

# **ATTACHMENT A**

## **SCOPE OF WORK**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

### **PURPOSE**

OHCA will transition to a new healthcare delivery system, called SoonerSelect, following Governor J. Kevin Stitt's signing of reform bills SB 1337 and SB 1396. Oklahoma Health Care Authority (OHCA) is issuing this Request for Proposal (RFP) seeking submissions from qualified Bidders for Monitoring and Compliance Services to assist in the post-transition to the new healthcare delivery system. OHCA will look toward the Contractor for leadership and expertise in assisting OHCA personnel with day-to-day functionalities during the beginning stages of the Contract. OHCA is expecting to become self-sufficient through on-the-job training and support documentation provided by the Contractor. Additionally, routine reporting, capturing, and analyzing data from Contracted Entities (CEs) is expected to be relayed to OHCA leadership on a regular basis through dashboarding and other methodologies determined appropriate between OHCA and Contractor.

## 1 Contract Term and Renewal Options

The initial contract period shall commence upon contract execution and with the base contract term of three (3) years with the option of up to two (2) – one (1) year renewals.

## 2 Definitions

The following are relevant definitions and acronyms related to this Attachment. **Betterments** means offerings proposed by the Bidder that are within the outlined specifications and are more current or upgraded versions than requested.

- 2.2 **Business Days** is defined as Monday through Friday and is exclusive of weekends and State of Oklahoma holidays, pursuant to 25 O.S. § 82.1, Designation and dates of holidays - Executive Order - Acts to be performed on next succeeding Business Day - State employees authorized to observe certain holidays - "Holiday" defined.
- 2.3 **Center for Medicare and Medicaid Services (CMS)** is the Federal agency that is responsible to provide health coverage to more than 100 million people through Medicare, Medicaid, the Children's Health Insurance Program, and the Health Insurance Marketplace. CMS provides Federal oversight to the Oklahoma Health Care Authority.
- 2.4 **Contractor** means software that is commercial off-the-shelf.
- 2.5 **COTS** means offerings proposed by the Bidder that are within the outlined
- 2.6 **Contracted Entities (CE)** means an organization that offers health care services with cost controls using managed care, commonly known as Managed Care Organizations.
- 2.7 **Corrective Action Plan (CAP)** means a document that outlines a set of steps for addressing issues or gaps in operations or processes that could negatively impact the business.
- 2.8 **Dashboard** means a reporting tool that compiles and illustrates metrics and key indicators so that they can be examined by critical decision-makers.
- 2.9 **Deliverable** means specific tangible or intangible products, or services produced within the scope of the Project Order.
- 2.10 **End-to-End** means a process that takes a system or service from beginning to end and delivers a complete functional solution.
- 2.11 **Fee-For-Service** means a system of health insurance in which a doctor or other health care provider is paid a fee for each particular service rendered.

- 2.12 Fiscal Agent** means an organization, such as a bank or trust company that acts on behalf of another party performing various financial duties.
- 2.13 Governance** means the established policies, and continuous monitoring of their proper implementation, by members of the governing body of this contract. It includes the mechanisms required to balance the powers of the members (with the associated accountability), and their primary duty of enhancing the effectiveness and viability of the contract related to OHCA's goals and objectives.
- 2.14 GRC** means Governance, Risk and Compliance.
- 2.15 HHS** means Department of Health and Human Services.
- 2.16 HIPAA** means Health Insurance Portability and Accountability Act.
- 2.17 HITECH** means Health Information Technology for Economic and Clinical Health Act.
- 2.18 Major Subcontractors** means a subcontractor that is awarded a subcontract that equals or exceeds the certified cost or pricing data threshold and 35 percent of the value of the contract under which the subcontract is awarded.
- 2.19 Managed Care** means a health care delivery system organized to manage cost, utilization, and quality. Medicaid managed care provides for the delivery of Medicaid health benefits and additional services through contracted arrangements between State Medicaid agencies and CEs that accept a set per member per month payment for these services.
- 2.20 Medicaid Management Information System (MMIS)** means an integrated group of procedures and computer processing operations (subsystems) developed at the general design level to meet principal objectives. For the purposes of this RFP, "systems mechanization" and "mechanized claims processing and information retrieval systems" is identified in SSA Section 1903(a)(3) of the Act and defined in regulation in 42 CFR 433.111.
- 2.21 Milestone** means specific progress point(s) or task(s) that must be reached to achieve progress on the Project, a milestone is a measurement of progress toward the Deliverable.
- 2.22 Minimum Viable Product** identifies the stage when the Monitoring and Compliance Tool can ingest data from CEs and all their plans, has workflow functionality, and meets minimum security requirements.
- 2.23 MLR** means Medical Loss Ratio.

- 2.24 Monitoring and Compliance Tool** means the data analytics dashboard and platform that will be used by Contractor and OHCA for the Monitoring and Compliance Services.
- 2.25 Monitoring and Compliance Services** means the complete End-to-End configurable system and support services that will enable OHCA in the monitoring and compliance of CEs providing Medical, Dental and Children’s Specialty plans.
- 2.26 Oklahoma Health Care Authority (OHCA)** means the State of Oklahoma Agency that is responsible to administer the SoonerCare program.
- 2.27 Option to Renew** means the optional contract years that may be authorized to continue contracted services resulting from this RFP. The State of Oklahoma law requires State agencies to contract by State Fiscal Year (SFY).
- 2.28 PHI** means Protected Health Information.
- 2.29 POAM** means Plan of Action and Milestones.
- 2.30 Project** means the temporary endeavor authorized in a Project Order undertaken to create a unique product, service, or result. This may include a Project to deliver one or more business products according to a specified business case.
- 2.31 Request for Proposal (RFP)** means this document which invites Bids.
- 2.32 SDOH** means Social Determinants of Health.
- 2.33 Short List** means Bidders that receive an invitation to Orals and Demos.
- 2.34 SME** means Subject Matter Expert.
- 2.35 Standard Operating Procedures (SOP)** means established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.
- 2.36 [Senate Bill \(SB\) 1337](#)** codifies the system design for a transformed Medicaid program at 56 O.S. § 4002.1 et seq., which prioritizes access and quality health outcomes for SoonerCare members and creates preferential opportunities for provider led entities to partner with OHCA as Contracted Entities under this new model.
- 2.37 SB 1396** is unique opportunity to invest additional funding into the Oklahoma health care community by drawing down additional Federal dollars in the form of supplemental payments to qualifying providers. 36 O.S. § 6971.

- 2.38 **State** means the state of Oklahoma
- 2.39 **State Fiscal Year (SFY)** means the annual financial year established by the State of Oklahoma which is from July 1 through June 30.
- 2.40 **Subcontractor** means a person or entity that has been awarded by the Contractor the performance of part of the work or services of an existing Contract entered between the Contractor and OHCA.

### 3 **Goals and Vision**

The transition in health care delivery will allow the State to achieve the following envisioned payment and delivery system reform goals:

- 3.1 Improve health outcomes for Oklahomans.
- 3.2 Move toward value-based payment.
- 3.3 Improve member satisfaction.
- 3.4 Contain costs by investing in preventive and primary care.
- 3.5 Increase cost predictability to the State.
- 3.6 Implement a standalone solution for providing Monitoring and Compliance Services of CEs.

In support of the goals above, OHCA seeks to retain the services of a Contractor to assist in Monitoring and Compliance Services post-transition of the Fee-for-Service to Managed Care. OHCA requires Contractor to:

- 3.7 Assist OHCA personnel in day-to-day functions.
- 3.8 Create an exit strategy for OHCA to be self-sufficient through training, establishing documentation and any other approaches deemed appropriate.
- 3.9 Have a comprehensive End-to-End platform, delivering a complete functional solution.
- 3.10 Provide real-time data analysis results through dashboarding and other reporting methodologies.
- 3.11 Collaborate with OHCA staff and other identified stakeholders with respect to OHCA staffing limitations and commitments.
- 3.12 Meet all requirements listed in the RFP, adapting all current roles, responsibilities and technology while providing sustainable delivery.

## **4 Budget**

The following are OHCA budget expectations related to this RFP:

- 4.1** The budget for this RFP shall be based on the Bidder's estimation of total cost to complete all work located in Exhibit 6: Staffing and Pricing.
- 4.2** The budget should align with the Project's priorities, goals and expected outcomes.
- 4.3** The budget will be appropriated for the tool, necessary licenses, staffing, and ongoing support.

## **5 OHCA Overview**

OHCA administers the State of Oklahoma Medicaid program, also referred to as SoonerCare, and is transitioning to a new health care model called SoonerSelect. Medicaid is a Federal and State entitlement program that provides funding for medical and dental benefits to certain low-income individuals. Medicaid guarantees coverage for basic health and long-term care services based upon income and/or resources. Created by Title XIX of the Social Security Act of 1965, Medicaid is administered at the Federal level by CMS within the Department of Health and Human Services (HHS).

SoonerSelect is a health care model organized to facilitate member care, predictable costs, and quality and allows for the delivery of Medicaid health and dental benefits and more services through contracted arrangements between OHCA and CEs. This delivery system requires OHCA to move from providing services to overseeing the compliance of the program and the health outcomes of the SoonerSelect population.

OHCA strives for all Oklahomans to be healthy and to have access to quality health care services regardless of their ability to pay while responsibly purchasing State and Federally funded health care in the most efficient and comprehensive manner possible. Additionally, OHCA follows five key principles: passion for purpose, empowerment and accountability, trust, and transparency, best in class and outcome-driven, and servant leadership.

## **6 Contract Governance**

### **6.1 OHCA Roles and Responsibilities**

OHCA will coordinate and monitor Project activities and make OHCA staff resources available as required to support the Contract. During the entire lifecycle of the Contract, OHCA will:

- A.** Define the goals and objectives of the Contract and services throughout implementation and ongoing operations.
- B.** Communicate the goals, objectives, and ongoing status of the Contract to all stakeholders.
- C.** Work with stakeholders to identify and monitor Project activities, Project risks and appropriate mitigation approaches related to the Contract.
- D.** Monitor the program management approach that will govern the Contract.
- E.** Review the draft deliverables and final deliverables developed by Contractor and provide feedback, request changes, and provide final review until OHCA is satisfied with the resulting deliverables.

- F. Provide access to OHCA management and Subject Matter Experts (SMEs) for the approval of the deliverables required to meet the goals and objectives of the program.
- G. Coordinate data exchanges and provide available data to support Contractor’s Project activities.
- H. Perform additional activities proposed by Contractor and acceptable to OHCA.
- I. Ensure the following OHCA staff listed below can successfully complete all role-specific roles and responsibilities listed in the table below.

TITLE	ROLES AND RESPONSIBILITIES
<b>Business Owner</b>	<ul style="list-style-type: none"> <li>• Designate an OHCA employee to serve as Program Monitor who will be the primary contact for Contractor.</li> <li>• Coordinate contract access to required data and reporting.</li> <li>• Provide information on OHCA policy, eligibility, and other information requested by Contractor.</li> <li>• Review the criteria and protocols proposed by Contractor for any conflict with OHCA standards or policies.</li> <li>• Perform additional activities proposed by Contractor and acceptable to OHCA.</li> </ul>
<b>Contract Coordinator</b>	<ul style="list-style-type: none"> <li>• Point of contact for Contract administration and disputes.</li> </ul>
<b>Professional Services Contracts Manager</b>	<ul style="list-style-type: none"> <li>• Point of contact for unresolved disputes by the Business Owner and/or Contract Coordinator.</li> </ul>
<b>Program Manager</b>	<ul style="list-style-type: none"> <li>• Provides daily management of the Project and serves as the chief liaison to the Business Owner for design, development, and Project implementation activities, as well as the Project’s maintenance and operational phase.</li> <li>• Authorized to make day-to-day Project decisions.</li> <li>• Responsible for managing OHCA teamwork activities consistent with the approved work plan.</li> <li>• Responsible for identifying resource requirements, coordinating the use of personnel resources, identifying issues, solving problems, and facilitating the implementation of the tool.</li> </ul>
<b>Project Coordinator</b>	<ul style="list-style-type: none"> <li>• Responsible for working with Contractor as they transition the roles and responsibilities of Monitoring and Compliance Services to OHCA.</li> <li>• Responsible for learning and attending training that the Contractor holds.</li> <li>• Responsible for ensuring that Contractor is providing necessary documentation, Standard Operating Procedures (SOPs), and training on the tool.</li> <li>• Responsible for managing the appropriate teams and resources attending training that the Contractor holds.</li> </ul>

## **6.2 Contractor Roles and Responsibilities**

The following are roles and responsibilities assigned to Contractor:

- A.** Provide all staff necessary to perform the services required under this RFP.
- B.** Provide work and office space, computer hardware, and software necessary to perform the services required under this RFP.
- C.** Adhere to all State and Federal laws, regulations, and policies.
- D.** Ensure that resources are available to complete all Project activities accurately and in accordance with a schedule as agreed upon with OHCA.
- E.** Work collaboratively with OHCA to advance the goals and objectives of the program.
- F.** Meet all Contractor requirements as specified in Section 7 Contract Requirements of this RFP.
- G.** Conduct weekly and/or monthly meetings as agreed upon with OHCA and provide status update reports and projected activities to be completed.

## **7 Contract Requirements**

OHCA is in the process of transitioning from a Fee-for-Service to Managed Care delivery system as mandated by 56 O.S. § 4002.1 et seq. Successful Bidders will be responsible in assisting OHCA with post-transition in both technical and operational areas of Monitoring and Compliance Services.

Contractor shall meet all specified requirements in the following areas, as defined further in this Section of the RFP:

### **7.1 Staffing and Key Personnel**

Contractor shall maintain adequate staffing of qualified and appropriately trained individuals to meet all Contract operational and technical requirements. The Bidder should include further details involving total expected staffing in Exhibit 6 – Staffing and Pricing.

In addition, Contractor's Project staffing shall include, at a minimum, the following designated Key Personnel:

- i.** Project Director
- ii.** Implementation / Transition Manager
- iii.** Health Policy Subject Matter Expert
- iv.** Information System Security Officer / Analyst
- v.** Training Specialist
- vi.** Data Analyst

Contractor shall not change the designation of the Key Personnel or assign staff to Key Personnel positions without prior approval from OHCA.

**A. Key Personnel Roles, Responsibilities, and Qualifications**

The table below summarizes the roles, responsibilities and qualifications of the Key Personnel listed in Section 7.1 Staffing and Key Personnel.

Project Director	
Roles & Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Primary point of contact with OHCA Business Owner and Contract Coordinator for activities related to contract administration, overall Project management and scheduling, correspondence between OHCA and Contractor, dispute resolution, and status reporting to OHCA for the duration of the Contract.</li> <li>• Authorized to commit the resources of Contractor in matters regarding the implementation performance of the Contract.</li> <li>• Responsible for ensuring all Contractor-required resources identified by the Project Manager are staffed on time.</li> <li>• Oversee Key Personnel.</li> <li>• Responsible for addressing any issue that cannot be resolved with Contractor's Implementation / Transition Manager.</li> <li>• Communicate with CEs at the direction of OHCA.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of three (3) years of direct Project oversight experience.</li> <li>• Special consideration may be given to those who have Medicaid and/or Managed Care experience.</li> </ul>
Implementation / Transition Manager	
Roles & Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Oversee the implementation of the Monitoring and Compliance Services.</li> <li>• Lead the development and execution of the exit strategy of the Monitoring and Compliance Services, transitioning work back to OHCA.</li> <li>• Provide onsite management of the Project during implementation phase and serve as chief liaison to OHCA for design, development, and Project implementation activities.</li> <li>• Authorized to make day-to-day Project decisions.</li> <li>• Responsible for managing the Project by using the Project management processes, organizing the Project, and managing the teamwork activities consistent with the approved Project Plan and Schedule.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum of three (3) years of project management experience for a government or private sector health care payer including experience in a State similar in scope and size.</li> <li>• Possess current Project Management Professional certification.</li> </ul>

<ul style="list-style-type: none"> <li>Responsible for scheduling and reporting Project activities, identifying resource requirements well in advance, coordinating the use of personnel resources, identifying issues, solving problems, and facilitating the implementation of the services.</li> </ul>	
<b>Data Analyst</b>	
<b>Roles &amp; Responsibilities</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>Develop Dashboards and reports as described in Section 7.2.C Technical Services.</li> <li>Support OHCA with receiving, compiling, validating, and analyzing data from CE.</li> <li>Develop technical documentation and SOPs for the tool.</li> <li>Provide quality assurance and testing of the tool.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of three (3) years of experience in planning, designing, building, and implementing technology solutions, with specific experience in analytics and business intelligence reporting.</li> </ul>
<b>Health Policy Subject Matter Resource</b>	
<b>Roles &amp; Responsibilities</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>Provide expertise in best practices in Monitoring and Compliance Services of Managed Care, including knowledge of laws, regulations, and policies governing Managed Care programs.</li> <li>Advise OHCA regarding best practices for Monitoring and Compliance Services and recommend modifications to improve processes.</li> <li>Possess expertise with CMS technical assistance toolkits and compliance with Managed Care standards and regulations.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of three (3) years of experience in Medicaid and/or Managed Care with demonstrated understanding of State and Federal policy. This experience must have occurred within the last five (5) years (qualification may be met by Subcontractor).</li> <li>CMS certification experience.</li> </ul>
<b>Training Specialist</b>	
<b>Roles &amp; Responsibilities</b>	<b>Qualifications</b>
<ul style="list-style-type: none"> <li>Develop and maintain the Training Plan.</li> <li>Assist with technical training for Contractor and OHCA staff alongside the Data Analyst.</li> <li>Train and coach Contractor and OHCA staff on day-to-day operational functions.</li> <li>Create and maintain training documentation.</li> <li>Support the transition process.</li> <li>Support CE training.</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of three (3) years supporting training efforts within the HHS environment.</li> <li>Experience training within Medicaid systems implementation preferred.</li> </ul>

Information System Security Officer / Analyst	
Roles & Responsibilities	Qualifications
<ul style="list-style-type: none"> <li>• Individual who is dedicated to Security within the organization and responsible for the Governance, Risk, and Compliance (GRC) of the scoped system(s).</li> <li>• Support and maintain compliance in accordance with minimum standards related to the State of Oklahoma Medicaid program for scoped system(s).</li> <li>• Provide and maintain contact info in accordance with OHCA regarding Security/Privacy and communication.</li> <li>• Track remediation, vulnerability, compliance, and risk metrics.</li> <li>• Oversees and ensures that the system maintains an acceptable security posture within contract guidelines and industry best practices for cybersecurity, privacy and data integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience as a security and compliance practitioner.</li> <li>• Strong working knowledge of NIST SP 800 series (preference for MARS-E control standards), POAMs (Plan of Action and Milestones), SSP (System Security Plan), minimum two (2) years combined experience.</li> </ul>

**B. Location of Staff**

Contractor shall collaborate with OHCA to determine what phases and milestones of the Project require Key Personnel and staff onsite. The Project Plan should include estimates of when Contractor expects staff and Key Personnel to be onsite and remote during the span of the Contract.

**7.2 Project Activities**

Below lists Contractor’s responsibilities, obligations, and expectations to successfully complete this Contract. Review Exhibit 4 – Technical Narrative for further information on specific requirements and expectations.

**A. Management and Operations**

Contractor shall support management and operation initiatives which may include, but are not restricted to:

- i. Provide all Key Personnel and SMEs listed under Section 7.1 Staffing and Key Personnel necessary to perform the services required under this RFP.
- ii. Deliver a Project Kickoff two (2) weeks from the contract start date.

- iii.** Develop and maintain a Project Management Plan and Project Schedule outlining key milestones, deliverables, Risk and Issue Log, project completion, and closeout expectations. The Project Management Plan shall be reviewed with OHCA on agreed upon schedule; subject to OHCA approval, the Project Management Plan may be reviewed with OHCA less frequently post-implementation. Furnish the first Project Management Plan one week after the Contract is executed.
- iv.** Schedule status and leadership meetings with an appropriate, previously agreed-upon cadence and provide meeting minutes within three (3) Business Days of the meeting date.
- v.** Create Progress and Status Reports on a weekly basis that summarize Project activities and provide updates to the progress of the Project. The reports will include overall status, accomplishments, issues and risks, deliverables status, activities planned for the next period, and any other important information.
- vi.** Support issue resolution and escalation processes by maintaining a Risk and Issue Log with risks, assumptions, issues, and dependencies that will be shared and reviewed by OHCA.
- vii.** Document roles and responsibilities for any task, milestone, or Project Deliverable through a responsibilities matrix (ex: RACI).
- viii.** Provide Change Management and process modification requests, including staffing changes or scope of work and document the changes where appropriate.
- ix.** Create and maintain a Training Management Plan to support training and transition processes. In addition, Contractor will be required to create training documentation, schedule, and facilitate training sessions, and provide coaching and guidance to support the training efforts.
- x.** Develop business process documentation which may include:
  - (a)** SOPs
  - (b)** Process flows
  - (c)** Procedures or user manuals
  - (d)** Other supporting documentation
- xi.** Create and maintain a Staffing Management Plan to support appropriate staffing to deliver on agreed-upon services.
- xii.** Create and maintain a Quality Assurance Plan to support accuracy and consistency of services and deliverables.

- xiii.** Create and maintain Communication Plan to support communication and coordination appropriate to the Project, considering OHCA staff limitations. Contractor is responsible in aligning understanding of key terms with OHCA, collaborating with OHCA identifying the important information that will need to be communicated to stakeholders throughout the Project, who will be receiving the communication, the timeline and cadence of communication. In addition, Contractor is responsible for accurately tracking and recording communications with CEs within the monitoring tool.
- xiv.** Develop and maintain a System Security Plan.
- xv.** Develop and maintain a Data Management Plan
- xvi.** Develop and maintain a Disaster Recovery Plan which includes business continuity.
- xvii.** Develop and maintain a Transition Plan. Contractor will be expected to lead the Transition at the end of which OHCA will have the ability to take over Contractor’s tasks.
- xviii.** Schedule and run the Project Close-Out meetings resulting in a Project Close-Out report containing lessons learned and any other topics OHCA deems important.

**B. Monitoring and Compliance Services**

Contractor shall provide Monitoring and Compliance Services which may include, but not limited to:

- i.** Providing oversight and evaluation efforts by collecting, analyzing, and reporting on qualitative and quantitative data from the CEs. This data may include, but is not limited to:
  - (a)** CE performance
  - (b)** Enrollment data
  - (c)** Claims and utilization data
  - (d)** Quality of care metrics
  - (e)** Outcome metrics
  - (f)** Financial data
  - (g)** Network adequacy
- ii.** Providing expertise to OHCA in its evaluation and oversight of CEs.
- iii.** Monitoring for potential risks or gaps and if needed, collaborating with OHCA to establish Corrective Action Plans (CAPs), and provide ongoing monitoring of the completion of the plans by the CE.
- iv.** Recording and documentation of all interactions and outcomes with CEs.

- v. Any other ad hoc tasks requested by OHCA within the Contract scope.

**C. Technical Services**

Contractor shall provide technical expertise in the following areas, which may include, but is not restricted to:

- i. Helping with CE compliance and regulation reviews to ensure compliance with healthcare operations and functions to meet CMS, State, and regulatory requirements.
- ii. Identifying, monitoring, and documenting appeals and grievances, including data collection that will meet the requirements of 42 CFR § 438.66 (a) and (b).
- iii. Evaluating and reporting on the effectiveness of CE care management, value-add benefits, and Social Determinates of Health (SDOH) interventions.
- iv. Validating the adequacy of CE provider networks and their compliance with OHCA access standards 317:55-5-11.
- v. Ensuring accuracy of CE compliance and monitoring activities.
- vi. Providing a dedicated Monitoring and Compliance Tool for collecting, storing, extracting, analyzing, and reporting CE data accurately and in accordance with an agreed upon schedule with OHCA. These activities need to align with all Federal, State, and contract regulations/requirements for the validation of CE performance measures.
- vii. Creating standards, policies, and procedures that monitor the effectiveness of business rule determinations and report to OHCA the accuracy of system performance.
- viii. Identifying new processes and templates for CEs to submit identified performance management metrics, including the development of a tracking system that gives the State information around performance metrics, failures, completion rates, error rates, etc.
- ix. Assisting OHCA with the following Federal reporting requirements and activities:
  - (a) Annual Managed Care Program Report per CMS regulations 42 CFR § 438.66(e)
  - (b) Medical Loss Ratio (MLR) per CMS regulations 42 CFR § 438.74(a)
  - (c) Access Standards Report per CMS regulations 42 CFR § 438.207(d)
  - (d) Access Standards Report per CMS regulations 42 CFR § 438.207(e)

- x. Identifying evaluation criteria and value propositions for new data collection instruments, tools, systems, and technologies required to fill gaps.
- xi. Extracting and reporting data analytics from descriptive to predictive and prescriptive, along with steps for implementation of the related methods, tools, and technologies.
- xii. Utilizing a dedicated data analytics platform for collecting, storing, extracting, analyzing, and reporting CE data to analyze trends, identify areas of excellence or concern, compare data by CE then compare the data to the Fee-for-Service population, and assess program effectiveness.
- xiii. Establishing interfaces with the CEs and OHCA to receive, store, and integrate the CE files and data including how Contractor will proactively communicate, follow up, and provide technical support to the CEs to ensure that reporting and data submissions come in on time and conform to defined specifications.
- xiv. Monitoring CE web-based and mobile phone applications.
- xv. Data sharing between State, CEs, and providers.

**D. Obligations of Contractor**

Contractor is responsible for the following obligations:

- i. Providing all Key Personnel and subject matter resources listed in A.4.2.1 Key Personnel necessary to perform the services required under this RFP.
- ii. Providing work and office space, computer hardware, and software necessary to Key Personnel and staff to perform the services required under this RFP.
- iii. Adhering to all State and Federal laws, regulations, and policies.
- iv. Guaranteeing that resources are available to complete all Project activities accurately and in accordance with a schedule previously agreed upon with OHCA.
- v. Work collaboratively with OHCA to advance the goals and objectives of this RFP.
- vi. Meet all Contractor requirements as specified in A.4.2.2 Key Personnel Roles, Responsibilities, and Qualifications of this RFP.

**7.3 Data Management and Security**

- i. Notwithstanding the Specific Requirements of this Section, Contractor shall comply with all Data Management and Sharing Requirements Specified in Attachment C – Agency Terms.
- ii. Contractor shall create and maintain a Data Management Plan.
- iii. Contractor shall create and maintain a Security Plan.

- iv.** Contractor shall create and maintain a Disaster Recovery Plan which will include business continuity.
- v.** Contractor shall maintain Monitoring and Compliance Tool in full compliance with all requirements of the Health Insurance Portability and Accountability Act (HIPAA), requirements set forth in the Health Information Technology for Economic and Clinical Health Act (HITECH) in 42 USC 17931, Section 6504(a) of the Affordable Care Act and other applicable State and Federal laws and regulations.
- vi.** Contractor shall ensure that its Monitoring and Compliance Tool is compliant with any future State or Federal regulations within the timeframe stipulated by the regulatory body.
- vii.** Contractor's system shall be updatable to accommodate changes required by or resulting from CMS or OHCA policy directives and protocols.
- viii.** Contractor's system shall accommodate existing and new OHCA process.
- ix.** Hardware and software for Contractor's information systems, and all other electronic communication must be sufficient to meet the service and reporting requirements of this RFP and acceptable to OHCA.
- x.** Gainwell Technologies is currently contracted to operate OHCA MMIS and is to be the System Integrator for all Contractors. OHCA MMIS currently encompasses claims processing, member eligibility and enrollment, provider contracting, member and provider files, prior authorization system, data warehouse, etc. Contractor shall be required to coordinate with the System Integrator to complete the scope of work for this Contract.
- xi.** Contractor's system shall be compatible with OHCA MMIS and to include mapping data fields so that transfer of data from OHCA to Contractor and vice versa is completed within "real time" or within two (2) calendar days. Contractor is responsible for ensuring its data is up-to-date and shall make changes to their system as needed to accommodate transfer of data.
- xii.** If Contractor chooses to directly access OHCA's MMIS, Contractor shall comply with all OHCA access, hardware, and software requirements.
- xiii.** If required in the future by OHCA, Contractor shall collaborate with the agency to use or integrate with any care/medical management platform that OHCA implements.
- xiv.** Contractor shall not require any changes or modifications to OHCA's MMIS.
- xv.** Contractor shall allow OHCA to view Contractor's system.
- xvi.** Contractor shall transfer supporting documentation to OHCA document management system on a mutually agreed-upon schedule.

- xvii.** If Contractor chooses to use electronic file transfer, Contractor shall comply with OHCA electronic file transfer specifications.
- xviii.** Contractor shall enable designated OHCA staff with the appropriate permissions and security/confidentiality safeguards within Contractor's system. Contractor shall ensure that access to the system is available for use from 7:00 a.m. to 9:00 p.m., CST Monday through Friday, on Saturdays (except those following Thanksgiving, Christmas, and New Year's Day) between 8:00 a.m. to 12:00 Noon, CT, or, during overtime hours, as requested by OHCA.