calls to the Provider and Member Help Desk are greeted by a pre-recorded message and presented with prompts configured within the Engage360 IVR. The IVR collects information, defined by the agency, from the caller through speech recognition or dual-tone multi-frequency (DTMF) touch-tone entry. As the call is answered, the information gathered from the provider or member is transmitted from the IVR via a web service call to Engage360 Salesforce CRM to automatically retrieve the callers historical contact data and other pertinent information. The information is then displayed on the screen for the CSR to provide efficient and personalized customer service.



MPCC06

The Contractor's solution shall provide multiple language options (e.g., English, Spanish) and services for the hearing impaired (TTY/TTD) as defined by the agency

Engage360 provides multiple language options for customers with limited English proficiency and services for hearing impaired individuals. Team Wipro's solution is designed to meet the diverse needs of individuals who do not speak English as their native language and individuals with hearing impairment, as defined by the agency.

The Enagage360 IVR supports prompts and messages in English, Spanish, and other languages. The configuration will include at a minimum, English and Spanish prompts and messages. For inbound calls, the member signifies a change from the default language (English) by responding to a verbal prompt with a touch-tone dual-tone multi-frequency (DTMF) selection. This technology allows for efficient navigation and information retrieval by English and non-English speaking members.

Additionally, Team Wipro's composition includes bilingual CSRs who are proficient in speaking both English and Spanish. Members who do not speak English or Spanish as their native language are provided language interpretation services. Team Wipro uses certified translation service language specialists to ensure essential information is not lost in the translation process.

Team Wipro's toll-free telephone services includes the ability for a Telecommunications Device for the Deaf/Text Telephone Yoke (TDD/TTY) line for hearing impaired customers. Team Wipro proposes the use of Relay services as another channel that members with hearing impairments may utilize. This allows the customer to contact the relay service and communicate with a relay communication assistant by sign language or keying their information. In turn the relay communication assistant contacts the call center by telephone and conveys the information to the CSR on behalf of the member.



MPCC07

The Contractor's solution shall provide and maintain industry standard quality monitoring capability (e.g., silent monitoring, assignment of unique tracking numbers, voice and screen/multi-media capturing) to analyze the entire call experience as defined by the Agency.

Engage360 provides and maintains industry standard quality monitoring technology for end-to-end analysis of the customer experience. Team Wipro utilizes robust quality monitoring features with advanced capabilities for screen and call recording, silent monitoring, assignment of unique tracking numbers, screen capture of all communication channels, and automated workflows as defined by the agency.

Engage360 provides call recording and Quality Assurance (QA) functionality. The voice exchange and multimedia contacts are captured, encrypted, and stored within the Mitel Contact Center component. Each transaction is assigned a unique tracking number by the Mitel IVR, regardless of the contact method. The unique identifier or contact parameters (e.g. servicing CSR, date/time etc.), may be used to efficiently retrieve an interaction for QA or other purposes.

Real-time monitoring features provide supervisory staff the ability to monitor live calls, determine CSR statuses, and view real-time queue statistics. These features provide the following functionality:

- Silent Monitoring: The silent monitoring feature utilizes an undetectable back-end process to access a live call. Supervisory staff may listen to a call in progress by entering an access number on the telephone key pad. This monitoring mechanism allows supervisors to provide instant feedback to CSRs on performance.
- CSR Performance: Supervisory staff can view CSR statuses via a dashboard display on their desktop computer. The dashboard displays each CSR's current status, how long they have been in that status, when they logged on and off, and more. This enables supervisory staff to provide feedback on performance and schedule adherence of individual CSRs real time.
- Queue Performance: The dashboard displays real-time queue statistics such as the number of callers in queue, the number of agents available to take a call, the number of agents on calls etc. This information allows supervisory staff to respond immediately to changing traffic volumes and path conditions, with staff reallocation, to ensure that service goals are maintained.

MPCC08

The Contractor's solution shall track, store, monitor, maintain, report and display on a dashboard call center statistics at intervals as defined by the Agency (e.g., real time, weekly, monthly, quarterly, and annually) to include, but not limited to:

a. Abandon rate
b. Availability and agent utilization
c. Average speed of answer (ASA)
d. Call duration (e.g., minutes, seconds)
e. Call volume
f. Customer satisfaction
g. Contact time (e.g., minutes, seconds)
h. One call resolution rate
i. Peak hour statistics
j. Identification of historical trends
k. Busy signal
l. Disconnected calls
m. Other areas as defined by the Agency

Engage360 tracks, stores, monitors, and maintains call center statistics, including those identified in the requirement. Call center statistics are available on a dashboard and are provided in real time or intervals as defined by the agency (weekly, monthly, quarterly, and annually). Engage360 provides call center statistics across all call center elements, over any date, and time horizon. Call center statistics collected and maintained include:

- Abandon rate
- Availability and agent utilization
- Average speed of answer (ASA)
- Call duration (e.g., minutes, seconds)
- Call volume
- Customer satisfaction
- Contact time (e.g., minutes, seconds)
- One call resolution rate
- Peak hour statistics
- Identification of historical trends
- Busy signal
- Disconnected calls
- Other areas as defined by the agency

For advanced reporting and data analytics, Reports360 provides interactive dashboard capabilities as represented in the figure below.

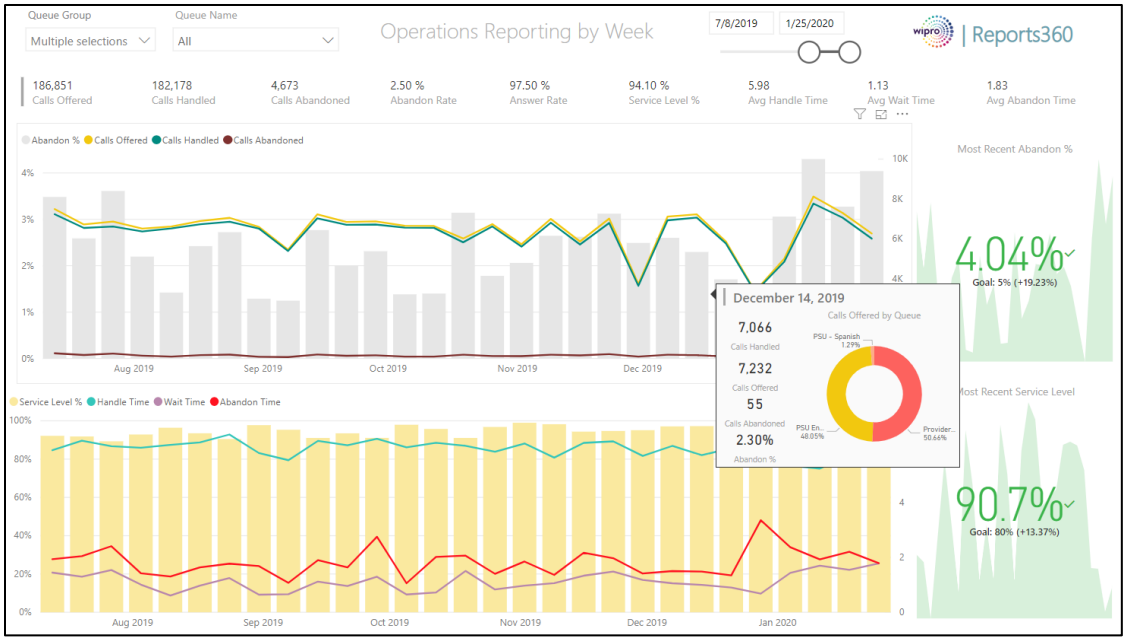


Figure 3-112: Reports360 – Interactive Dashboard

MPCC09

The Contractor's solution shall provide searchable and viewable communication management system that tracks all call center activities and communications, including all correspondence that is generated to and received from providers and members.

Engage360 captures all call center activity and multichannel communication methods. This includes correspondence sent to and received from providers and members.

Engage360 CRM provides a user friendly, searchable, and viewable format for stored call center activity and communication from the IVR, ACD and FaxBack system.

MPCC10

The Contractor's solution shall provide, maintain and operate a secure interactive voice response system (IVRS) with a Contractor-supplied telephone number(s) (e.g., local, toll-free), as defined by the Agency.

The Engage360 component provides, maintains, and operates a secure state-of-the art IVR for the Member and Provider Call Center. Team Wipro's solution is configured to support local and toll-free telephone numbers supplied by Wipro as defined by the agency.

Engage360s IVR is secure, supports security protocols for user authentication, and contains industry best encryption practices. The IVR security configuration requires validation of callers, using identification information defined by the agency. Information is provided only when the caller identity has been authenticated by the system's security parameters.

Engage360 IVR is utilized in Team Wipro's call center operations today and this advanced technology is used to navigate members and providers to the most appropriate agent, and provide self-service for individuals that do not need to speak to a live agent.



MPCC11

The Contractor shall provide an Interactive Voice Response System (IVRS) that allows a caller to select an option to reach a live call center representative during hours of operation with the ability to support call center integration with a configurable menu-driven design, as defined by the Agency, that allows for efficient navigation to the appropriate resource(s). In addition the IVRS shall support configurable scripts for announcements and messages (e.g., regarding hours of operation, emergencies, and system availability) as defined by the Agency.

Engage360 provides an IVR which enables a provider or member to select an option to reach a live CSR during operational hours and supports call center integration with a configurable menu driven design, as defined by the agency. The configurable menu enables members and providers to efficiently navigate to the appropriate CSR to assist them. Our IVR supports configurable scripts for announcements and messages such as hours of operation, emergencies, system availability, and more, as defined by the agency.

Inbound calls to the Provider and Member Call Center are initially handled by Engage360 Mitel IVR. After the agency approved welcome message, callers are presented with customized menu options that include navigational instructions (i.e. “press one to speak with a customer service representative”). Callers who choose to speak to a live CSR may do so by selecting the corresponding option through spoken or typed commands. Once the option is selected, the call is routed by the Automatic Call Distributor (ACD), using skilled based routing, to the most appropriate CSR for assistance.

The Enages360 IVR menu supports configurable scripts for announcements and messages. Agency approved customized scripts may be played during and/or outside operational hours. Scripts for operational hours, emergencies, system availability, and other messages may be configured to play at any position within the IVR workflow as defined by the agency. All IVR messages and prompts will be agency approved.



MPCC12

The Contractor's solution shall provide configurable role-based menus to authorized users that restricts the user's access to information appropriate for the user type as defined by the Agency.

Engage360 provides configurable role based menus which allow authorized user access. Authorized user access to information is restricted by role or type of user as defined by the agency.

Team Wipro utilizes advanced security methodologies to prevent unauthorized access to data. Our integrated solution supports the ability to configure access based on role or user type. Each authorized user is assigned a role which determines the level of access granted. Authorized users are only allowed to access information necessary to perform their assigned duties and access controls are monitored and audited on a continuous basis to ensure appropriate access is assigned or removed as required.



MPCC13

The Contractor shall create, configure, and maintain Agency approved IVRS voice messages, messages, responses, prompts by the required implementation date.

Team Wipro creates, configures, and maintains IVR voice messages, responses and prompts approved by the agency within the required implementation date.

Team Wipro's extensive experience results in the creation of user-friendly IVR messages and prompts through our call centers. All IVR messages go through the agency approval process prior to implementation and Team Wipro will work with the agency to define the messages and prompts for the IVR.



MPCC14

The Contractor's solution shall provide the appropriate and scalable number of in-bound and out-bound access lines to meet caller demand based on monthly statistics as defined by the Agency.

Engage360 provides an appropriate and scalable number of in-bound and out-bound access lines, in order to consistently meet the caller demand for the Provider and Member Call Center. Team Wipro ensures the appropriate number of lines are maintained based on monthly call statistics as defined by the agency.

The Engage360 configuration provides for an immediate increase or decrease in telephony trunks (lines). Peak inbound and outbound call volumes are reviewed and access trunks are scaled up or down to meet caller demand.

Team Wipro places a high priority on enabling providers, members, and potential enrollees to reach the call center without experiencing a busy signal.



MPCC15

The Contractor's solution shall provide the ability to log and track incoming calls with call reason and queue codes (e.g., eligibility, claims, EDI, helpdesk) as defined by the Agency.

Engage360 provides the capability to log and track incoming calls with call reason and routed queue codes as defined by the agency.

Mitel IVR within Engage360 tracks the queue that was called by the number dialed and the IVR workflow option selected. The Mitel ACD routes the calls to the appropriate queue (eligibility, claims, EDI, helpdesk) and the CSR assigns the required reason code to the call. All information defined by the agency is tracked and logged in Salesforce Service Cloud for reporting purposes.



MPCC16

The Contractor's solution shall provide the ability to log and track outgoing calls with call reason and queue codes (e.g., eligibility, claims, EDI, helpdesk) as defined by the Agency.

Engage360 provides the capability to log and track outgoing calls with call reason and routed queue

codes as defined by the agency.

Mitel IVR within Engage360 provides the queue where the call originated. The captured data including the assigned reason code and originating queue for the outbound call is logged and tracked in Salesforce Service Cloud.



MPCC17

The Contractor's solution shall provide the capability to store, track, prioritize, and maintain a configurable log (e.g., date/time reported, issue, description, follow up completed, resolution, escalation contact and workflow) of member and provider complaints received by the call center through the resolution and closure of the complaint. The Agency will have real-time access to detailed information about all complaints.

Engage360 stores, tracks, prioritizes, and maintains a configurable log of member and provider complaints received by the call center. Member and provider complaints are maintained on a log which includes date/time reported, issue, description, follow-up completed, resolution, escalation contact, and workflow. Real-time access to detailed information regarding all complaints from initiation through resolution and closure are made available to the agency.

Salesforce Service Cloud, Team Wipro's CRM solution, has a comprehensive and user-friendly configurable workflow feature. This technology allows tracking of member and provider complaints received by the call center. The automated workflow feature tracks and logs member and provider complaints which are maintained in the CRM, with the date and time, issue and description, follow up completed, resolution, escalated contact, and workflow. The agency may access all complaints received by the call center real time via the CRM dashboard.



MPCC18

The Contractor's solution shall capture, store, maintain, and report detailed information, including a unique transaction number, for all inquiries made to the ACD, IVRS and FAXBACK including information requested and conveyed, as defined by the Agency.

Engage360 captures, stores, maintains, and reports detailed information on all inquiries, including unique transaction numbers, received by the IVR, ACD, and FaxBack system.

Salesforce Service Cloud integrates with the Mitel Contact Center and FaxBack system to capture detailed ACD, IVR, and FaxBack information. When the FaxBack system receives an inquiry, it queries the Salesforce Service Cloud for the requested information and returns the response to the FaxBack system. The Salesforce Service Cloud creates a detailed contact record, which includes the unique ID, for the IVR, ACD and FaxBack. Reports360 provides detailed reports on stored data within contact records.



MPCC19

The Contractor's solution shall capture, record, store, and maintain call information (e.g., time and date of call, duration, name and contact information, reason for calling, agent response, status of resolution, resolution description) for operations staff to utilize for research and/or auditing purposes as defined by the Agency.

Engage360 captures, records, stores, and maintains call information to be utilized by operations staff for research and/or auditing purposes as defined by the agency.

The Mitel Contact Center's MiVoice feature records, stores, and maintains all screen and voice recordings. The Mitel IVR captures the data elements (e.g. date and time of the call, call duration, name, contact information, and reason for the call). The IVR captured elements, in addition to the agent response, resolution status and description are stored and maintained in Salesforce Service Cloud and is easily accessible to operations staff for audit and research purposes.



MPCC20

The Contractor's solution shall capture, store, monitor, maintain, report and display all unique transactions (e.g., ACD, IVRS, Faxback) on a dashboard by transaction type with the ability to search and filter (e.g., call type, provider or member ID, name, representative's ID or name, or a combination of these data elements) and view the audit trail of each transaction as defined by the Agency.

Engage360 captures, stores, monitors, maintains, reports, and displays all agency defined details on a dashboard by transaction type with search and filter functionality. The robust search and filter functions include, at a minimum, call type, provider or member ID, name, representative ID or name, or a combination of these data elements. Team Wipro's solution maintains a full audit trail of each transaction as defined by the agency.

Team Wipro's solution captures all ACD, IVR, and FaxBack transaction information. The Salesforce Service Cloud stores and maintains agency defined information collected from the caller. The transaction information is displayed on the Salesforce Service Cloud dashboard by transaction type. The dashboard provides user-friendly search and filter functionality along with audit details displayed in an easy-to-read format.



MPCC21

The Contractor's solution shall have the ability to automatically or manually route calls (e.g., internal, external, IVRS/FaxBack, voicemail) between the IVRS and the ACD as defined by the Agency.

Engage360 provides the ability to automatically or manually route internal and external calls, IVR, FaxBack, and voicemail between the IVR and the ACD as defined by the agency.

Mitel Contact Center within Engage360 provides full intelligent automated and manual ACD routing functionality between the IVR and ACD queues. This feature provides for the call transfers and routing of internal and external calls, faxes, and voicemails using configurable rules. Team Wipro collaborates with the agency to define and set up the call routing.



MPCC22

The Contractor's solution shall have the ability to update callers within the queue regarding how long the anticipated wait time is until their call is answered, with a routing option to leave a voicemail as defined by the Agency.

Engage360 provides the ability to update callers in the queue with the estimated wait time and provide the option to leave a voicemail at designated intervals, as defined by the agency.

When a call is received, the Mitel IVR routes the call to the ACD queue and presents the caller with

an agency approved recording, estimated wait time, and the option to leave a voicemail. This message continues to play at the specified intervals until either the call is answered or the caller opts to leave a voicemail.



MPCC23

The Contractor shall conduct quality call monitoring on a randomly selected sample of daily calls (a minimum of one half of one percent (0.005%) and no less than one call per agent, per day). The Contractor shall document and retain results of the quality call monitoring and submit the reports to the Agency.

Team Wipro conducts quality monitoring on a randomly selected sample of calls. Quality monitoring is performed on a sample of daily calls at a minimum of one-half of one percent and no less than one call per CSR per day.

Supervisory staff conduct quality monitoring on selected random quality samples. Each sampled call is given a score in addition to a collective score for all calls within the sample. CSRs are provided detailed notes regarding their results and overall scoring. Quality monitoring results are documented and retained within Content360. Reports are generated from the results and provided to the agency.



MPCC24

The Contractor shall provide certified language interpretation (for verbal communication) and translation (for written communication) services for all callers and correspondence.

Team Wipro provides certified language interpretation for all callers and translation of all written communication for non-English speaking/reading members. Wipro understands the agency's requirement to ensure callers whose native language is not English are provided the support necessary to receive information in the language which is native to them.

Team Wipro's staff composition includes individuals who are proficient in reading, writing, and speaking English and Spanish. Non-English or Spanish speaking callers receive interpretation services from certified language specialists. Correspondence is translated and written by certified language specialists.

Team Wipro's Missouri operation demonstrates that the use of certified language specialists provides excellent support to non-English speaking callers. Language interpretation and translation services performed by certified specialists ensures essential information is not lost in the interpretation or translation process.



MPCC25

The Contractor's solution shall utilize the same call center solution for both provider and member help line.

The Wipro EMaaS solution utilizes the same call center solution for both the provider and member help line. Engage360 is a consolidated, multi-tenanted solution that supports both the provider and member help lines.

Engage360 is a fully integrated call center solution utilizing Salesforce Service Cloud and the Mitel Contact Center which provides a single view of the customer across all channels: Phone, secure

email, chat, SMS/Text, web portal and, snail-mail.

The Mitel Contact Center supports the ability to have multiple help lines with independent telephone numbers, email addresses, IVR workflows, fax lines and ACD Queues (member or provider). In addition, this solution has the capability to track each interaction independently for member or provider calls.

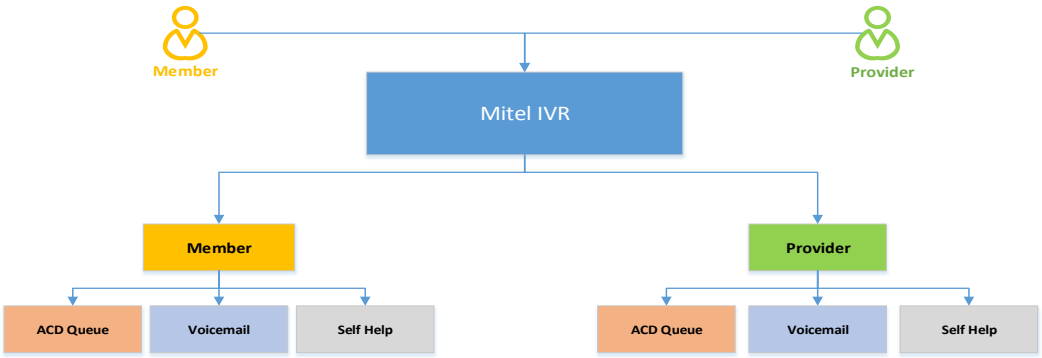


Figure 3-113: Mitel Contact Center – Multiple Help Lines

MPCC26

The Contractor's solution shall provide users the ability to attach or link one or more associated documents (e.g., MS Word, Excel, PDF, image) to one or more unique call records and allow for viewing, printing, emailing, or faxing of documents from within the call or linked call record, as defined by the Agency.

Engage360, within the Wipro EMaaS solution, provides the ability to attach or link one or more documents to the associated call record. The solution enables a document to be linked or attached to one or more call records and allows users to view, print, email, or fax the attached documents directly from call records, as defined by the agency.

Salesforce Service Cloud provides the ability to transmit and attach documents through email or fax and natively supports viewing and printing of linked documents. All corresponding documents are stored within the Content360 Alfresco document management system. The integration between Salesforce Service Cloud and Content360 allows stored documents to be linked to call records within the Salesforce Service Cloud as shown in the example below.

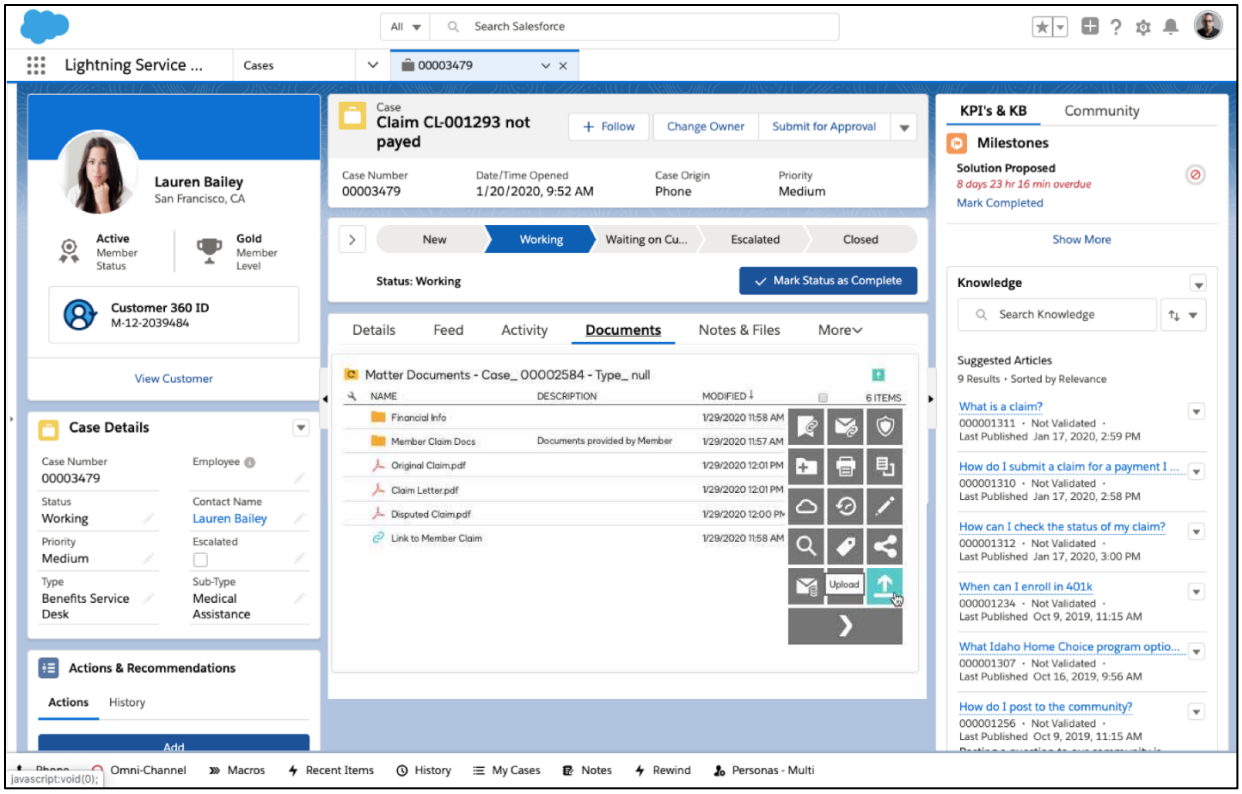


Figure 3-114: Sample Service Cloud User Interface With Integrated Document Management

MPCC27

The Contractor's solution shall provide the ability to survey callers to rate performance measures (e.g., quality, timeliness, and other service delivery elements carried out by the Call Center) as defined by the Agency. The Contractor's solution shall capture caller satisfaction scores to determine the average satisfaction percentage score.

Engage360 provides the ability to conduct customer satisfaction surveys to rate performance measures, as defined by the agency. Team Wipro stores the collected surveys and satisfaction scores for use in calculating the average satisfaction percentage scores.

Team Wipro's Mitel IVR provides for a fully configurable customer survey feature to enable callers to rate their call center experience based on agency-defined performance measures. Team Wipro surveys at a minimum, every 10th caller. Survey data is captured and stored in Mitel Contact Center to calculate satisfaction scores which are then used to determine an average percentage of customer satisfaction. The score and surveys are provided to the agency monthly or upon request.

MPCC28

The Contractor shall capture, store, and maintain a multimedia recording of each distinct call center agent interaction with supporting index information (e.g., agent, topic, authorized user id, member id, provider id, date/time) as defined by the Agency. Upon request, provide the Agency with electronic copies of multimedia recordings which shall be archived according to Agency defined retention requirements.

Engage360 captures, stores, and maintains multimedia recordings for each call with the supporting index information as defined by the agency. Team Wipro provides electronic multimedia recordings to the agency upon request. The multimedia recordings are archived per the agency defined retention requirement.

Mitel Contact Center's MiVoice feature captures and stores all voice and multimedia recordings for each call. Each stored multimedia recording includes date, time, and agent. Salesforce Service Cloud stores agent, topic, authorized user ID, member ID, provider ID, date and time, and any additional call details defined by the agency. All stored information is fully indexed to allow for quick and easy retrieval. Team Wipro provides the agency multimedia recordings in an electronic format, upon request. All captured multimedia information is archived in accordance with agency retention policies.

3.10.18 OPTION C. FEDERAL REPORTING

In addition to the Core scope of the Claims Processing and Management Services module, states may procure additional components and services for activities not categorized in Sections 3.10.1 through 3.10.15. The Offeror's solution will need to provide comprehensive Federal Reporting functionality, including receiving and storing data and generating reports, to satisfy a state's reporting Federal requirements.

Wipro EMaaS provides a robust reporting solution to meet the needs of the State for Federal Reporting. Reports360 accesses all databases internal to our solution and has the ability to access external entity databases, such as the System Integrator (SI) or State's Enterprise Data Warehouse (EDW) tables.

Team Wipro has a strong Big Data and Analytics practice, which offers a wide range of data-related services from new database software to information management, big data, advanced analytics, accelerators, and platforms to wide range of global customers in multiple business domains. Wipro has provided the Medicaid fiscal agent services for the State of Missouri for over 30 years. During this time, we have provided the State with the following:

- Management and Administrative Reporting System (MARS)
- Medicaid Management Information System (MMIS)
- Surveillance and Utilization Review Subsystem (SURS)
- Ad hoc Reporting system

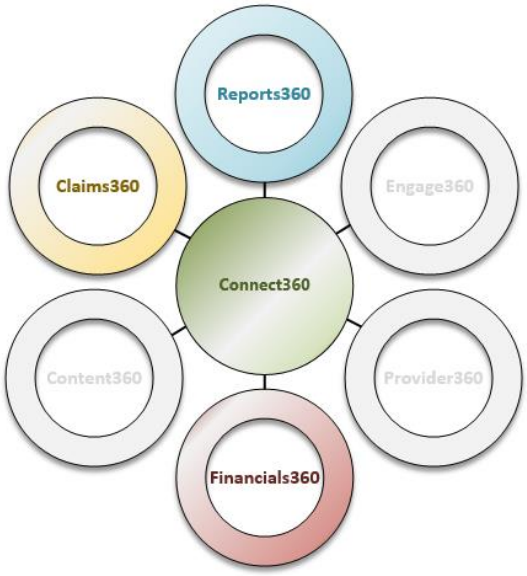
Wipro designed and implemented an Ad hoc Data Warehouse Solution for the State of Missouri. The Data Warehouse stores all the required data to support the State budget, planning, audit, and federal reporting requirements. Additionally, we have provided data and data expertise to support CMS Payment for Error Rate Measurement (PERM) and T-MSIS reporting requirements.

3.10.18.1 FEDERAL REPORTING

This section outlines the requirements necessary to meet Federal reporting in compliance with applicable guidelines. The solution must collect, group, and analyze data to generate all applicable federal reports and processes (e.g., CMS-64, CMS-21, CMS-416, CMS-372, Transformed Medicaid Statistical Information System (T-MSIS), Payment Error Rate Measurement (PERM)). If the Offeror chooses to include these services in their proposal the Offeror must describe in detail their approach to meet each of the Federal Reporting requirements in, Requirements Response Matrix. The Offeror simply repeating the RFP requirements does not qualify as a good response

as defined in Section 6.1.1 of this RFP.

The Wipro EMaaS solution collects, groups, and analyzes data to generate all applicable Federal reports and processes (e.g., CMS-64, CMS-21, CMS-416, CMS-372, Transformed Medicaid Statistical Information System (T-MSIS), and Payment Error Rate Measurement (PERM)) as specified by the agency. Traditional Medicaid, Children's Health Insurance Program (CHIP), and Expanded Medicaid programs are provided through a partnership between the Federal and individual state governments. Depending on the type of expenditure, the federal government provides a percentage match for the state dollars expended. Because of the federal match of expenditures, it is necessary for State Medicaid Agencies to provide an accounting of the Medicaid programs' effectiveness and assurances that all federal regulations pertaining to the programs are met.



Wipro EMaaS is equipped with an expandable data model and includes a real-time data warehouse for the claims related data within the Claims360 component as well as interactive dashboards and reporting for all components within EMaaS. Reports360 is capable of assimilating data information from different data sources to achieve complex reporting needs. Team Wipro's Federal reporting solution leverages the State's EDW to ensure a single source of truth for the State Agency which eliminates the overhead of maintaining multiple data warehouses. For reports that require non-claims related data, Team Wipro will collaborate with the State and State's subcontractors to collect and share the necessary data elements to be in compliance.

Reports360 provides drag-and-drop table joins to quickly create views and establish data relationships. This functionality allows connections to multiple, disparate data sources to create a complete dataset of the State's Medicaid program without added overhead. Reports360 allows for live connections as well as data extractions while maintaining the pre-defined relationships that are established at the initial creation of a report. Because Reports360 is a complete Business Intelligence component, custom calculations and data summarization allow State Agencies to quickly respond to reporting needs without impacting existing production databases or data warehouse processes.

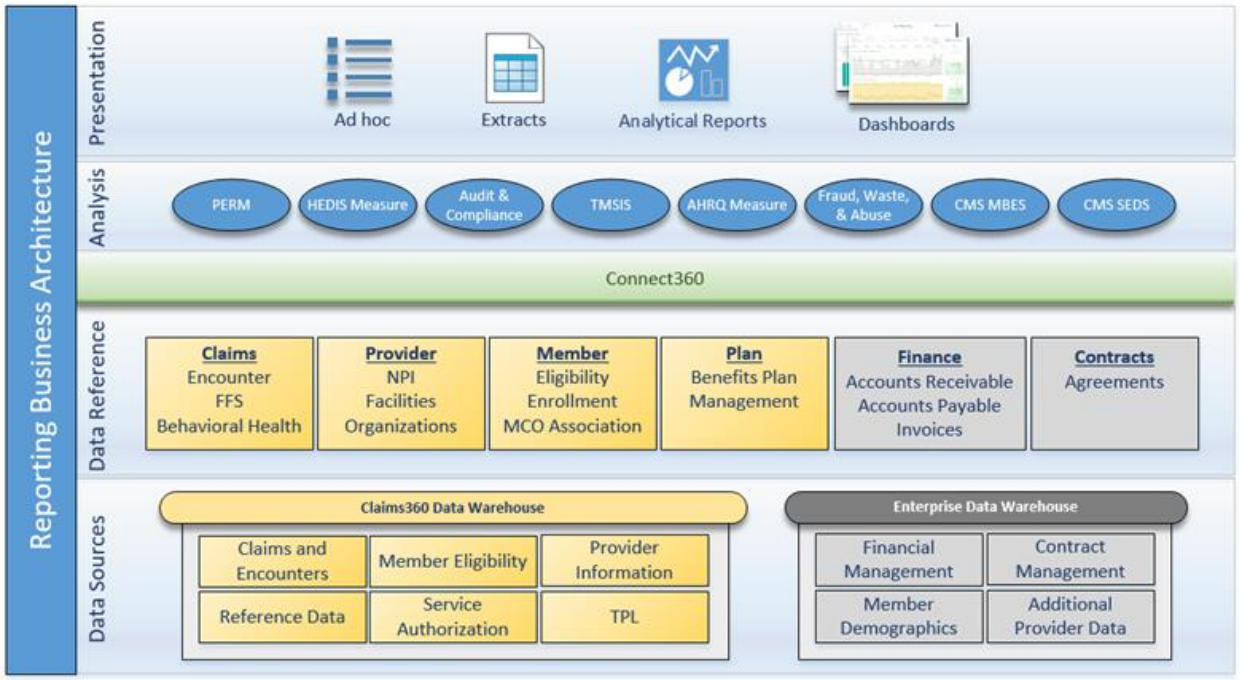
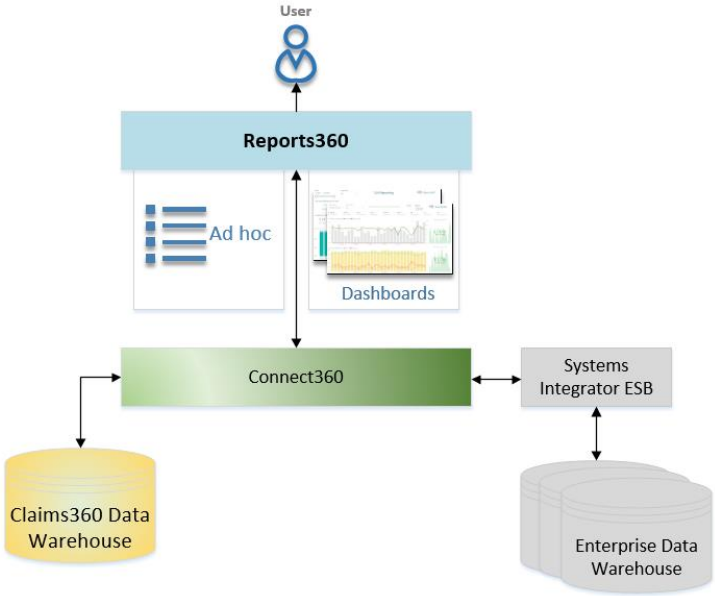


Figure 3-115: Reporting Business Architecture

Reports360 provides an easy-to-understand data structure that is optimized for data analysis and reporting. Through the use of interactive, business user-friendly tools, our solution offers extensive control over data selection, rich visualizations, drill-down analysis, and report scheduling capabilities. Our business intelligence toolkit provides the agency with the key insights to make important decisions regarding Medicaid policies and processes.

Reports360 provides innovative technology to satisfy agency Federal reporting needs. Reports360 is comprised of various tools, including:



- **HealthRules Answers** - HealthRules Answers supports the information requirements necessary for the evaluation, comparison, and management of claims, payments, provider, and member data by allowing user to run reports against both current and historical data.
- **Tableau Platform** - Tableau is a data visualization tool that takes raw data into an easily understandable format. Tableau queries relational databases, OLAP cubes, cloud databases, as well as, spreadsheets and can produce interactive data visualization products.

Claims360 is the core claims adjudication engine within Wipro EMaaS, which also houses a real-

time data warehouse. The Claims360 data warehouse has all the information related to claims, payments, provider, and member data to meet reporting needs.

Supported by Connect360, this robust reporting component collects, groups, and analyzes data to generate or support the agency in providing the necessary details for Federal Reporting. Reports360 enables the agency to fully support its federal reporting requirements by providing report generation and distribution, multiple data source analysis capability, State's EDW connectivity, and real-time performance monitoring.

Please reference the following for Team Wipro's detailed responses to the approach to meet the requirements outlined in Attachment F – Requirements Response Matrix.



FDRP01

The Contractor's solution shall maintain, track, and report claims data (e.g., prompt payment of clean claims, claims inventory) to support compliance with 42 CFR 447.45

The Wipro EMaaS solution maintains, tracks, and reports claims data to support compliance with 42 CFR 447.45.

Claims360 retains the necessary claim fields to support editing for timely filing requirements, as well as tracking for prompt payment requirements. Dependent on the agency policy, business rules configured within the application posts denial or suspend for review exception codes to claims, when timely filing requirements are not met. The claims and payment data are stored in the Claims360 real-time data warehouse, enabling Reports360 to produce reports showing compliance with the applicable prompt payment percentages based off the claims inventory and whether they are clean claims or not.

Additionally, Claims360 contains the required rules for prepayment reviews such as:

- Verifying member eligibility and third-party liability
- Appropriate provider certification and authorization exist
- Services are appropriate for the member's condition
- Services are appropriate for the member's demographic
- Services are not covered or conflicting with previous or currently processing claims.

Post Payment claim reporting supports the identification of suspected fraud, waste, and abuse to the appropriate agency and to CMS.

Wipro EMaaS provides User Defined Terms (UDT) fields that are configurable to contain new standard or internal elements to meet the requirements for future changes to the regulations.



FDRP02

The Contractor's solution shall track, maintain, and report recoveries for the federal share of overpayments to support compliance with 42 CFR 433.320.

The Wipro EMaaS solution tracks, maintains, and reports recoveries for the federal share of overpayments to support compliance with 42 CFR 433.320.

When an overpayment occurs an accounts receivable (AR) is produced within the financial component, Financials360, to track and maintain recovery of the excessive dollars paid to the entity. The AR information includes a breakdown of the portion of the excessive dollars that are Federal

versus state based on the appropriate Federal Medical Assistance Percentages (FMAP) rules. Depending on configuration, the recoveries applied to the AR are directed to the appropriate Federal or state share buckets. As the AR is impacted, an audit log tracks any changes to the AR including changes to the balance of the overpayment recovery.

Reports360 accesses the appropriate claim and financial tables to identify and report recovery of federal dollars to support CMS-64 reporting. The claim and financial tables are checked to determine if a recovery that included federal share payment has occurred within the requested reporting quarter so it can be included on the CMS-64. If desired, a report can be run prior to the upcoming quarter to identify when an overpayment was discovered but the recovery has not yet occurred. Reports360 also provides the ability to schedule reoccurring reports to allow the user to monitor the dollars associated with overpayments at any given time.



FDRP03

The Contractor's solution shall create, update, store, and maintain required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified federal and state report (e.g. CMS-64 report) per Agency defined criteria.

The Wipro EMaaS solution creates, updates, stores, and maintains required and supplemental information to identify and group all claims transactions and non-claim transactions for completion of specified Federal and state report per agency-defined criteria.

The Claims360 component creates, updates, stores and maintains all claim transaction data while Financials360 handles the non-claim transaction processes. Team Wipro will collaborate with State's EDW to obtain any additional non-claim data elements required to support generation of Federal and State reports such as the CMS-64. Classification of the data for purposes of Federal and State reporting, especially the CMS-64, is complex with different definitions within each state agency. To accommodate ever-changing state and federal legislation, configuration of user fields to define the category of service in which each transaction belongs can also be used. Data fields such as member benefit plans, type of provider, specific provider numbers, procedures, diagnoses, waiver plans, etc., can be used to define the category of service as desired by the agency.

Reports360 accesses the appropriate claim and financial data in Claims360 and the State's EDW to report the claims and non-claims transaction data necessary for Federal and State reporting. Reports360 also allows scheduling of recurring reports to allow the user to monitor the dollars associated with each category of service.



FDRP04

The Contractor's solution shall have the ability to gather, store, and report data, as required by CMS specification, for T-MSIS (Medicaid Statistical Information System) data reporting.

The Wipro EMaaS solution has the ability to gather, store and report data, as required by CMS specification, for T-MSIS data reporting.

Team Wipro has extensive experience producing T-MSIS data and understands the wide array of data reporting required to run these reports. Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in the Claims360 data warehouse using the Reports360 data visualization tools. Reports360 accesses the

appropriate tables to extract the required T-MSIS data:

- Fee for Service and Encounter claim
- Member demographic and eligibility
- Managed Care contract
- Provider
- Third Party Liability

The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting. Reports360 has the ability to extract in formats such as excel, CSV, and txt. The data can be provided to the State or outside entities to meet the State's needs.

Because the T-MSIS program continues to be modified, it is important that new data fields or extract types can be incorporated easily within the T-MSIS extract process. Wipro EMaaS provides User Defined Terms (UDT) fields that are configurable to contain new standard or internal elements to meet the requirements for future changes to the T-MSIS requirements.



FDRP05

The Contractor's solution shall have the ability to meet all Agency and federal reporting guidelines, requirements, and periodicity. Any new CMS reporting requirements must be accommodated at no additional cost to Agency.

The Wipro EMaaS solution has the ability to meet all agency and federal reporting guidelines, requirements, and periodicity. Any new CMS reporting requirements is accommodated at no additional cost to agency.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools.

Team Wipro collaborates with the agency to define requirements for each existing agency and Federal report, as well as new CMS reporting requirements. Reports meeting the guidelines and requirements are configured as standard reports to be scheduled for execution based on the agency-defined periodicity. Once a report is produced, any users with the appropriate security to access the data included on the reports can execute the reports. These reports can be scheduled to automatically run on any recurring schedule defined by the agency.



FDRP06

The contractor's solution shall have the ability to provide data to the State to satisfy the federal MARS reporting requirement.

The Wipro EMaaS solution has the ability to provide data to the State to satisfy the Federal MARS reporting requirement.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools. In order to extract the correct data for each of the report lines within the numerous MARS reports, Team Wipro collaborates with the agency to establish how to identify the appropriate data

for reports such as:

- CMS 64 series reports
- CMS 37 series reports
- CMS 21 series reports

The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting. The ability to extract data in various formats, along with producing reports in multiple formats, supports the agency in satisfying Federal MARS reporting requirements.



FDRP07

The Contractor's solution shall have the ability to produce CMS 64 (MAR) report as specified by Agency.

The Wipro EMaaS solution has the ability to produce CMS 64 (MAR) report as specified by the agency.

The CMS 64 (MAR) data is a series of reports used to provide the actual quarterly expenses of the Medicaid program to CMS. The CMS 64 includes expenditures for the current quarters' claims and financial payments, as well as adjustments for prior periods. Administrative, recovery, overpayment, and enrollee data is also necessary to complete the CMS 64 reports.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 visualization tools.

Team Wipro meets with the agency to define the criteria used to group the data into reporting categories for the myriad of lines on the CMS 64 reports. All data fields available within the Claims360 data warehouse, or accessible from the State's EDW, can be used in defining the criteria for each line including but not limited to the following:

- Category of Service
- Provider specific data
- Member specific data
- Claim Diagnoses, procedures, place of service, etc.
- Financial transaction data
- Drug Rebate data

The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting.

Once defined, the reporting categories can be used to produce extracts of data for the CMS 64 or to produce CMS 64 report formats. The generated reports provide drill-down capability to display the specific data used to produce the accumulated totals for each line.



FDRP08

The Contractor's solution shall have the ability to produce CMS 21 (MAR) report as specified by Agency.

The Wipro EMaaS solution has the ability to produce CMS 21 (MAR) report as specified by the agency.

The CMS 21 (MAR) data is a series of reports used to provide the actual quarterly expenses related to the Children's Health Insurance Program (CHIP) to CMS. The data includes expenditures for the current quarters' claims and financial payments, as well as adjustments for prior periods. Additionally, Administrative expenses such as outreach and translation programs are reported on the CMS 21 reports.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools.

Team Wipro collaborates with the agency to define the criteria used to group the data into reporting categories for the CMS 21 report lines. All data fields available within the Claims360 data warehouse, or accessible from the State's EDW, can be used in defining the criteria for each line, including:

- Category of Service
- Outreach program data
- Premium payment data
- Provider specific data
- Member specific data

The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting.

Once defined, the reporting categories can be used to generate extracts of data for the CMS 21 or to produce CMS 21 report formats. The generated reports provide drill-down capability to display the specific data used to produce the accumulated totals for each line. Additionally, the reporting categories can be used prior to the end of the quarter, providing users the ability to track expenditures prior to production of the actual CMS 21 quarterly reports.



FDRP09

The Contractor's solution shall have the ability to produce CMS 21e and CMS 64ec (MAR) statistical eligibility reports.

The Wipro EMaaS solution has the ability to produce CMS21e and CMS64ec statistical eligibility reports.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools.

Reports360 can provide the quarterly unduplicated enrollment counts by:

- Age category
- Income levels
- Type of service delivery (Fee For Service, Managed Care, Primary Care Case Management)

The Claims360 data warehouse can also accept external data feeds for extraneous data elements

unavailable in the State's EDW for inclusion and retention in reporting.

Reporting categories defined within the HealthRules® data warehouse directs the enrollee information to the appropriate report item. The CMS-21e contains the enrollees covered under CHIP or other non-traditional Medicaid programs, while the CMS 64ec reports the traditional Medicaid enrollees. These reports can be run at any time for any quarter to accommodate those agencies that allow retroactive eligibility.

Reports360 accesses the real-time eligibility information to determine the last program an enrollee was enrolled in during a quarter to ensure each enrollee is counted within only one count. Our solution can determine whether the enrollee was eligible in the previous quarter to allow determination of a new enrollee versus an existing enrollee, as well as, identifying dis-enrollments in the quarter. The member months for each enrollment count are determined based off whether there was a single day of eligibility within the month for the reported quarter.

This solution enables the user to create both data extracts and reports, which can be loaded to the CMS website.

FDRP10

The Contractor's solution shall have the ability to support Health Check edits and reporting on fee for service and encounter claims as required by DCH and CMS (CMS-416 report). The Contractor must provide CMS-416 interface extracts to third party contractors as required by DCH.

The Wipro EMaaS solution has the ability to support Health Check edits and reporting on fee-for-service and encounter claims as required by DCH and CMS. We provide CMS-416 interface extracts to third party contractors as required by DCH.

The CMS-416 annual report extract, used to assess the Early Periodic Screening, Diagnostic, and Treatment (EPSDT) Program, is produced from our Claims360 data warehouse. The data warehouse includes the member, fee for service claim and encounter claims data. This data is used to determine the appropriate age groupings, categorically needy versus medically needy program participation, number of eligible members for EPSDT services and usage of EPSDT services, as required for completion of the CMS-416 report.

Team Wipro works with the agency to establish the criteria to meet the States EPSDT reporting requirements. Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools. The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting.

FDRP11

The Contractor's solution shall supplement into T-MSIS data from outside sources if required (e.g. Capitation payment records from enrollment process, Eligibility characteristic data from eligibility intake process, Medicaid services processed by non-MMIS State departments, such as mental health services, Utilization based on Managed Care encounters) as defined by the Agency.

If required, the Wipro EMaaS solution supplements into T-MSIS data from outside sources as defined by the agency.

Team Wipro's Reports360 access has the ability to produce T-MSIS data. We understand that not

all of the T-MSIS data may be available within a single states' system. In order to access all Medicaid and CHIP enrollment, demographics, service utilization and payment data it is not uncommon to require data from external sources, such as the State's EDW. The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting.

Working with the agency, Team Wipro configures the data definitions needed to produce the data extracts for the following:

- Inpatient claims
- Long-Term Care claims
- Prescription claims
- Other claims
- Eligible details
- Managed Care Plan Information
- Provider file details
- Third-Party Liability details

Because the T-MSIS program continues to be modified, it is important that new data fields or extract types can be incorporated easily within the T-MSIS extract process. Wipro EMaaS provides User Defined Terms (UDT) fields that are configurable to contain new standard or internal elements to meet the requirements for future changes to the T-MSIS requirements.



FDRP12

The Contractor's solution shall have the ability to provide data to the State to satisfy reporting requirement (e.g., SURS, EPSDT, MARS, TMSIS) as defined by the Agency.

The Wipro EMaaS solution has the ability to provide data to the State to satisfy reporting requirements as defined by the agency.

Team Wipro understands the wide array of data reporting required to run a Medicaid and CHIP program. Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools. The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting. Reports360 has the ability to extract in formats such as excel, CSV, and txt. The data can be provided to the State or outside entities to meet the State's needs. For example:

- Immunization, laboratory testing, vision, dental, and hearing, etc., data can be extracted to support EPSDT reporting requirements.
- Expenditure data, such as institutional, physician, or pharmacy, etc., data can be extracted for MARS reporting.
- Inpatient, long-term care, Managed Care and Third Party liability data, etc., can be extracted to aid in T-MSIS reporting requirements.

Post-payment claims information can be extracted for a Program Integrity Vendor to use for post-payment Surveillance and Utilization Review reporting.



FDRP13

The Contractor's solution shall have the ability to meet federal and state TPL reporting requirements as defined by the Agency.

The Wipro EMaaS solution has the ability to meet Federal and State Third Party Liability (TPL) reporting requirements as defined by the agency.

The Claims360 data warehouse maintains all claim transaction data including the claims, encounter, and member information. Reports360 accesses the Claims360 data warehouse and State's EDW, if necessary, to report:

- TPL payments
- Impact of TPL on claims processing
- TPL premium payments
- TPL cost containment measures
- TPL policy
- TPL lead information

Team Wipro works with the agency to define the specific reporting requirements for the desired report production.



FDRP14

The contractor's solution shall have the ability to provide data to comply with CMS TMSIS data reporting guidelines and its timelines (e.g., Eligible, OT(Other), IP(Inpatient), RX(Pharmacy), LTC(Long Term Care), TPL, Provider and Managed Care) and incur no additional costs for future enhancements as defined by the Agency.

The Wipro EMaaS solution has the ability to provide data to comply with CMS T-MSIS data reporting guidelines and its timelines and incur no additional costs for future enhancements as defined by the agency.

Team Wipro has extensive experience producing T-MSIS data. We use the source to target mapping documents to drive our data selection. The Claims360 data warehouse has the ability to produce T-MSIS data. We understand that not all of the T-MSIS data may be available within a single states' system. In order to access all Medicaid and CHIP enrollment, demographics, service utilization and payment data it is not uncommon to require data from external sources, such as the State's EDW. The Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting. Reports360 provides the ability to produce T-MSIS data based on current CMS monthly schedule but can be modified easily to produce on any timeline.

Team Wipro collaborates with the agency to develop the data definitions needed to produce the data extracts for the following:

- Eligible
- Other claims
- Inpatient claims
- Pharmacy claims
- Long-Term Care claims

- Third-Party Liability details
- Provider file details
- Managed Care Plan Information

Because the T-MSIS program continues to be modified, it is important that new data fields or extract types can be incorporated easily within the T-MSIS extract process. Wipro EMaaS provides User Defined Terms (UDT) fields that are configurable to contain new standard or internal elements to meet the requirements for future changes to the T-MSIS requirements.



FDRP15

The Contractor's solution shall have the ability to produce the CMS 21 Expenditures Processed Through MMIS System report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the CMS 21 Expenditures Processed Through MMIS System report as specified by the agency.

The CMS 21 series reports contain all expenditures involved in support of the Children's Health Insurance Program (CHIP). Team Wipro's Reports360 accesses member premium, provider, and claim expenditures from the Claims360 data warehouse and can access the State's EDW for other information such as, drug rebate, to complete the CMS 21.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce the CMS 21 series reports containing all expenditures involved in support of the Children's Health Insurance Program (CHIP). Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools. The Claims360 data warehouse can also accept external data feeds for extraneous data elements (e.g. Case Management, Outreach or administrative program costs) unavailable in the State's EDW for inclusion and retention for reporting.

Team Wipro works with the agency to define the criteria to identify expenditures that should be reported in each category of service or line of the CMS 21 reports.



FDRP16

The Contractor's solution shall have the ability to produce the CMS 64 Expenditures Processed Through MMIS System report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the CMS 64 Expenditures Processed Through MMIS System report as specified by the agency.

The CMS 64 series reports contain all expenditures involved in support of the Medicaid and Children's Health Insurance program (CHIP). The CMS 64 data is a series of reports used to provide the actual quarterly expenses of the Medicaid program to CMS. The CMS 64 includes expenditures for the current quarters' claims and financial payments, as well as adjustments for prior periods. Data such as financial collections and overpayments, member premium, provider, claim expenditure and drug rebate information is necessary to produce the CMS 64.

Team Wipro's Reports360 component accesses the Claims360 data warehouse and State's EDW to produce reports. Team Wipro will collaborate with the State's EDW to obtain any additional non-claim or external data elements not available in Claims360 using the Reports360 data visualization tools.

Team Wipro meets with the agency to define the criteria used to group the data into reporting categories for the myriad of lines on the CMS 64 reports. All data fields available within the Claims360 data warehouse, or accessible from the State's EDW, can be used in defining the criteria for each line including:

- Category of Service
- Provider specific data
- Member specific data
- Claim Diagnoses, procedures, place of service, etc.
- Financial transaction data
- Drug Rebate data

When it is necessary to include information from other systems, such as Temporary Assistance for Needy Families (TANF), Health Information Technology (HIT) and administrative program costs, the Claims360 data warehouse can also accept external data feeds for extraneous data elements unavailable in the State's EDW for inclusion and retention in reporting.

Team Wipro works with the agency to define the criteria to identify expenditures that should be reported in each category of service or line of the CMS 64 reports.



FDRP17

The contractor's solution shall have the ability to balance and report MAR counts/amounts to the designated state's data source as specified by Agency.

The Wipro EMaaS solution has the ability to balance and report MAR counts/amounts to the designated state's data source as specified by the agency.

MAR reports generally contain summarized counts and dollar amounts for various aspects of a Medicaid program. It is often necessary to provide details of this data to entities, such as, government accounting or auditing offices to ensure proper administration and effectiveness of a program. Team Wipro understands the importance of an agency being able to identify the exact data included in the counts and amounts reported to the designated State data sources. MAR reports are produced by Reports360 tools using the Claims360 data warehouse or the State's EDW. Reports360 provides the ability to click on a total field to obtain the specific data included in that total.



FDRP18

The Contractor's solution shall have the ability to produce the Medical Assistance Program Status report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Medical Assistance Program Status report as specified by the agency.

Team Wipro collaborates with the agency to determine the specific information needed for the Medical Assistance Program Status report. Utilizing the Member, Provider, Claims and Encounter data allows reports to show many aspects of the program's status. For example, the eligibility, enrollment, and expenses of the Aged, Blind, and Disabled Medicaid population can be reported. A count of members whose eligibility is due to Family Medically Needy qualifications could be determined.

The Claims360 data warehouse has all the information related to claims, payments, provider, and

member data to meet the reporting needs for the Medical Assistance program. Reports360 component accesses the Claims360 data warehouse to produce the reports and allows the user to drill-down in the data to identify members included in a particular member count or program, such as Qualified Pregnant Woman.



FDRP19

The Contractor's solution shall have the ability to produce the Expenditure Analysis Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Expenditure Analysis Detail report as specified by the agency.

In collaboration with the agency to define the specific report requirements, Team Wipro produces the Expenditure Analysis Detail report. Our Reports360 component accesses Member, Provider, Claims, Encounter, and Financial data from the Claims360 data warehouse to allow detail reporting of expenditures.

The expenditure reports can be broken down to the level necessary to provide the agency with the desired information. For example, expenditures could be grouped by member or provider locations, provider types, categories of service, or member qualifying programs. Optionally, the expenditures can be reported at as granular of a level as claim line items in which the dollars are reported to show the State versus Federal payment portions.



FDRP20

The Contractor's solution shall have the ability to produce the Expenditure Analysis Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Expenditure Analysis Summary report as specified by the agency.

In collaboration with the agency to define the specific report requirements, Team Wipro produces the Expenditure Analysis Summary report. The Reports360 component accesses Member, Provider, Claims, Encounter, and Financial data from the Claims360 data warehouse to allow summary reporting of expenditures.

The expenditure reports can be summarized to the level necessary to provide the agency with the desired information. For example, expenditures could be totaled at member or provider locations, provider types, category of service, or member qualifying program levels.

Summarized reports or report data can be extracted to use for legislative inquiries, policy development, budget analysis or other agency needs.



FDRP21

The Contractor's solution shall have the ability to produce the Provider Participation Analysis Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Participation Analysis Summary report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Participation Analysis Summary report. Team Wipro's Reports360 accesses the Claims360 data warehouse for provider, claims, and encounter data to summarize activities, such as what types of provider specialties or number of providers with a specialty are servicing a particular area.

Based on member population, these reports can be used to determine areas of the State where member access to services is inadequate. Provider Participation reports can also show data, such as active providers in a given geographic area or excessive services for the amount of members. Additionally, Provider Participation Analysis Summary reports can identify providers who should be terminated due to inactivity to prevent skewing reports that are based on number of participating providers.



FDRP22

The Contractor's solution shall have the ability to produce the Operational Performance Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Operational Performance Detail report as specified by the agency.

Operational Performance reports provide a view into the effectiveness of a State's Medicaid program. Team Wipro's Reports360 accesses the Claims360 data warehouse for the Member, Provider, Claims, and Encounter data which provides the following reporting options. The Operational Performance Detail Report can report on the following:

- Number of members enrolled by geographic areas, counties or zip codes
- Numbers of members by specific program of eligibility or type of services used
- Variance between childhood screenings and number of members enrolled in the managed care plans
- Ratio of paid versus denied encounter claims by managed care health plan to be used to determine if actions should be taken to improve the quality of their submissions

Reports360 provides the users drill-down capability to see an even more granular level of the details provided. For example, the detail report may show that a managed care health plan has a larger ratio of denied to paid encounters or a specific exception that appears an inordinate amount of the time. Using the drill-down, the user can see the specific encounters to determine if the billing error could be corrected with training on billing procedures.

Numerous types of performance details that can be produced on Operational Performance Detail reports. Team Wipro collaborates with the agency to determine the specific information needed for the Operational Performance Detail report. Once configured, the reports can be scheduled to run on any timeline and can be included within a user's Reports360 dashboard to allow ongoing monitoring of the system's performance.



FDRP23

The Contractor's solution shall have the ability to produce the Operational Performance Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Operational Performance Summary report as specified by the agency.

Operational Performance Summary reports provide a high-level view into the effectiveness of a State's Medicaid program. Team Wipro's Reports360 accesses the Claims360 data warehouse for the Member, Provider, Claims and Encounter data which provides many options for this view. Summary reports can include a quick visual of statewide count of enrollment, number of members in fee-for-service versus managed care plan programs, a provider to member ratio, or total opioids dispensed.

Different types of performance summary level information can be produced on Operational Performance Summary reports. Team Wipro collaborates with the agency to determine the specific information needed for the Operational Performance Summary report. Once configured reports can be scheduled to run on any timeline and can be included within a user's Reports360 dashboard to allow an ongoing monitoring of the system's performance.



FDRP24

The Contractor's solution shall have the ability to produce the Claims Processing Performance Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claims Processing Performance Analysis report as specified by agency.

Claims Processing Performance Analysis reports can be produced using Reports360 using the Claims360 data warehouse. Utilizing data such as date received, date processed, date paid and claim status, the Claims Processing Performance Analysis report can display the following.

- The number of claims by claim type being processed per day, week, cycle or month
- Number of paid versus denied claims by claims type
- Paper versus electronic media claim counts
- The percentage of outpatient claims versus medical and whether a particular claim type takes longer to finalize

Team Wipro works with the agency to define the criteria for the Claims Processing Performance Analysis report. When reports are configured they can be scheduled to run on a recurring basis and included on the user's Reports360 dashboards.



FDRP25

The Contractor's solution shall have the ability to produce the Claims Processing Thruput Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claims Processing Thruput Analysis report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to produce the Claims Processing Thruput Analysis reports. The Claims Processing Thruput Analysis report accesses date received, date processed, paid date, and exceptions posted. This data is used to show information such as, how long clean claims versus claims with exceptions take to finalize as a means to ensure prompt-pay legislation rules are met. The report can also display:

- By claim type how long claim finalization is taking
- How long claims with exceptions are in a workbasket
- What percentage of claims are outpatient versus medical

- What claim types take longer to finalize

Team Wipro works with the agency to define the criteria for the Claims Processing Thruput Analysis report. When reports are configured they can be scheduled to run on a recurring basis and displayed on a user's Reports360 dashboard so they can see the state of claims processing in real time.



FDRP26

The Contractor's solution shall have the ability to produce the Error Distribution Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Error Distribution Analysis report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to produce the Error Distribution Analysis report which is used to determine the breakdown, by percentage, of exceptions being posted. The report can include all exceptions or the most common exception ratios. Error Distribution Analysis reports can also:

- Display a summary of the results of the errors being worked
- Display the counts for whether the claims go on to be paid or denied
- Be used to determine possible staff or Provider education needs
- Be used to identify the need for policy clarification

Reports360 provides the ability for drill-down capability to see details of the claims posting the exceptions. The reports can be included in a user's Reports360 dashboard to monitor the most current data.



FDRP27

The Contractor's solution shall have the ability to produce the Provider Participation Analysis Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Participation Analysis Detail report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Participation Analysis Detail report. Team Wipro's Reports360 accesses the Claims360 data warehouse for the provider, member, claims, and encounter data to provide details by provider type or specialty for information, such as the following:

- Number of Providers Enrolled
- Number of Providers Participating
- Percent of Provider Participating
- Total Members Served
- Average Participants per Participating Provider
- Eligible Participants per Participating Provider
- Total Payments

Provider Participation Analysis Detail reports can include information, such as the count for the current month, a range of months and the same month last year for comparison purposes. The

Provider Participation Analysis Detail report can be included on a user's Reports360 dashboard for easy access.



FDRP28

The Contractor's solution shall have the ability to produce the Provider Claim Filing Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Claim Filing Summary report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Claim Filing Summary report. Team Wipro's Reports360 accesses the Claims360 data warehouse for claims and encounter data to provide summary information, such as the following:

- Average Days to Filing For the Current Month
- Average Days to Filing Over an Extended Time Period
- Number of Claims Received For the Current Month
- Number of Claims Received Over an Extended Time Period
- Percent of Total Claims Received For the Current Month
- Percent of Total Claims Received Over an Extended Time Period

Provider Claim Filing Summary reports can provide the totals based on the number of days, for example, within 30 days, 31-60 days and so on. Reports360 allows users to drill-down into the data supporting the summary report. Additionally, users can include the report on their Reports360 dashboard for easy access.



FDRP29

The Contractor's solution shall have the ability to produce the Provider Claim Filing Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Claim Filing Analysis report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Claim Filing Analysis report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data to provide analysis details at the level desired by the agency, For example, the analysis can be by providers, agency, or types of providers and contain information, such as:

- Average Days to Filing For the Current Month
- Average Days to Filing Over an Extended Time Period
- Number of Claims Received For the Current Month
- Number of Claims Received Over an Extended Time Period
- Percent of Total Claims Received For the Current Month
- Percent of Total Claims Received Over an Extended Time Period

Provider Claim Filing Analysis reports can provide the totals based on the number of days as a grouping, for example, within 30 days, 31-60 days and so on. Reports360 allows user to drill-down into the data supporting the analysis report. Additionally, users can include the report on their Reports360 dashboard for easy access.



FDRP30

The Contractor's solution shall have the ability to produce the Provider Claim Filing Details report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Claim Filing Details report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Claim Filing Details report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data to provide analysis details by specific provider for information such as the following:

- Average Days to Filing For the Current Month
- Average Days to Filing Over an Extended Time Period
- Number of Claims Received For the Current Month
- Number of Claims Received Over an Extended Time Period
- Percent of Total Claims Received For the Current Month
- Percent of Total Claims Received Over an Extended Time Period

Provider Claim Filing Details reports can provide the totals based on the number of days as a grouping, for example, within 30 days, 31-60 days and so on. Reports360 allows users to drill-down into the data supporting the details report. Additionally, users can include the report on their Reports360 dashboard for easy access.



FDRP31

The Contractor's solution shall have the ability to produce the Coordination of Benefit Payment Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Coordination of Benefit Payment Analysis report as specified by the agency.

The Coordination of Benefit (COB) Payment Analysis report provides the user with a breakdown by payment source, of the dollars paid for claims and encounters. Team Wipro collaborates with the agency to determine the specific information needed for the COB Payment Analysis report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data to provide analysis details by provider types and specific providers for data, such as:

- Number of Paid Claims
- Number of Paid Claims with COB Payments Reported
- Percent of Paid Claims with COB Payments Reported
- Total Dollars for Paid Claims
- Total Dollars of non-Medicaid Paid Claims
- Total Dollars of COB Payments on Paid Claims
- Total Dollars of Medicare Payments on Paid Claims
- Total Dollars of Patient Payments on Paid Claims

Reports36 provides users with the ability to drill-down into the data supporting the Coordination of Benefit Payment Analysis report. Additionally, users can include the report on their Reports360 dashboard for easy access.



FDRP32

The Contractor's solution shall have the ability to produce the Error Frequency Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Error Frequency Analysis report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Error Frequency Analysis report. The Error Frequency Analysis report is used to determine the breakdown of exceptions being posted. The report can include all exceptions, specific types of exceptions or the most commonly posted exceptions.

For example, an Error Frequency Analysis report could sort by provider type and then provide details at a provider level for the following:

- Number of Finalized Claims
- Number of Denied Claims
- Number of Claims Paid After Correction
- Percent of Claims Paid After Correction
- Number of Claims With Specific Errors Posted
- Percent of Claims With Specific Errors Posted

Error Frequency Analysis reports can be used to identify areas of possible staff or Provider education needs or possibly the need for policy clarification. Reports360 provides the users with drill-down functionality to see details of the claims posting the exceptions.



FDRP33

The Contractor's solution shall have the ability to produce the Provider Ranking List report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Ranking List report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to configure the Provider Ranking List report. A Provider Ranking List report provides the user with a report in order of descending payment totals. The report can be an overall ranking or by provider types or specialties. Reports360 provides the ability to total payments and claim counts for each provider to display the following information on the report:

- Number of Finalized Claims
- Percent of Overall, Provider Type or Provider Specialty Claims
- Total Dollars for Paid Claims
- Percent of Overall, Provider Type or Provider Specialty Dollars Paid
- Average Payment per Claim

Totals included can be for a current month, year, fiscal year, or range of months based on the agency's needs. Reports360 provides users with the ability to drill-down into the data supporting the Provider Ranking List report. Additionally, users can include the report on their Reports360 dashboard for easy access.



FDRP34

The Contractor's solution shall have the ability to produce the CMO Member Participation Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Care Management Organization (CMO) Member Participation Summary report as specified by the agency.

Team Wipro collaborates with the agency to determine the specific information needed for the CMO Member Participation Summary report. A CMO contract arrangement provides a per diem payment to the organization, who in turn pays the service providers. In order to ensure a CMO is meeting its purpose, a Member Participation Summary is recommended.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the member, claims, and encounter data needed to provide a summary of member details for the CMO program. Data on the CMO Member Participation Summary report could include:

- Number of Members Enrolled
- Number of Members Receiving Services
- Percent of Members Receiving Services
- Total Per Diem Cost Per Member
- Total Cost Per Member If Services Were Paid as Fee For Service
- Number of Services Provided Specific To the Members Condition
- Number of Preventive Services Provided

CMO Member Participation Summary reports can include information such as the totals for the current month, a range of months and the same month or time period last year for comparison purposes.



FDRP35

The Contractor's solution shall have the ability to produce the Member Expenditure Analysis County Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Member Expenditure Analysis County Detail report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse and the State's EDW, when needed to obtain the member, claims, encounter and financial data (to include all sources of expenditures) needed for the Member Expenditure Analysis County Detail report.

A Member Expenditure Analysis County Detail report could include:

- Totals within county of claim dollars versus financial transaction dollars
- Breaking down the amounts by federal versus state dollars

Within the county totals, subtotals could be included by:

- Member's category of aid
- Member's benefit plan
- Types of service
- Types or specialties of providers

- Categories of service

Report columns could include total expenditures, total services, and percent of total expenditures. To identify counties with the highest expenditures, the report can be sorted in descending expenditure order, rather than by county order.

Using drill-down capability a user desiring more detail about a specific county's details can see the specific claims or financial transactions included in the totals. The reports can be scheduled to run automatically and can be included on a user's Reports360 dashboard.



FDRP36

The Contractor's solution shall have the ability to produce the Member Expenditure Analysis Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Member Expenditure Analysis Summary report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse and the State's EDW, when needed to obtain the member, claims, encounter and financial data (to include all sources of expenditures) needed for the Member Expenditure Analysis Summary report.

A Member Expenditure Analysis Summary report can provide statewide and county level expenditures. The summary can be used to identify specific members with high expenditures. To easily identify the highest expenditures per member, a descending sort on total expenditures can be used. The summary report can subtotal at levels such as categories of service. This allows easy identification of members who have the highest pharmacy or outpatient expenditures. Totals can include claim dollars versus financial transaction dollars as well as breaking down the amounts by Federal versus State.

Using drill-down capability a user desiring more detail about a specific summary total can see the specific claims or financial transactions included in the totals. The reports can be scheduled to run automatically and included on a user's Reports360 dashboard.



FDRP37

The Contractor's solution shall have the ability to produce the Member Cost Sharing Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Member Cost Sharing Summary report as specified by the agency.

Medicaid rules allow states to require out of pocket (cost sharing) and premiums. The cost sharing may include copayments, coinsurance, deductibles, and other similar charges. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the member and claims data needed for the Member Cost Sharing Summary report.

The Member Cost Sharing Summary report could include total cost sharing amount by member or breakdown the different types of cost sharing and premiums. Within each members cost sharing, the amounts can also be broken out to show totals by types of service such as copayments for emergency room versus physician visits.

Using drill-down capability a user can see the details of the cost sharing summary amounts. The

reports can be scheduled to run automatically and included on a user's Reports360 dashboard.



FDRP41

The Contractor's solution shall have the ability to produce the Top Twenty-five Providers by COS report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Top Twenty-five Providers by COS report as specified by the agency.

Team Wipro collaborates with the agency to define requirements for this report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the provider, claim, and category of service data needed to produce the Top Twenty-five Providers by COS report. The report can be scheduled in Reports360 to run at any time and made available on the user's dashboard.

Report columns for each provider could include:

- Total dollars paid for the Category of Service as a whole
- Total dollars paid to the provider for the Category of Service
- Number of services paid to the provider
- Percent of dollars paid to the provider in relation to the whole Category of Service
- Percent of services paid to the provider in relation to the whole Category of Service
- Number of denied claims for the provider

In addition to identifying the top twenty-five providers within a category of service, the report could also include subgroupings. For example, the top twenty-five in each county or region within a category of service.



FDRP42

The Contractor's solution shall have the ability to produce the Top Twenty-five Providers by Assignment Plan report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Top Twenty-five Providers by Assignment Plan report as specified by the agency.

Team Wipro collaborates with the agency to define requirements for this report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the provider and claims data needed to produce the Top Twenty-five Providers by Assignment Plan report. Reports360 allows the report to be scheduled to run at any time and can be displayed on the user's dashboard.

Report columns for each provider could include:

- Total dollars paid for the Assignment Plan as a whole
- Total dollars paid to the provider for the Assignment Plan
- Number of services paid to the provider
- Percent of dollars paid to the provider in relation to the whole Assignment Plan
- Percent of services paid to the provider in relation to the whole Assignment Plan
- Number of denied claims for the provider

In addition to breaking by Assignment Plan, the Top Twenty-five Providers by Assignment Plan report can include other breakdowns, such as county or region.



FDRP43

The Contractor's solution shall have the ability to produce the MRDD Provider Services Rendered Report as specified by Agency.

Wipro EMaaS has the ability to produce the MRDD Provider Services Rendered Report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member and claims data needed to produce the MRDD Provider Services Rendered report. This report shows services rendered by providers to developmentally disabled members and can provide detail level information for each individual service performed by the provider containing information, such as:

- Provider identification
- Provider Name
- Member Identification
- Member Name
- Location or County of services
- Dates of Service
- Number of Services
- Amount Paid

The report could be a summary report providing totals by provider, for example:

- Total services paid
- Total amount paid
- Percent of total services paid for MRDD services
- Percent of total amount paid for MRDD services

At a summary level, the report can be sorted by descending total paid or number of services to allow easy identification of the top providers. Reports360 provides drill-down functionality to access the specific services provided. The MRDD Provider Services Rendered Report can be scheduled in Reports360 to run automatically and included on the user's dashboard.



FDRP44

The Contractor's solution shall have the ability to produce the MRDD Self-Directed Services Report as specified by Agency.

Wipro EMaaS has the ability to produce the MRDD Self-Directed Services Report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member and claims data needed to produce the MRDD Self-Directed Services Rendered report. This report shows self-directed services received by developmentally disabled members and can provide detail level information for each individual service performed by the provider containing information, such as:

- Member Identification
- Member Name
- Type of Service performed for the member
- Location or County of services

- Dates of Service
- Provider identification
- Provider Name
- Number of Services
- Amount Paid

The report could be a summary report providing totals by member, for example:

- Total services paid
- Total amount paid
- Percent of total services paid for self-directed services
- Percent of total amount paid for self-directed services

At a summary level, the report can be sorted by descending total paid or number of services to allow easy identification of the members receiving the most services. Reports360 provides drill-down functionality to access the specific services provided. The MRDD Self-Directed Services Report can be scheduled to run automatically and included on user's Reports360 dashboard.



FDRP45

The Contractor's solution shall have the ability to produce the Provider Ranking List by Claims-County report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Ranking List by Claims County report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims and payment data needed to produce the Provider Ranking List by Claims report. This report provides the user with provider payment data in order of descending payment totals. The report can be an overall ranking within county or by provider types or specialties within the county. Reports360 accesses the claims and encounter data to total payments and claim counts for each provider to display:

- Number of Finalized Claims
- Percent of Overall, Provider Type or Provider Specialty Claims
- Total Dollars for Paid Claims
- Percent of whole county, or Provider Type or Specialty within County, Dollars Paid
- Average Payment per Claim

Totals included can be for a current month, year, fiscal year or multiple breakdowns based on the agency's needs. Reports360 allows users to drill-down into the data supporting the ranking report. Additionally, users can include the report on their Reports360 dashboard for easy access and schedule the report to run on an automated schedule.



FDRP46

The Contractor's solution shall have the ability to produce the CMO Provider Participation Analysis Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the CMO Provider Participation Analysis Summary report as specified by the agency.

Team Wipro works with the agency to define the criteria for the CMO Provider Participation

Analysis Summary report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain provider and claims data needed to produce the CMO Provider Participation Analysis Summary report.

Reports360 accesses the provider, claims, and encounter data to summarize activities, such as what types of provider specialties or number of providers with a specialty are servicing a particular area. Based on member population, these reports can be used to determine areas of the state where access to services provided by the CMO are inadequate for members.

This report can be scheduled to run automatically and included on the user's Reports360 dashboard.



FDRP47

The Contractor's solution shall have the ability to produce the CMO Provider Participation Analysis Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the CMO Provider Participation Analysis Detail report as specified by the agency.

Team Wipro works with the agency to define the criteria for the CMO Provider Participation Analysis Detail report. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain provider, claims, and encounter data needed to provide details by provider type or specialty for information, such as the following:

- Number of CMO Providers Enrolled
- Number of CMO Providers Participating
- Percent of CMO Provider Participating
- Total Members Served
- Average Participants per Participating CMO Provider
- Eligible Participants per Participating CMO Provider
- Total Payments

CMO Provider Participation Analysis Detail reports can include information such as the count for the current month, a range of months and the same month last year, for comparison purposes. The CMO Provider Participation Analysis Detail report can be included on user's Reports360 dashboard for easy access and scheduled to run automatically.



FDRP48

The Contractor's solution shall have the ability to produce the Self Directed Care Reconciliation Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Self Directed Care Reconciliation Report as specified by the agency.

A self-directed care plan requires reconciling on a regular basis as a means to ensure the services paid for occurred and those providing personal care or personal assistance services are paid. It also ensures the members balance of funds is appropriate based on the services. Self-directed services are billed using Current Procedure Terminology (CPT) codes such as T1019 (Personal Care) or T2040 (Financial Management Services) along with a Uniform Billing (UB) modifier identifying the setting or level of the care.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the provider, member, claims, and encounter data to provide a reconciliation report for self-directed care programs. Team Wipro collaborates with the agency to define specific requirements for the Self Directed Care Reconciliation Report. Reports360 provides the ability to run the reports on an automated schedule or as needed. Users can also include the report on their Reports360 dashboard.



FDRP49

The Contractor's solution shall have the ability to produce the Medicaid Expenditure By Member County of Residence report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Medicaid Expenditure by Member County of Residence report as specified by agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, claims, encounter, and financial data to include all sources of expenditures on the Medicaid Expenditure by Member County of Residence report. Team Wipro collaborates with the agency to define specifics for this report. Reports360 provides the ability to produce the report at scheduled runtimes and included on the user's dashboard for easy access.

A Medicaid Expenditure by Member County of Residence report could include totals within member county of claim dollars versus financial transaction dollars as well as breaking down the amounts by federal versus state dollars. Within the county totals, breakdowns could be included, such as by claim line category of service, member's category of aid, or member's benefit plan. Report columns could include total expenditures, total services, and percent of total expenditures. To identify counties with the highest expenditures easily the report can be sorted in descending expenditure order, rather than by county order.

Using the drill-down feature a user, desiring more detail about a specific county's details, can see the specific claims or financial transactions included in the totals.



FDRP50

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on ICWP-TBI Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on ICWP-TBI Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify Independent Care Waiver Program-Traumatic Brain Injury members and services. The CMS 372 Annual Report on ICWP-TBI is configured in Reports360 for use by the agency. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, claims, encounter, and financial data to generate this report.

Users can utilize the drill-down capability within Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on their Reports360 dashboard and schedule the reports to run automatically.



FDRP51

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on MRWP-NOW Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on MRWP-NOW Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify New Options Waiver program members and services. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, claims, encounter, and financial data to configure the CMS 372 Annual Report on MRWP-NOW.

Users can utilize the drill-down capability within Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on their dashboard in Reports360 and schedule the reports to run automatically.



FDRP52

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on CHSS-COMP Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on MRWP-NOW Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify Comprehensive Supports Waiver Program members and services. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, claims, encounter, and financial data to configure the CMS 372 Annual Report on CHSS-COMP.

Users can utilize the drill-down capability within Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on their dashboard in Reports360 and schedule the reports to run automatically.



FDRP53

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on GAPP-DC Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on GAPP-DC Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify Pediatric Waiver Program members and services. Team Wipro's Reports360 accesses the Claims360

data warehouse to obtain member, claims, encounter, and financial data to configure the CMS 372 Annual Report on GAPP-DC.

Users can utilize the drill-down capability of Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on a dashboard in Reports360 and schedule the reports to run automatically.



FDRP54

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on ED Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on ED Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify Elderly and Disabled Waiver Program members and services. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, claims, encounter, and financial data to configure the CMS 372 Annual Report on ED.

Users can utilize the drill-down capability in Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on their Reports360 dashboard and schedule the reports to run automatically.



FDRP55

The Contractor's solution shall have the ability to produce the CMS 372 Annual Report on CBAY Waiver report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 372 Annual Report on CBAY Waiver report as specified by the agency.

The CMS 372 reports are used to report the waivers associated with the Home and Community Based Services program. Each CMS 372 identifies the number of members and expenditures for each level of care within a particular waiver. Team Wipro works with the agency to identify Community Based Alternatives for Youth Waiver Program members and services. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member, provider, and claims data needed to produce this report.

Users can utilize the drill-down capability in Reports360 to determine the specific members and expenditures included in the Waiver report totals. Optionally, a user can include the CMS 372 Annual Report on their Reports360 dashboard and schedule the reports to run automatically.



FDRP56

The Contractor's solution shall have the ability to produce the CMS Enrollment Numbers report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS Enrollment Numbers report as specified by the

agency.

The CMS Enrollment Numbers report is used to provide information to the CMS Medicaid Budget and Expenditure System (MBES). The report provides an unduplicated count of members who were enrolled at some point within each month of the reporting quarter. The enrollment numbers include individuals enrolled in Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs.

Team Wipro collaborates with the agency to identify the specific method of defining enrollment. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member enrollment data needed to configure the CMS Enrollment Numbers report.

Users can utilize the drill-down capability in Reports360 to determine the specific members included in the Enrollment report totals. Optionally, a user can include the CMS Enrollment Numbers Report on their Reports360 dashboard and schedule the reports to run automatically.



FDRP57

The Contractor's solution shall have the ability to produce the CMS 37.7 Medicaid Program Budget Report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS 37.7 Medicaid Program Budget Report as specified by the agency.

The CMS 37.7 Medicaid Program Budget Report supplements the CMS 37 report series budget numbers for the CMS Medicaid Budget and Expenditure System (MBES). The report provides an estimated average number of eligible members during the year.

Team Wipro collaborates with the agency to define the specific method of identifying average eligible members. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the CMS 37.7 Medicaid Program Budget Report in Reports360.

Once configured, a user can include the CMS 37.7 Medicaid Program Budget Report on their Reports360 dashboard for easy access and can schedule the report to run as needed or on a recurring schedule.



FDRP58

The Contractor's solution shall have the ability to produce the CMS21E-SCHIP Enrollment Report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS21E-SCHIP Enrollment Report as specified by the agency.

The CMS21E-SCHIP Enrollment report is used to provide information to the CMS Statistical Enrollment Data System (SEDS). The report provides a point in time unduplicated count of members who were ever enrolled in the State Children's Health Insurance Program, as of the reporting date. When a member is enrolled in more than one program during the quarter, the count is included in the last enrolled program. The report is split by:

- Age category
- CMS-defined income levels
- Type of service delivery system

Team Wipro collaborates with the agency to identify the specific method of defining enrollment in SCHIP. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the CMS21E-SCHIP Enrollment Report.

Users can utilize the drill-down capability in Reports360 to determine the specific members included in the Enrollment report totals. Optionally, a user can include the CMS21E-SCHIP Enrollment Report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring schedule.



FDRP59

The Contractor's solution shall have the ability to produce the CMS64EC-Non-SCHIP Enrollment Report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS64EC-Non-SCHIP Enrollment Report as specified by the agency.

The CMS64EC-Non-SCHIP Enrollment Report is used to provide information to the CMS Statistical Enrollment Data System (SEDS). The report provides a point in time unduplicated count of children who were ever enrolled in the Medicaid program, as of the reporting date. Where a member is enrolled in more than one program during the quarter, the count is included in the last enrolled program. The report is split by:

- Age category
- CMS-defined income levels
- Type of service delivery system

Team Wipro collaborates with the agency to identify the specific method of defining traditional Medicaid enrollment for children. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the CMS64EC-Non-SCHIP Enrollment Report.

Users can utilize the drill-down capability in Reports360 to determine the specific members included in the Enrollment report totals. Optionally, a user can include the CMS64EC-Non-SCHIP Enrollment Report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring schedule.



FDRP60

The Contractor's solution shall have the ability to produce the CMS64EC-Non-SCHIP Enrollment Report Preliminary report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS64EC-Non-SCHIP Enrollment Report Preliminary report as specified by the agency.

The CMS64EC-Non-SCHIP Enrollment Report Preliminary report is used to provide information to the agency prior to submitting the data to the CMS Statistical Enrollment Data System (SEDS). The report provides a point in time unduplicated count of children who were ever enrolled in the Medicaid program, as of the reporting date. Where a member is enrolled in more than one program during the quarter, the count is included in the last enrolled program. The report is split by:

- Age category
- CMS-defined income levels

- Type of service delivery system

Team Wipro collaborates with the agency to identify the specific method of defining traditional Medicaid enrollment for children. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the CMS64EC-Non-SCHIP Enrollment Report Preliminary report.

Users can utilize the drill-down capability using Reports360 to determine the specific members included in the Enrollment report totals. Optionally, a user can include the CMS64EC-Non-SCHIP Enrollment Report Preliminary report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring basis.



FDRP61

The Contractor's solution shall have the ability to produce the SCHIP Race Gender and Ethnicity Report as specified by Agency.

Wipro EMaaS has the ability to produce the SCHIP Race Gender and Ethnicity Report as specified by the agency.

The SCHIP Race Gender and Ethnicity Report is used to supplement the information provided to the CMS Statistical Enrollment Data System (SEDS). The report provides the race, gender and ethnicity breakdown of the State Children's Health Insurance Program (SCHIP) members reported in the CMS21E-SCHIP report, as of the reporting date.

Team Wipro collaborates with the agency to identify the specific method of defining race, gender, and ethnicity. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the SCHIP Race Gender and Ethnicity Report.

Users can utilize the drill-down capability in Reports360 to determine the specific members included in the race, gender and ethnicity counts. Users can include the SCHIP Race Gender and Ethnicity Report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring basis.



FDRP62

The Contractor's solution shall have the ability to produce the CMS6421E-Non-SCHIP Enrollment Report as specified by Agency.

Wipro EMaaS has the ability to produce the CMS6421E-Non-SCHIP Enrollment Report as specified by the agency.

The CMS6421E-Non-SCHIP Enrollment Report is used to provide information to the CMS Statistical Enrollment Data System (SEDS). The report provides a point in time unduplicated count of children who were ever enrolled in the Medicaid Expansion (aka Title XX1-funded Medicaid coverage) program, as of the reporting date. Where a member is enrolled in more than one program during the quarter, the count is included in the last enrolled program. The report is split by:

- Age category
- CMS-defined income levels
- Type of service delivery system

Team Wipro collaborates with the agency to identify the specific method of defining Medicaid

Expansion enrollment for children. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain member data to configure the CMS6421E-Non-SCHIP Enrollment Report.

Users can utilize the drill-down capability in Reports360 to determine the specific members included in the Enrollment report totals. Users can include the CMS6421E-Non-SCHIP Enrollment Report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring basis.



FDRP63

The Contractor's solution shall have the ability to produce the Payment Comparison by COS report as specified by Agency.

Wipro EMaaS has the ability to produce the Payment Comparison by COS report as specified by the agency.

A Payment Comparison by COS report can include payment totals for each Category of Service (COS) or could include the total and breakdowns within each COS. For example, a category of service including multiple provider types could provide totals for each provider type within the COS.

Team Wipro collaborates with the agency to identify the specific method of defining Payment Comparison by COS. Team Wipro's Reports360 accesses the Claims360 data warehouse or State's EDW as needed to obtain claims, encounter, and payment data to configure the Payment Comparison by COS report.

Using the drill-down feature in Reports360, a user can access the details that make up the category of service, or provider type within COS, totals. The report can be included on the user's Reports360 dashboard and requested to run as needed or on a recurring basis.



FDRP64

The Contractor's solution shall have the ability to produce the Payment Comparison by Provider Type report as specified by Agency.

Wipro EMaaS has the ability to produce the Payment Comparison by Provider Type report as specified by the agency.

A Payment Comparison by Provider Type report could simply include payment totals for each Provider Type or could include the Provider Type totals plus breakdowns within each Provider Type. For example, a Provider Type including multiple Categories of Service (COS) could provide totals for each COS within the Provider Type.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims, encounter and financial data to include all sources of payments in the Payment Comparison by Provider Type report. Reports360 has the ability to access multiple databases, such as the State's EDW. Team Wipro collaborates with the agency to define specifics for this report. Once requirements are defined, the report is configured and provided to users or set up to run on a recurring basis for multiple users to access or include on their Reports360 dashboard. Reports360 provides the ability to drill-down into the details that make up the Provider Type or COS within Provider Type totals.



FDRP65

The Contractor's solution shall have the ability to produce the Error Code Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Error Code Analysis report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Error Code Analysis report. Reports360 provides the users with drill-down functionality to see details of the claims posting the errors.

The Error Code Analysis report is used to determine the breakdown of errors being posted. The report can include all errors, specific types of errors or the most commonly posted errors.

An example of an Error Code Analysis report could sort by provider type and then provide details at a provider level, and include totals at the provider type or overall claim level for the following:

- Specific Errors Posted
- Number of Errors Posted
- Number of Errors Resulting in Automatic Claim Denial
- Number of Errors Resulting in Denial After Being Worked
- Percent of all Claims Receiving the Specific Error
- Percent of Error Claims Receiving the Specific Error

The Error Code Analysis report can identify areas that need staff augmentation, provider education, or policy clarification. The report could also be used to make decisions regarding future policy changes. For example, an error may be posting with a status that is initially for informational purposes. Based off the number of claims receiving the error, it may be determined that the policy needs to include a broader or lesser definition.



FDRP66

The Contractor's solution shall have the ability to produce the Expenditures By COS and Aid Category report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Expenditures by COS and Aid Category report as specified by the agency.

The Expenditures by COS and Aid Category report could include the expenditure totals grouped by Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs. The expenditures could also be shown with claim totals versus financial transaction totals or split on Federal versus state share. Data can be included on the report such as:

- Financial collections and overpayments
- Premium payments
- Per member per month payments
- Claim expenditures

Team Wipro collaborates with the agency to define the criteria to identify what expenditures should be reported in each Category of Service (COS) and Aid Category. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and financial

data needed to produce the Expenditures by COS or Aid Category report. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP67

The Contractor's solution shall have the ability to produce the Long Term Care Payments by Revenue Code report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Long Term Care Payments by Revenue Code report as specified by the agency.

Long Term Care Payments for Revenue Codes can include payments for the following:

- Inpatient hospital services
- Intermediate Care Facilities for People with Intellectual disability (ICF/ID)
- Nursing Facility (NF)
- Preadmission Screening and Resident Review (PASRR)
- Inpatient Psychiatric Services for Individuals Under Age 21
- Services for individuals age 65 or older in an institution for mental diseases

The report could include the payment totals grouped by Level of Care within each Revenue Code. The payment totals could also include splits by Federal versus State share.

Team Wipro collaborates with the agency to define the specifics of the Long Term Care Payments by Revenue Code report. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims data needed to produce the Long Term Care Payments by Revenue Code report.

Reports360 provides drill-down capability to determine the specific claims data included in the report totals. Optionally, a user can include the Long Term Care Payments by Revenue Code report on their Reports360 dashboard and schedule the reports to run as needed or on a recurring basis.



FDRP68

The Contractor's solution shall have the ability to produce the Medicare Participation Part A report as specified by Agency.

Wipro EMaaS has the ability to produce the Medicare Participation Part A report as specified by the agency.

Part A Medicare Participation reports can include totals from member and claims data, such as:

- Number of Dual Eligible members enrolled in Medicare Part A
- Number of Dual Eligible members enrolled in Medicare Part A as a result of Medicaid providing Buy-in
- Percent of enrolled members who have Medicare Part A
- Number of Dual Eligible members who have had Medicare Part A claims paid
- Number of Part A claims paid for Dual Eligible members
- Amount of Part A claims paid for Dual Eligible members

Team Wipro collaborates with the agency to define the criteria to identify what data should be

reported in each of the dual eligible totals. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and member data needed to produce the Medicare Participation Part A report. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP69

The Contractor's solution shall have the ability to produce the Medicare Participation Part A B report as specified by Agency.

Wipro EMaaS has the ability to produce the Medicare Participation Part A B report as specified by the agency.

Part A B Medicare Participation reports can include totals from member and claims data, such as:

- Number of Dual Eligible members enrolled in Medicare Part A B
- Number of Dual Eligible members enrolled in Medicare Part A B as a result of Medicaid providing Buy-in
- Percent of enrolled members who have Medicare Part A B
- Number of Dual Eligible members who have had Medicare Part A B claims paid
- Number of Part A B claims paid for Dual Eligible members
- Amount of Part A B claims paid for Dual Eligible members

Team Wipro collaborates with the agency to define the criteria to identify what data should be reported in each of the dual eligible totals. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and member data needed to produce the Medicare Participation Part A B report. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP70

The Contractor's solution shall have the ability to produce the Medicare Participation Part B report as specified by Agency.

Wipro EMaaS has the ability to produce the Medicare Participation Part B report as specified by the agency.

Team Wipro collaborates with the agency to define the requirements for the Medicare Participation Part B report. Once defined, the requirements are used to develop the Medicare Participation Part B report.

Part B Medicare Participation reports can include totals from member and claims data, such as:

- Number of Dual Eligible members enrolled in Medicare Part B
- Number of Dual Eligible members enrolled in Medicare Part B as a result of Medicaid providing Buy-in
- Percent of enrolled members who have Medicare Part B
- Number of Dual Eligible members who have had Medicare Part B claims paid
- Number of Part B claims paid for Dual Eligible members

- Amount of Part B claims paid for Dual Eligible members

Team Wipro collaborates with the agency to define the criteria to identify what data should be reported in each of the dual eligible totals. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and member data needed to produce the Medicare Participation Part B report. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP71

The Contractor's solution shall have the ability to produce the Expenditures by COS report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Expenditures by COS report as specified by the agency.

The Expenditures by COS report could include the expenditure totals grouped by Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs. The expenditures could also be shown with claim totals versus financial transaction totals or split on Federal versus state share. Data can be included on the report such as:

- Financial collections and overpayments
- Premium payments
- Per member per month payments
- Claim expenditures

Team Wipro collaborates with the agency to define the criteria to identify what data should be reported in each of the COS totals. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and financial data needed to produce the Expenditures by COS report. Reports360 provides the users with drill-down functionality to see details of the claims and payments represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP72

The Contractor's solution shall have the ability to produce the Expenditures by Provider Type report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Expenditures by Provider Type report as specified by the agency.

The Expenditures by Provider Type report could include the expenditure totals grouped by Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs. The expenditures could also be shown with claim totals versus financial transaction totals or split on Federal versus state share. Data can be included on the report such as:

- Financial collections and overpayments
- Per member per month payments
- Claim expenditures

Team Wipro collaborates with the agency to define the criteria to identify what data should be

reported in each of the Provider Type totals. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain claims and financial data needed to produce the Expenditures by Provider Type report. Reports360 provides the users with drill-down functionality to see details of the claims and payments represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP73

The Contractor's solution shall have the ability to produce the Operational Performance - Averages and Percents report as specified by Agency.

Wipro EMaaS has the ability to produce the Operational Performance – Averages and Percents reports as specified by the agency.

Operational Performance reports provide a view into the effectiveness of a State's Medicaid program. The Operational Performance – Averages and Percents report can provide the following with a large variety of categorization:

- Average number of members enrolled
- Percent of members enrolled in specific programs
- Average cost per member
- Average claims and encounters paid, denied, suspended
- Percent of claims and encounters paid, denied, suspended
- Average number of claims paid per provider
- Average of claims meeting prompt-pay requirements
- Percent of claims meeting prompt-pay requirements
- Average enrolled providers providing services
- Percent of enrolled providers providing services

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the percentages and averages. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims, encounter, member, and provider data needed to produce the Operational Performance – Averages and Percent reports. Reports360 provides the users with drill-down functionality to see details of the claims and payments represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP74

The Contractor's solution shall have the ability to produce the Operational Performance - Dollars report as specified by Agency.

Wipro EMaaS has the ability to produce the Operational Performance – Dollars reports as specified by the agency.

Operational Performance reports provide a view into the effectiveness of a State's Medicaid program. The Operational Performance – Dollars report can provide the following with a large variety of categorization:

- Total amount paid on finalized claims
- Total amount paid for specific types of claims
- Total charges billed on paid and denied claims

- Total of premium amounts paid

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the dollar totals. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims and encounter data needed to produce the Operational Performance – Dollars reports. Reports360 provides the users with drill-down functionality to see details of the claims and payments represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP75

The Contractor's solution shall have the ability to produce the Operational Performance - Provider report as specified by Agency.

Wipro EMaaS has the ability to produce the Operational Performance – Provider reports as specified by the agency.

Operational Performance reports provide a view into the effectiveness of a State's Medicaid program. The Operational Performance – Provider report can provide the following with a large variety of categorization:

- Total amount paid per provider
- Total amount paid per provider within provider type
- Total amount paid per provider within provider specialty
- Total amount paid per provider within region
- Total amount billed per provider
- Total amount billed per provider within county
- Total paid versus billed per provider

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the provider totals. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims and provider data needed to produce the Operational Performance – Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP76

The Contractor's solution shall have the ability to produce the Place of Service Analysis report as specified by Agency.

Wipro EMaaS has the ability to produce the Place of Service Analysis report as specified by the agency.

A place of service analysis report can provide a breakdown of the number of services and amounts paid and billed per place of service. The place of service totals can be reported within various groupings, such as:

- Provider County
- Member County
- Provider Types

- Category of Service
- Category of Aid

The report can be sorted in descending order of amounts paid or number of services to easily determine which places of service are the most used or paid the most. Totals can include the amounts split by Federal versus State share.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the place of service totals. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Place of Service Analysis reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP77

The Contractor's solution shall have the ability to produce the Provider Error Analysis report as specified by Agency.

Wipro EMaaS has the ability to produce the Provider Error Analysis report as specified by the agency.

The Provider Error Analysis report can provide counts of each error posted. The report can include all errors, specific types of errors or the most commonly posted errors. An example of a Provider Error Analysis report could sort by provider type and then provide details at a provider level for the following:

- Number of claims per specific errors
- Most common errors posted
- Percent of claims paid versus denied
- Number of errors posted this reporting period versus previous reporting period

Provider Error Analysis reports can be used to identify possible areas needing Provider education or policy clarification.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the error categories. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Provider Error Analysis reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP78

The Contractor's solution shall have the ability to produce the Provider Filing Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Filing Analysis report as specified by the agency.

Team Wipro works with the agency to define the criteria for the Provider Filing Analysis report. For example, the analysis can be by providers, agency, or types of providers and contain information,

such as:

- Average Days to Filing For the Current Month
- Average Days to Filing Over an Extended Time Period
- Number of Claims Received For the Current Month
- Number of Claims Received Over an Extended Time Period
- Percent of Total Claims Received For the Current Month
- Percent of Total Claims Received Over an Extended Time Period

Additionally, Provider Filing Analysis reports can provide the totals based on the number of days as a grouping, for example, within 30 days, 31-60 days and so on.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the claim filing categories. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Provider Filing Analysis reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP79

The Contractor's solution shall have the ability to produce the Provider Participation Average report as specified by Agency.

Wipro EMaaS has the ability to produce the Provider Participation Average report as specified by the agency.

Provider participation averages could include:

- Average claims per provider
- Average claims per provider type
- Average claims per provider within a county
- Average dollars paid per provider
- Average dollars paid per provider within a region
- Average number of members per participating provider

Reports can be sorted in descending order of averages to help determine which providers are at the top of the average scale. This could show possible provider fraud or the need for more of a particular provider in a region.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the provider participation categories. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Provider Participation Average reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP80

The Contractor's solution shall have the ability to produce the Provider Participation Total report as specified by Agency.

Wipro EMaaS has the ability to produce the Provider Participation Total report as specified by the agency.

Provider participation totals could include:

- Total claims per provider
- Total claims per provider type
- Total claims per provider within a county
- Total dollars paid per provider
- Total dollars paid per provider within a region
- Total number of members per participating provider

Reports can be sorted in descending order of totals to help determine which providers are at the top paid providers. This could show possible provider fraud or the need for more of a particular provider in a region.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the provider claim and payment categories. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Provider Participation Total reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP81

The Contractor's solution shall have the ability to produce the Provider Ranking report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Ranking report as specified by the agency.

A Provider Ranking report provides the user with a report in order of descending payment totals. The report can be an overall ranking or by provider types or specialties with totals, averages, or percentages, such as:

- Number of Finalized Claims
- Percent of Overall, Provider Type or Provider Specialty Claims
- Total Dollars for Paid Claims
- Percent of Overall, Provider Type or Provider Specialty Dollars Paid
- Average Payment per Claim

Totals included can be for a current month, year, fiscal year or range of months based on the agency's needs.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the provider categories. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain claims data needed to produce the Provider Ranking reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP82

The Contractor's solution shall have the ability to produce the Participation Analysis by Aid Category report as specified by Agency.

Wipro EMaaS has the ability to produce the Participation Analysis by Aid Category report as specified by the agency.

The analysis reports can include information such as number of services or payment totals by aid category. The Participation Analysis by Aid Category can include:

- Breakdowns by Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs
- Totals within member counties or regions
- Count of members eligible for services within the aid category
- Percent of member receiving services based on those eligible in the aid category

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the member categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Participation Analysis by Aid Category reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP83

The Contractor's solution shall have the ability to produce the Participation Analysis by COS report as specified by Agency.

Wipro EMaaS has the ability to produce the Participation Analysis by COS report as specified by the agency.

The analysis reports can include information such as number of services or payment totals by COS. The Participation Analysis by COS can include:

- Breakdowns by Medicaid, Children's Health Insurance Program (CHIP) and Expanded Medicaid programs
- Totals within member counties or regions
- Totals within provider counties or regions
- Totals providers included in the totals for the COS

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the member categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Participation Analysis by COS reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP84

The Contractor's solution shall have the ability to produce the Member Participation Summary by County report as specified by Agency.

Wipro EMaaS has the ability to produce the Member Participation Summary by County report as specified by the agency.

Data on the Member Participation Summary by County report could include:

- Number of Members Enrolled per County
- Number of Members Receiving Services per County
- Percent of Members Receiving Services per County
- Cost of Members per County
- Totals by Aid Category within County
- Totals of Preventive Services Provided per County

Participation Summary by County reports can include counts for the current reporting period and previous reporting period.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the member categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Member Participation Summary by County reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP85

The Contractor's solution shall have the ability to produce the Member Copayment by Aid Category report as specified by Agency.

Wipro EMaaS has the ability to produce the Member Copayment by Aid Category report as specified by the agency.

The Member Copayment report can be a total copayment amount per aid category and include other totals, such as number of services or number of members. The Member Copayment by Aid Category can include:

- Breakdowns by Medicaid and Expanded Medicaid programs
- Totals within member counties or regions
- Percent of members who paid a copayment in the aid category

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the member categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Member Copayment by Aid Category reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP86

The Contractor's solution shall have the ability to produce the Member Ranking report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Member Ranking report as specified by the agency.

The Member Ranking report provides the user with a report in order of descending payment totals. The report can be an overall ranking or include breakdowns such as by aid category or member county. For example, the following types of information can be reported:

- Member ID
- Member Name
- Member County
- Number of Finalized Claims
- Percent of Overall Claims
- Total Dollars for Paid Claims
- Percent of Overall Dollars Paid
- Average Payment per Claim

Totals included can be for a current month, previous month, year, fiscal year or range of months based on the agency's needs.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the member ranking categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Member Ranking reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP87

The Contractor's solution shall have the ability to produce the Third Party Payment Ranking report as specified by Agency.

Wipro EMaaS has the ability to produce the Third Party Payment Ranking report as specified by the agency.

The Third Party Payment Ranking report provides the user with a report in order of descending payment totals. The report can be an overall ranking or include breakdowns such as:

- Third Party Payer Name
- Third Party Payer ID
- Number of Paid Claims with Third Party Payment
- Percent of Claims with Third Party Payment
- Total Dollars Paid by Third Party Payer
- Percent of Third Party Payer to Overall Dollars Paid
- Average Third Party Payment per Claim

Totals included can be for a current month, quarter, calendar year, fiscal year, or range of months

based on the agency's needs.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included in each of the third party payment categories. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain member, claims, and encounter data needed to produce the Third Party Ranking reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP88

The Contractor's solution shall have the ability to produce the Claims Throughput Analysis - DOR to DOA report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claims Throughput Analysis – Date of Receipt (DOR) to Date of Adjudication (DOA) report as specified by the agency.

Team Wipro's Reports360 provides the ability to obtain concise information on the amount of time used to adjudicate claims from the date of receipt based on the claims data pulled from Claims360 Data Warehouse. The report provides a measure of overall claim processing performance and presents the achieved relative processing efficiency among the different types of claims. Report data reflects which claims require the longest time to adjudicate. It also can provide a basis for determining what processing throughput times are acceptable for each type of claim.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the Claims Throughput Analysis – DOR to DOA reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP89

The Contractor's solution shall have the ability to produce the Claims Throughput Analysis - DOR to DOP report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claims Throughput Analysis, including the DOR to Date of Payment (DOP) report as specified by the agency.

Team Wipro's Reports360 provides concise information on the amount of time used to process claims based on the claims data pulled from Claims360 data warehouse. The report provides a measure of overall claim processing performance and presents the achieved relative processing efficiency among the different types of claims. Report data reflects which claims require the longest time to obtain approval for payment. It also can provide a basis for determining what processing throughput times are acceptable for each type of claim.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the Claims Throughput Analysis – DOR to DOP reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring

basis.



FDRP90

The Contractor's solution shall have the ability to produce GA Performance Measures report as specified by Agency.

The Wipro EMaaS solution has the ability to produce GA Performance Measures report as specified by the agency.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included. Team Wipro's Reports360 accesses the Claims360 data warehouse to provide all the required data that can be easily used to build reports. Reports360 can pull claim, financial, member, and provider attributes to support performance measure reporting and analysis at the detail or summary level. Team Wipro works with agency staff to identify report measurement criteria, data elements and report formatting requirements.

Reports360 provides the users with drill-down functionality to see details of the claims represented in the performance measures. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP91

The Contractor's solution shall have the ability to produce Missing ETG Report Group Codes report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Missing Episode Treatment Group (ETG) report as specified by the agency.

Team Wipro's Reports360 uses the Claims360 Data Warehouse to capture claims data such as diagnosis and types of service that are comprised to build episode groups. Any number of data elements related to episode groups, group assignment, staging, etc., can be tracked and reported by Reports360 when ETG's are missing or unexpected. Team Wipro works with agency staff to identify the required reporting methodology and formatting.

Reports360 provides the users with drill-down functionality to see details of the claims represented in the performance measures. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP92

The Contractor's solution shall have the ability to produce Performance Measure Summary Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Performance Measure Summary report as specified by the agency.

Team Wipro collaborates with the agency to define the criteria to identify what data should be included. Reports360 can pull claim, financial, member, and provider attributes to support performance measure reporting and analysis at the detail or summary level. Team Wipro works with agency staff to identify report measurement criteria, data elements and report formatting

requirements.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Performance Measure Summary reports. Reports360 provides the users with drill-down functionality to see details of the claims represented in the summary totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP93

The Contractor's solution shall have the ability to produce Provider Increase Monthly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Increase Monthly reports as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze provider increase rates by examining provider payments, number of claims, services rendered, and members served. The data pertaining to provider participation can be presented by monthly and quarterly periods in order to establish service, participation, and payment trends for planning and control. Team Wipro works with agency staff to identify report data and formatting requirements.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Provider Increase Monthly reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP94

The Contractor's solution shall have the ability to produce Provider Increase Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Increase Quarterly reports as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze provider increase rates by examining provider payments, number of claims, services rendered, and members served. The data pertaining to provider participation can be presented by monthly and quarterly periods in order to establish service, participation, and payment trends for planning and control. Team Wipro works with agency staff to identify report data and formatting requirements.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Provider Increase Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP95

The Contractor's solution shall have the ability to produce Random Sample Request report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Random Sample Request reports as specified

by the agency.

Team Wipro's Reports360 uses the HealthRules Data Warehouse to produce random sample data in an easily understandable and flexible format that can then be used to conduct record review, case investigation, or perform other research. Data analysis can be done promptly and the visualizations created are in the form of dashboards, reports, or worksheets for ease of organizing, sorting, and analyzing the detailed information. The user may set the sample size directly for a particular item or may set a specific confidence level to obtain the sample as required by the agency. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP96

The Contractor's solution shall have the ability to produce SUR CASE GROUP NOT USED REPORT QUARTERLY report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SUR Case Group Not Used Quarterly reports as specified by the agency.

Team Wipro's Reports360 provides users the ability to easily see member case group comparisons by peer grouping criteria, such as age, sex, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and Long Term Care (LTC) indicator for the purpose of developing statistical profiles. Using similar parameters, Reports360 also identifies any case groups that were not used in the quarter.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the SUR Case Group Not Used Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP97

The Contractor's solution shall have the ability to produce SUR CASE TYPE NOT USED REPORT QUARTERLY report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SUR Case Type Not Used Quarterly report as specified by the agency.

Team Wipro's Reports360 provides users the ability to see easily member case type comparisons by peer grouping criteria, such as age, sex, geographic region, aid category, agency origin, special programs indicator, and fund category. Using similar parameters, Reports360 also identifies any case types that were not used in the quarter under review.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the SUR Case Type Not Used Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP98

The Contractor's solution shall have the ability to produce SUR Quarterly Aberrant Providers Summary Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SUR Quarterly Aberrant Providers Summary Report as specified by the agency.

Team Wipro's Reports360 provides agency users the ability to build investigative studies efficiently and fine-tune them quickly as needs change to identify aberrant provider utilization activity.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the SUR Quarterly Aberrant Providers Summary reports. Reports360 provides the users with drill-down functionality to see details of the claims and providers represented in the report summary. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP99

The Contractor's solution shall have the ability to produce Claim Details by Member report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Claim Details by Member report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all detail member claim and member demographic data elements where it can be analyzed or aggregated if desired. Team Wipro collaborates with the agency to define the required data criteria and report formatting.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Claim Details by Member reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP100

The Contractor's solution shall have the ability to produce Claim Details by Member Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Claim Details by Member Quarterly report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all detail member claim and member demographic data elements by quarter where it can be analyzed or aggregated if desired. Team Wipro collaborates with the agency to define the required data criteria and report formatting.

Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Claim Details by Member Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the report

details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring quarterly basis.



FDRP101

The Contractor's solution shall have the ability to produce Disease Global View report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Disease Global View report as specified by the agency.

Diseases categorized as global can be identified by diagnosis and related etiology. Reports360 can display disease data regionally in comparison alongside with global data based on agency definitions.

Team Wipro collaborates with the agency to define the required data criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Disease Global View reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP102

The Contractor's solution shall have the ability to produce Disease Quick View report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Disease Quick View report as specified by the agency.

Diseases categorized as global can be identified by diagnosis and related etiology. Reports360 can display disease data regionally in comparison alongside with global data based on agency definitions.

Team Wipro collaborates with the agency to define the required data criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Disease Quick View reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP103

The Contractor's solution shall have the ability to produce Distribution Analysis report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Distribution Analysis report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all claim, provider, and member data elements to perform distribution analysis whether it be member utilization patterns, provider frequency distribution, or error distribution analysis.

Team Wipro collaborates with the agency to define the required data criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Distribution Analysis reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP104

The Contractor's solution shall have the ability to produce Inpatient Claim Details By Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Inpatient Claim Details by Provider report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all Inpatient claim, provider, and member data elements where it can be analyzed at a detail level.

Team Wipro collaborates with the agency to define the required data criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Inpatient Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP105

The Contractor's solution shall have the ability to produce Inpatient Claim Details By Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Inpatient Claim Details by Provider Quarterly report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all Inpatient claim, provider, and member data elements where it can be analyzed at a detail level.

Team Wipro collaborates with the agency to define the required data criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Inpatient Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP106

The Contractor's solution shall have the ability to produce Inpatient Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Inpatient Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 provides the agency with the Inpatient Claims to analyze specific upper

and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine exceptions that are most prevalent among inpatient providers for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and related data needed to produce the Inpatient Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP107

The Contractor's solution shall have the ability to produce Member Case Group Ranking Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Case Group Ranking Quarterly report as specified by the agency.

Team Wipro's Reports360 provides claims, services received, and a variety of member and service demographics data in one view that can be easily used to build these reports. Reports360 identifies the members in each member case group that are consuming the largest number of services based on agency-defined criteria and ranks the members from highest to lowest.

Team Wipro works with agency staff to identify the required report methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Case Group Ranking Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the member and claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP108

The Contractor's solution shall have the ability to produce Member Case Type Comparison by Peer Group report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Case Type Comparison by Peer Group report as specified by the agency.

Team Wipro's Reports360 provides users the ability to easily see member case type comparisons by peer grouping criteria, such as age, sex, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and Long Term Care (LTC) indicator for the purpose of developing statistical profiles. Member Case Type Comparison by Peer Group reports can be defined by date parameters for monthly, quarterly, or yearly to provide the detailed peer group comparisons.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Case Type Comparison by Peer Group reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed

or on a recurrent basis.



FDRP109

The Contractor's solution shall have the ability to produce Member Case Type Comparison by Peer Group Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Case Type Comparison by Peer Group Quarterly report as specified by the agency.

Team Wipro's Reports360 provides users the ability to easily see member case type comparisons by peer grouping criteria, such as age, sex, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and Long Term Care (LTC) indicator for the purpose of developing statistical profiles. Member Case Type Comparison by Peer Group reports can be defined by date parameters for monthly, quarterly, or yearly to provide the detailed peer group comparisons.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Case Type Comparison by Peer Group reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP110

The Contractor's solution shall have the ability to produce Member Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Member Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze specific upper and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine which exception behaviors are most prevalent among members for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP111

The Contractor's solution shall have the ability to produce Member Frequency Distribution report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Frequency Distribution report as

specified by the agency.

Team Wipro's Reports360 provides the agency a data visualization of member frequency distribution in the form of tables or histograms for every time period studied, for every member included in the study. Reports360 produces a report of utilization patterns across all member(s) for a selected time period. Date parameters can be selected for monthly, quarterly, or yearly analysis.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Frequency Distribution reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP112

The Contractor's solution shall have the ability to produce Member Frequency Distribution Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Frequency Distribution Quarterly report as specified by the agency.

Team Wipro's Reports360 provides the agency a data visualization of member frequency distribution in the form of tables or histograms for every time period studied, for every member included in the study. Reports360 produces a report of utilization patterns across all member(s) for a selected time period. Date parameters can be selected for monthly, quarterly, or yearly analysis.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Frequency Distribution Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP113

The Contractor's solution shall have the ability to produce Member Peer Group Comparison report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Peer Group Comparison report as specified by the agency.

Team Wipro's Reports360 uses data elements from the claim, provider, and member tables such as category of aid, age, gender, geographic region, service demographics, and plan enrollment for the purpose of developing member peer group comparisons as a tool to analyze behavior patterns.

Team Wipro works with agency staff to identify required report data and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Peer Group Comparison reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP114

The Contractor's solution shall have the ability to produce Member Peer Group Comparison Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Peer Group Comparison Quarterly report as specified by the agency.

Team Wipro's Reports360 uses data elements from the claim, provider, and member tables such as category of aid, age, gender, geographic region, service demographics, and plan enrollment for the purpose of developing member peer group comparisons as a tool to analyze behavior patterns.

Team Wipro works with agency staff to identify required report data and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Peer Group Comparison Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP115

The Contractor's solution shall have the ability to produce Member Profile report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Profile reports as specified by the agency.

Team Wipro's Reports360 uses data elements from claims, services received, and a variety of member and service demographics data to produce member profiles summarizing information on claims history data for each member over a specified period of time. The Reports360 component provides the agency with information, such as, the ability to identify behavior patterns that reflect under-utilization, as well, as over-utilization of program benefits.

Team Wipro collaborates with the agency to define the data criteria and formatting required. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Profile reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP116

The Contractor's solution shall have the ability to produce Member Profile Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Member Profile Quarterly reports as specified by the agency.

Team Wipro's Reports360 uses data elements from claims, services received, and a variety of member and service demographics data to produce member profiles summarizing information on claims history data for each member on a quarterly basis. The Reports360 component provides the

agency with the ability to identify behavior patterns that reflect under-utilization, as well, as over-utilization of program benefits.

Team Wipro collaborates with the agency to define the data criteria and formatting required. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and member data needed to produce the Member Profile Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP117

The Contractor's solution shall have the ability to produce Nursing Facility Claim Details by Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Nursing Facility Claim Details by Provider report as specified by the agency.

Team Wipro's Reports360 enables the agency to request all nursing facility claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Nursing Facility Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP118

The Contractor's solution shall have the ability to produce Nursing Facility Claim Details by Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Nursing Facility Claim Details by Provider Quarterly report as specified by the agency.

Team Wipro's Reports360 enables the agency to request all nursing facility claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Nursing Facility Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP119

The Contractor's solution shall have the ability to produce Nursing Facility Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Nursing Facility Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 enables the agency to request claims statistics used to build these reports including nursing facility claims data to analyze specific upper and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine which exceptions are most prevalent among nursing facility provider types for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Nursing Facility Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP120

The Contractor's solution shall have the ability to produce Nursing Facility Provider Profile report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Nursing Facility Provider Profile report as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze provider and claims statistics used to build these reports. Reports360 has the capability to produce statistical profiles summarizing information on claims history submitted by each nursing facility provider over a period of time allowing the agency to derive statistical norms.

Team Wipro collaborates with the agency to define the required profile criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Nursing Facility Provider Profile reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP121

The Contractor's solution shall have the ability to produce Outpatient Claim Details By Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Outpatient Claim Details by Provider report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all outpatient claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Outpatient Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a

recurring basis.



FDRP122

The Contractor's solution shall have the ability to produce Outpatient Claim Details By Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Outpatient Claim Details by Provider Quarterly report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all outpatient claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Outpatient Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP123

The Contractor's solution shall have the ability to produce Outpatient Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Outpatient Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 enables the agency to request claims statistics used to build these reports including outpatient claims data to analyze specific upper and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine which exceptions are most prevalent among Outpatient provider types for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Outpatient Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP124

The Contractor's solution shall have the ability to produce Pharmacy Claim Details by Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Pharmacy Claim Details by Provider report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all pharmacy claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Pharmacy Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP125

The Contractor's solution shall have the ability to produce Pharmacy Claim Details by Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Pharmacy Claim Details by Provider Quarterly report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all pharmacy claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Pharmacy Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP126

The Contractor's solution shall have the ability to produce Pharmacy Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Pharmacy Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 enables the agency to request claims statistics used to build these reports including pharmacy claims data to analyze specific upper and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine which exceptions are most prevalent among pharmacy providers for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Pharmacy Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP127

The Contractor's solution shall have the ability to produce Professional Claim Details By Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Professional Claim Details by Provider report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all professional claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP128

The Contractor's solution shall have the ability to produce Professional Claim Details by Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Professional Claim Details by Provider Quarterly report as specified by the agency.

Team Wipro's Reports360 tools enable the agency to request all professional claim, provider, and member data elements where it can be analyzed or aggregated if desired.

Team Wipro collaborates with the agency to define the required data criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP129

The Contractor's solution shall have the ability to produce Professional Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Professional Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 enables the agency to request claims statistics used to build these reports including professional claims data to analyze specific upper and lower limits of acceptability for one or more agency-defined report items. The report can be used to determine which exceptions are most prevalent among professional providers for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP130

The Contractor's solution shall have the ability to produce Professional Referrals Claim Details By Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Professional Referrals Claim Details by Provider report as specified by the agency

Team Wipro's Reports360 can report on behavior patterns for provider referrals or other criteria as desired. The agency can create referral studies based on any combination of available data elements from claim, provider, or member tables.

Team Wipro works with agency staff to identify the required reporting criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Referrals Claim Details by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP131

The Contractor's solution shall have the ability to produce Professional Referrals Claim Details By Provider Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Professional Referrals Claim Details by Provider Quarterly report as specified by the agency

Team Wipro's Reports360 can report on behavior patterns for provider referrals or other criteria as desired. The agency can create referral studies based on any combination of available data elements from claim, provider, or member tables.

Team Wipro works with agency staff to identify the required reporting criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Referrals Claim Details by Provider Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP132

The Contractor's solution shall have the ability to produce Professional Referrals Exception Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Professional Referrals Exception Quarterly report as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze specific upper and lower limits of acceptability for one or more agency-defined report items including referrals. The report can be used to determine which exceptions are most prevalent among professional provider types for referrals for the current quarter or over a period of time as specified by the agency.

Team Wipro works with agency staff to identify the required reporting methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Professional Referrals Exception Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP133

The Contractor's solution shall have the ability to produce Provider Case Group Ranking Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Case Group Ranking Quarterly report as specified by the agency.

Team Wipro's Reports360 identifies the providers in each provider case group that are receiving the largest medical payments for services rendered. For a given quarter, the following data may be reported:

- Number of paid claims
- Average payment
- Percentage that each provider's payment represents of the total payments in that provider case group

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Provider Case Group Ranking Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP134

The Contractor's solution shall have the ability to produce Provider Case Type Comparison by Peer Group Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Case Type Comparison by Peer Group Quarterly report as specified by the agency.

Team Wipro's Reports360 pulls data elements, such as, category of service, provider type and specialty, type of practice, facility type, and geographic region to report quarterly provider case type comparisons by peer group to analyze behavior patterns on the part of healthcare providers and identify those that appear to be abnormal.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Provider Case Type Comparison by Peer Group Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP135

The Contractor's solution shall have the ability to produce Provider Case Type Comparison by Peer Group Yearly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Case Type Comparison by Peer Group Yearly report as specified by the agency.

Team Wipro's Reports360 pulls data elements, such as, category of service, provider type and specialty, type of practice, facility type, and geographic region to report quarterly provider case type comparisons by peer group to analyze behavior patterns on the part of healthcare providers and identify those that appear to be abnormal.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Provider Case Type Comparison by Peer Group Yearly reports. Reports360 provides the users with drill-down functionality to see details of the claims, provider, and member data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a yearly basis.



FDRP136

The Contractor's solution shall have the ability to produce Provider Frequency Distribution report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Frequency Distribution report as specified by the agency.

Team Wipro's Reports360 provides the agency a data visualization of provider frequency distribution in the form of tables or histograms for every time period studied, for every provider included in the study. Reports360 produces a report of utilization patterns across all provider(s) for a selected time period. Date parameters can be selected for monthly, quarterly, or yearly analysis.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Provider Frequency Distribution reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP137

The Contractor's solution shall have the ability to produce Provider Frequency Distribution Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Provider Frequency Distribution Quarterly report as specified by the agency.

Team Wipro's Reports360 provides the agency a data visualization of provider frequency distribution in the form of tables or histograms for every time period studied, for every provider

included in the study. Reports360 produces a report of utilization patterns across all provider(s) for a selected time period. Date parameters can be selected for monthly, quarterly, or yearly analysis.

Team Wipro works with agency staff to identify report data and formatting requirements. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Provider Frequency Distribution Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP138

The Contractor's solution shall have the ability to produce Provider Peer Group Comparison report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Peer Group Comparison report as specified by the agency.

Team Wipro's Reports360 pulls data elements, such as, category of service, provider type and specialty, type of practice, facility type, and geographic region to report provider peer group comparisons to analyze behavior patterns on the part of healthcare providers and identify those that appear to be abnormal.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider peer group data needed to produce the Provider Peer Group Comparison reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurrent basis.



FDRP139

The Contractor's solution shall have the ability to produce Provider Peer Group Comparison Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Peer Group Comparison Quarterly report as specified by the agency.

Team Wipro's Reports360 pulls data elements, such as, category of service, provider type and specialty, type of practice, facility type, and geographic region to report provider peer group comparisons to analyze behavior patterns on the part of healthcare providers and identify those that appear to be abnormal.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider peer group data needed to produce the Provider Peer Group Comparison Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP140

The Contractor's solution shall have the ability to produce Provider Profile report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Profile report as specified by the agency.

Team Wipro's Reports360 has the capability to produce statistical profiles summarizing information on claims history submitted by each provider monthly and quarterly allowing the agency to derive statistical norms. Provider profiles can be based on various categories including billing and rendering providers, group practices, location of services, billing service or National Provider Identifier (NPI).

Team Wipro collaborates with the agency to define the required profile criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider profile data needed to produce the Provider Profile reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP141

The Contractor's solution shall have the ability to produce Provider Profile Quarterly report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Provider Profile Quarterly report as specified by the agency.

Team Wipro's Reports360 has the capability to produce statistical profiles summarizing information on claims history submitted by each provider monthly and quarterly allowing the agency to derive statistical norms. Provider profiles can be based on various categories including billing and rendering providers, group practices, location of services, billing service or National Provider Identifier (NPI).

Team Wipro collaborates with the agency to define the required profile criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider profile data needed to produce the Provider Profile Quarterly reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP142

The Contractor's solution shall have the ability to produce Balance Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Balance report as specified by the agency.

Team Wipro's Reports360 pulls data from claims paid and all of the various financial transactions including payout and recoupments. Balancing of payments by providers, categories of service, or any financial element can be captured and reported.

Team Wipro collaborates with the agency to define the required balancing criteria, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and payment data needed to produce the Balance reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurrent basis.



FDRP143

The Contractor's solution shall have the ability to produce Case Group Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Case Group report as specified by the agency.

Team Wipro's Reports360 provides reports that allow the agency to do member or provider case group analysis monthly, quarterly, or yearly as desired.

Team Wipro works with the agency to define the required case group criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the Case Group reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP144

The Contractor's solution shall have the ability to produce Case Type Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Case Type report as specified by the agency.

Team Wipro's Reports360 provides reports that allow the agency to do provider or member case type analysis monthly, quarterly, or yearly as desired.

Team Wipro works with the agency to define the required case type criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the Case Type reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP145

The Contractor's solution shall have the ability to produce Peer Group Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Peer Group report as specified by the agency.

Team Wipro's Reports360 uses agency-defined collection of rules, behavior patterns, and reporting items in a wide variety of combinations to build studies of member and provider peer groups.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the Peer Group reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP146

The Contractor's solution shall have the ability to produce SUR case type reports as specified by Agency.

The Wipro EMaaS solution has the ability to produce the SUR Case Type report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, provider data, member, and service demographics that is used to build reports for SUR case types. Reports360 provides reports that allow the agency to do ranking and comparative analysis monthly, quarterly, or yearly as desired.

Team Wipro works with the agency to define the required case type criteria and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the SUR Case Type reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP147

The Contractor's solution shall have the ability to produce SURProfiler Member Peer Group Not Used report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the SURProfiler Member Peer Group Not Used report as specified by the agency.

Members can be classified into peer groups using criteria such as age, sex, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and Long Term Care (LTC) indicator for the purpose of developing statistical profiles. Team Wipro's Reports360 can produce member profile reports based on peer groups as well as report member peer groups that are not used in a specified time period.

Team Wipro works with agency staff to identified required report criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the SURProfiler Member Peer Group Not Used reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP148

The Contractor's solution shall have the ability to produce SURProfiler Member Peer Group Usage report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SURProfiler Member Peer Group Usage report as specified by the agency.

Members can be classified into peer groups using criteria such as age, sex, geographic region, aid category, agency origin, special programs indicator, fund category, case-mix index, and Long Term Care (LTC) indicator for the purpose of developing statistical profiles. Team Wipro's Reports360 can produce member profile reports based on agency defined peer groups.

Team Wipro works with agency staff to identified required report criteria and formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims, member, and provider data needed to produce the SURProfiler Member Peer Group Usage reports. Reports360 provides the users with drill-down functionality to see details of the claims, member, and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP149

The Contractor's solution shall have the ability to produce SURProfiler Provider Peer Group Not Used report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SURProfiler Provider Peer Group Not Used report as specified by the agency.

Team Wipro's Reports360 uses agency-defined collection of rules, behavior patterns, and reporting items in a wide variety of combinations to build studies of provider peer groups or identify peer groups not used.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the SURProfiler Provider Peer Group Not Used reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP150

The Contractor's solution shall have the ability to produce SURProfiler Provider Peer Group Not Used report as specified by Agency.

The Wipro EMaaS solution has the ability to produce SURProfiler Provider Peer Group Usage report as specified by the agency.

Team Wipro's Reports360 uses agency-defined collection of rules, behavior patterns, and reporting items in a wide variety of combinations to build studies of provider peer groups or identify peer groups not used.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the SURProfiler Provider Peer Group Usage reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP151

The Contractor's solution shall have the ability to produce Chi Square Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce a Chi Square report as specified by the agency.

Team Wipro's Reports360 uses data and specified categorical variables to produce Chi Square relationship results.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain the data needed to produce the Chi Square reports. Reports360 provides the users with drill-down functionality to see details of the data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP152

The Contractor's solution shall have the ability to produce CT Scans or MRI With No Specialty report as specified by Agency.

The Wipro EMaaS solution has the ability to produce CT Scans or MRI with No Specialty report as specified by the agency.

Team Wipro's Reports360 uses data elements such as procedure code and provider to capture required report data. Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the CT Scans or MRI with No Specialty report.

Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP153

The Contractor's solution shall have the ability to produce Diagnosis Codes by Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Diagnosis Codes by Provider report as specified by the agency.

Team Wipro's Reports360 uses data elements such as claim diagnosis codes and provider to build

required report data. Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and diagnosis data needed to produce the Diagnosis Codes by Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP154

The Contractor's solution shall have the ability to produce Trend by Rendering Provider report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Trend by Rendering Provider report as specified by the agency.

Team Wipro's Reports360 produces provider trending reports by rendering provider to evaluate trends and performance indicators for a given period.

Team Wipro works with agency staff to identify the required trending methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and provider data needed to produce the Trend by Rendering Provider reports. Reports360 provides the users with drill-down functionality to see details of the claims and provider data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP155

The Contractor's solution shall have the ability to produce CMO Chi Square Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce CMO Chi Square report as specified by the agency.

Reports360 uses data and specified categorical variables to produce Chi Square relationship results. Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting.

Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW, if needed, to obtain the claims and other related data needed to produce the CMO Chi Square reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP156

The Contractor's solution shall have the ability to produce CMO Early Warning Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce CMO Early Warning report as specified by the agency.

Team Wipro's Reports360 provides reports on early warning data and information to CMO's on access to care and quality of care by reviewing diagnosis, health status and other socio-economic characteristics that is provided in claims and other member demographic data.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW to obtain the claims and encounter data needed to produce the CMO Early Warning reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP157

The Contractor's solution shall have the ability to produce COS Quarterly Ranking report as specified by Agency.

The Wipro EMaaS solution has the ability to produce Category of Service (COS) Quarterly Ranking report as specified by the agency.

Team Wipro's Reports360 identifies payments for all COS based on claims data and ranks them based on data parameters such as provider, time period, expenditure, member participation, and type of claims.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the COS Quarterly Ranking reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a quarterly basis.



FDRP158

The Contractor's solution shall have the ability to produce Claim Error Status Detail report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claim Error Status Detail report as specified by the agency.

Team Wipro's Reports360 provides the ability to analyze specific detail level claim errors and rejection rates. The report can be used to determine which errors occur most frequently among providers. The agency can see the current error status or view the average over a period of time.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the Claim Error Status Detail reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP159

The Contractor's solution shall have the ability to produce Claim Error Status Summary report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Claim Error Status Summary report as specified by the agency.

Team Wipro's Reports360 provides to analyze summary level claim errors and rejection rates. The report can be used to determine which errors occur most frequently among providers. The agency can see a summary of the current error status or view the average over a period of time.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims data needed to produce the Claim Error Status Summary reports. Reports360 provides the users with drill-down functionality to see details of the claims data represented in the report summary totals. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP160

The Contractor's solution shall have the ability to produce Early Warning Report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Early Warning report as specified by the agency.

Team Wipro's Reports360 provides reports on early warning data and information on access to care and quality of care by reviewing diagnosis, health status and other socio-economic characteristics that is provided in claims and other member demographic data.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse and State's EDW to obtain the claims and encounter data needed to produce the Early Warning reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP161

The Contractor's solution shall have the ability to produce Excessive Hours Per Day report as specified by Agency.

Wipro EMaaS produces the Excessive Hours Per Day report as specified by the agency.

Team Wipro's Reports360 provides the agency with a wide range of detail level data from the Claims360 data warehouse related to procedure, billed units, paid units, member, and provider. This data is used to track and report excessive services based on parameters set by the agency for what is considered excessive hours or services for any given provider, member, procedure or time period. Identifying excessive hours assists the agency in identifying areas of concern, such as, fraudulent

filing of claims for services that were not rendered.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Excessive Hours Per Day reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP162

The Contractor's solution shall have the ability to produce Few Procedure Codes Billed report as specified by Agency.

Wipro EMaaS produces the Few Procedure Codes Billed report as specified by the agency.

Team Wipro's Reports360 provides the agency with a wide range of detail level data from the Claims360 data warehouse related to procedure, billed units, paid units, members and, provider. This data is used to track and report too few procedures billed based on criteria set by the agency for what is considered too few procedures for any given procedure, episode of care, time period, or other parameters. This type of report allows the agency to monitor and control the quality and level of medical care delivered to its members.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Few Procedure Codes Billed reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP163

The Contractor's solution shall have the ability to produce Home Hospital Conflict report as specified by Agency.

Wipro EMaaS produces the Home Hospital Conflict report as specified by the agency.

Team Wipro's Reports360 provides the agency with a wide range of detail level data from the Claims360 data warehouse related to service setting or location, provider type, and member data. This data is used to track and report conflicting home and hospital setting services and payments based on parameters set by the agency for any given service or time period.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Home Hospital Conflict reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP164

The Contractor's solution shall have the ability to produce Member Lock-In Activity report as specified by Agency.

Wipro EMaaS produces the Member Lock-in Activity report as specified by the agency.

Team Wipro's Reports360 provides the agency with a wide range of detail level data from the Claims360 data warehouse related to member lock-in activity. Members may have restricted or limited benefits or be subject to administrative lock-in. Team Wipro's Reports360 pulls member, provider and claims data and provides reports to monitor and control activity, such as, payments made to unauthorized providers or excessive or unnecessary referrals to the emergency room.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Member Lock-in Activity reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP165

The Contractor's solution shall have the ability to produce Member Narcotics Exception Listing report as specified by Agency.

Wipro EMaaS produces the Member Narcotics Exception Listing report as specified by the agency.

The agency prescription benefit plan may request additional information to evaluate the reimbursement of medical use of narcotic drugs for its members. Team Wipro's Reports360 provides the ability to pull claims, National Drug Code (NDC), diagnosis, and a variety of provider and member demographics data that is used to build these reports. Using the agency pre-determined list of narcotic drug NDC's and prescriber business rules,

Team Wipro's Reports360 uses these data elements from the Claims360 data warehouse to derive exception parameters and capture narcotic dispensing exceptions. Team Wipro works with agency staff to identify the required data elements and report formatting. Reports360 provides the users with drill-down functionality to see details of the claims, member, and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP166

The Contractor's solution shall have the ability to produce Lock-In Program Monthly Savings report as specified by Agency.

Wipro EMaaS produces the Lock-in Program Monthly Savings report as specified by the agency.

Members may have restricted or limited benefits or be subject to administrative lock-in. Team Wipro's Reports360 provides the agency with any number of detail and summary level cost savings data from the Claims360 data warehouse related to member lock-in expenditures, benchmark inputs,

and comparative member data to determine cost savings over a specified period of time.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Reports360 provides the users with drill-down functionality to see details of the claims, member, and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP167

The Contractor's solution shall have the ability to produce Member Ethnicity-Race Analysis report as specified by Agency.

Wipro EMaaS produces the Member Ethnicity-Race Analysis report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull member race-ethnicity data and information to agencies for analysis. Reports360 uses member demographics, health status, and other socio-economic characteristics that is provided in claims and other member data files to provide reports on member ethnicity and race related to healthcare.

Team Wipro works with agency staff to identify the required methodology, data elements, and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Member Ethnicity-Race Analysis reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP168

The Contractor's solution shall have the ability to produce PT OT Daily Overbilling report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Physical Therapy (PT) and Occupational Therapy (OT) Daily Overbilling report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, services received, and a variety of member and service demographics data that is used to build these reports.

Team Wipro's Reports360 uses data elements such as procedure code, date of service, member, and provider from the Claims360 data warehouse to derive and capture required report data to produce the Physical Therapy (PT) and Occupational Therapy (OT) Daily Overbilling reports.

Team Wipro works with agency staff to identify required data elements and report formatting. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP169

The Contractor's solution shall have the ability to produce Critical Care Services With No Associated Institutional Stay report as specified by Agency.

The Wipro EMaaS solution has the ability to produce the Critical Care Services with No Associated Institutional Stay report as specified by the agency.

Reports360 provides the ability to pull claims, services received, and a variety of member and service demographics data that is used to build these detail level reports. Reports360 enables the agency to analyze critical care physician and clinical visits with no associated institutional stay to determine whether:

- Disparity between level of service and related facility treatment has detrimental impacts for member health outcomes, or
- If healthcare providers are up-coding healthcare visits to get higher levels of reimbursement.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Critical Care Services with No Associated Institutional Stay reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP170

The Contractor's solution shall have the ability to produce Excessive Miscellaneous Codes report as specified by Agency.

Wipro EMaaS produces the Excessive Miscellaneous Codes report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, services received, and a variety of member and service demographics data from the Claims360 data warehouse that is used to build these reports. Reports360 uses data elements such as procedure code, date of service span, and provider produce the Excessive Miscellaneous Codes reports.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP171

The Contractor's solution shall have the ability to produce Nebulizer and Supplies report as specified by Agency.

Wipro EMaaS produces the Nebulizer and Supplies report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, services received, and a variety of member and service demographics data that is used to build these reports. Reports360 uses data elements such as procedure code, time period, member, and provider from the Claims360 data warehouse to produce the Nebulizer and Supplies report.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report details. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP172

The Contractor's solution shall have the ability to produce Delayed Surgery Summary report as specified by Agency.

Wipro EMaaS produces the Delayed Surgery Summary report as specified by the agency.

Team Wipro's Reports360 enables the agency to analyze delayed surgery data to determine factors, such as the following:

- Lapses between onset of symptoms and surgery that may impact overall member health outcomes,
- Delays in access to specialists and specific procedures in a service area,
- Understanding situational and environmental factors.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 accesses the Claims360 data warehouse to obtain the claims and encounter data needed to produce the Delayed Surgery Summary reports. Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the report summary. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP173

The Contractor's solution shall have the ability to produce Facility Visits Exception report as specified by Agency.

Wipro EMaaS produces the Facility Visits Exception report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, procedure, service location, and a variety of provider and member demographics data that is used to build these reports. Reports360 uses these and other data elements from Claims360 data warehouse to derive exception parameters and capture facility visit exceptions.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the Facility Visits Exception report. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP174

The Contractor's solution shall have the ability to produce Office Visits Exception report as specified by Agency.

Wipro EMaaS produces the Office Visits Exception report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, procedure, service location, and a variety of provider and member demographics data that is used to build these reports. Reports360 uses these and other data elements from Claims360 data warehouse to derive exception parameters and capture facility visit exceptions.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and related data represented in the Office Visits Exception report. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP175

The Contractor's solution shall have the ability to produce Physician Office Visits by Member report as specified by Agency.

Wipro EMaaS produces the Physician Office Visits by Member report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, procedure, service location, and a variety of provider and member demographics data that is used to build these reports. Reports360 uses these and other data elements from Claims360 data warehouse to analyze member office visit utilization data.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the Physician Office Visit by Member report. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP176

The Contractor's solution shall have the ability to produce Physician Office Visits by TANF report as specified by Agency.

Wipro EMaaS produces the Physician Office Visits by Temporary Assistance for Needy Families (TANF) report as specified by the agency.

Team Wipro's Reports360 provides the ability to pull claims, procedure, service location, and a variety of provider and member demographics data that is used to build these reports. Reports360 uses these and other data elements from Claims360 data warehouse to analyze TANF office visit utilization data.

Team Wipro works with agency staff to identify the required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims and members represented in the Physician Office Visit by TANF report. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.



FDRP177

The Contractor's solution shall have the ability to produce Suspended Medical report as specified by Agency.

Wipro EMaaS produces the Suspended Medical report as specified by the agency.

Team Wipro's Reports360 accesses the Claims360 data warehouse to provide agency review staff with information related to medical claims for review of suspended policy and payment exceptions. Reports display data, such as:

- Unique claim identifier,
- Provider and member data,
- Attachments or medical records, and
- Related claim history.

Team Wipro works with agency staff to identify required data elements and report formatting. Team Wipro's Reports360 provides the users with drill-down functionality to see details of the claims data represented in the Suspended Medical report. Users can also include the report on their Reports360 dashboard to run as needed or on a recurring basis.

3.10.19 OPTION D: STATE-SPECIFIC REQUIREMENTS

In addition to the Core scope of the Claims Processing and Management Services module, states may procure additional components and services for activities not categorized in Sections 3.10.1 through 3.10.15. Option D – State-Specific Requirements includes requirements unique to a participating state. These requirements will be identified and agreed upon during the Participating Addendum process.

Team Wipro acknowledges and understands that states may procure additional components and services through the Participating Addendum process. We further acknowledge and understand that Option D requirements are unique to a participating state.

Our offering in response to the State of Montana Request for Proposal: RFP DPHHS-RFP-2020-0245, entitled "Claims Processing and Management Services for Montana's Program for Automating and Transforming Healthcare (MPATH)," includes an offer on the following components in the RFP:

- Core Claims Processing
- Option A - Financial
- Option B - Call Center
- Option C - Federal Reporting
- Option D - State Specific Requirements (to be agreed upon during the Participating Addendum process)